

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

A Compilation

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VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 100 ORGANIZATIONAL STRUCTURE/CHAIN OF COMMAND/AUTHORITY

1.0 PURPOSE/REFERENCES:

To establish the Organizational Structure, the Chain of Command and appropriate authority.

RCW 39.34.030(3)(b)

CALEA Standards: 1.1.1 - 1.1.6, 2.1.2 - 2.1.4, 2.2.4, 2.4.1

2.0 POLICY:

Valley Communications Center was formed pursuant to RCW 39.34.030(3)(b), which provided responsibility and authority for emergency service communications and all related incidental functions for communicating and dispatching services between the public and the participating public safety agencies. The Director shall administer Valley Communications Center in its day-to-day operations consistent with adopted policies.

Valley Communications Center shall be organized as described herein. All official communications or matters involving Valley Communications Center or employees shall be made through proper channels following the Chain of Command. Commensurate authority to execute the activity of the organizational component is delegated by the Director through the Chain of Command to individual employees and each employee is accountable for the use of that delegated authority.

Valley Communications Center recognizes the implementation of NIMS (National Incident Management System) as a dynamic and multi-year process which has been mandated by the Homeland Security Presidential Directive – 8, and shall remain current with training requirements for emergency preparedness related to the National Response Plan (NRP).

3.0 PROCEDURE:

3.1 Organizational Structure:

All organizational components within Valley Communications Center will encourage and support the exchange of information for the purpose of accomplishing the organizational mission.

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3.1.1 Administration Board:

The Administration Board consists of the Mayors of the Cities of Auburn, Kent, Renton, Tukwila and Federal Way. The Administration Board is the controlling authority over Valley Communications Center financial and policy matters. The Administration Board meets twice a year and anytime a special meeting is requested.

3.1.2 Operations Board:

The Operations Board consists of the police and fire chiefs from the Cities of Auburn, Kent, Renton, Tukwila and Federal Way. In addition, one representative from the contract fire agencies and one representative from the contract police agencies serve as voting members. The Operations Board meets monthly and provides direction on operational matters of Valley Communications Center as well as serving the Administration Board in an advisory capacity.

3.1.3 Director:

The Director is an employee of the Administration Board and reports to the Chairperson of the Operations Board. The Director oversees the operations of the Center, implementation of procedures in support of established policies, short and long term planning and budget development. Managers meet with the Director on a frequent basis as needed.

3.1.4 Operations:

The Assistant Director oversees operational functions within Valley Communications Center, including Public Safety Call Receiving and Dispatching. The Assistant Director assumes responsibility for the Center in the absence of the Director. The Assistant Director reports to the Director. The Assistant Director and Supervisors meet at least monthly to coordinate

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the operational activities of the Center.

3.1.4.1 Communications Teams:

Each Communications Team is led by a Team Supervisor who reports to the Assistant Director and is responsible for staffing, day-to-day operational oversight of the on-duty communications staff and performance evaluation of their assigned team members. The Team Supervisor may be supported by a Lead Dispatcher who assists with the day-to-day supervisory responsibilities as assigned and assumes the supervisory role in the Team Supervisor's absence. Dispatchers and Call Receivers report to their assigned Team Supervisor for routine administrative purposes. The designated On-Duty Supervisor is the sole contact for on-duty Dispatchers and Call Receivers regarding operational issues relating to Call Receiving and Dispatching.

3.1.4.2 Training Function:

The Training Coordinator coordinates training of all Public Safety Dispatchers and Call Receivers, as well as other training related to communications. The Training Coordinator reports to the Assistant Director.

3.1.5 Technical Services:

The Technical Services Manager oversees implementation, performance and maintenance of all technical systems within Valley Communications Center. The Technical Services Manager reports through the Assistant Director to the Director. Technical personnel meet at least monthly to coordinate technical activities of the Center.

3.1.5.1 Technical Services Specialist:

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The Technical Services Specialist is responsible for performance and maintenance of the computer hardware used throughout the Center.

The Technical Services Specialist reports to the Technical Services Manager.

3.1.5.2 Application Specialist:

The Application Specialist is responsible for performance and maintenance of the system applications used throughout the Center. The Applications Specialist reports to the Technical Services Manager.

3.1.6 Finance:

The Finance Manager coordinates the budget process, maintains the financial information system and oversees performance of financial functions. The Finance Manager reports to the Director.

3.1.6.1 Payroll/Accounting Specialist:

Reporting to the Finance Manager, the Payroll/Accounting Specialist performs various financial functions as assigned.

3.1.7 Administrative Services Coordinator:

The Administrative Services Coordinator performs a variety of administrative functions and provides administrative support to the entire Administrative Staff. The Administrative Services Coordinator reports to the Director.

3.1.7.1 Administrative Services Clerk:

Reporting to the Administrative Services Coordinator, the

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Administrative Clerk performs various clerical functions as assigned.

3.1.7.2 Communications Records Custodian:

The Communications Records Custodian is responsible for organization and maintenance of communications records, as well as researching and providing documents or audiotapes for various requests. The Communications Records Custodian reports to the Administrative Services Coordinator.

3.1.8 Human Resources Manager:

The Human Resources Manager is responsible for all human resource activities within the Center, including recruitment, hiring and personnel action. The Human Resource Coordinator reports to the Director.

3.2 Chain of Command:

3.2.1 Chain of Command shall comply with the organizational structure of Valley Communications Center. Operational Chain of Command emanates from the Director through the Assistant Director to Team Supervisors and then to the communications staff (Dispatchers and Call Receivers). In the absence of the Director, the Assistant Director oversees the operations of the Center. Delegation of operational responsibility beyond the Assistant Director shall be at the Director's discretion on a case-by-case basis except during an exceptional situation where contact with the Director or Assistant Director is not possible. In exceptional situations where the Director or Assistant Director cannot be contacted, the following order shall be followed:

- Technical System Manager
- Training Coordinator
- On-Duty Supervisor
- Most Senior Supervisor
- HR Manager
- Finance Manager

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- Most Senior Employee
- 3.2.2** In operations involving personnel from different functions or departments, the Director shall maintain overall responsibility for Valley Com personnel, unless delegated specifically to another individual.
- 3.2.3** Unless determined otherwise by the Director or Assistant Director, the on-duty Supervisor has operational authority to direct the work of on-duty Call Receivers, Dispatchers and Lead Dispatchers in accomplishing emergency communications functions.
- 3.2.4** Supervisory personnel are accountable for the activities of employees under their immediate control. All employees are fully accountable for the use of the authority and powers delegated to them.
- 3.2.5** Employees must follow lawful directions given by their superiors. This includes any direction relayed from a superior by an employee of the same or lesser authority. Employees receiving conflicting direction will attempt to resolve the conflict by advising either superior. If an employee cannot readily advise either superior, the employee shall use their judgement to determine the appropriate direction based on all the information available. If the employee is not able to make a judgement based on the available information, the most recent directive shall be followed and notification made to either superior at the earliest opportunity.
- 3.2.6** All communications to the Boards, Committees, or their members will be made only by the Director or with the Director's approval. With the exception of the Boards, communication is encouraged within and across functional components within Valley Com for the purpose of accomplishing the organizational mission. Staff meetings are an effective method of communication; however other tools are available to support effective communication, such as voice mail, e-mail, memorandums, etc.
- 3.2.7** No Valley Communications Center employee shall contact any member of

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the Administrative or Operations Board, or committees thereof, members of councils, administration or department personnel on any matter affecting Valley Communications Center or any employee thereof, except through the Chain of Command.

- 3.2.8** Employees may submit any suggestions or recommendations for the improvement of Valley Communications Center operations through the Chain of Command.
- 3.2.9** Any information regarding work performance should be submitted to the reporting employee's Supervisor, preferably in writing. This applies to either negative or positive reports on Dispatchers, Call Receivers, Supervisors, Administrative Personnel, Officers, Firefighters and/or citizens.
- 3.2.10** Resolution of a complaint involving sexual discrimination or harassment takes precedence over strict adherence to Chain of Command. Refer to General Order #6, Sexual Discrimination and Harassment for further detail.
- 3.2.11** A depiction of the organizational structure shall be updated as necessary and made available for all employees to view.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 102 F.C.C. RULES AND REGULATIONS

1.0 PURPOSE:

To acquaint all personnel with F.C.C. rules and regulations. In general, the Commission assigns frequencies in the different radio fields, licenses the radio stations and determines the operating requirements of their transmitters, regulates overseas and long distance but not intrastate telephone and telegraph service, promotes the more effective use of radio with emphasis on its utilization to protect life and property, and harnesses radio and wire facilities for the national defense program. In this sense, the Commission Rules and Regulations provide for those radio services that will best promote and protect the public interest in matters relating to that portion of the public domain of the electromagnetic (frequency) spectrum that is within the Commission's jurisdiction.

2.0 POLICY:

- 2.1** A public safety radio station shall not be operated unless it is properly licensed by the Federal Communications Commission and the station license is posted or kept available as specified by the rules governing the particular service and/or class of station. Station licenses must be renewed prior to the expiration of such license as provided in the rules and regulations.

- 2.2** On non-trunked, conventional radio frequencies, in order to avoid interference with communications in progress, an operator shall listen on the frequency on which it is intended to receive for a sufficient period to ascertain that it will be possible to hear the station being called and that transmission will not cause interference. The operator shall not attempt to call if interference is likely to result.

- 2.3** All stations and records of stations in these services shall be made available for inspection to a Commission representative at any time while the station is in operation or shall be made available for inspection upon reasonable request of an authorized representative of the Commission.

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2.4 On non-trunked, conventional radio frequencies, each station, unless otherwise indicated, shall transmit the assigned call sign at the end of each transmission or exchange of transmissions, or once each thirty (30) minutes of the operating period as the licensee may prefer. This may be accomplished verbally or by means of an automatic Morse code transmission.

3.0 PROCEDURE:

3.1 Almost all radio traffic takes place over systems that automatically broadcast the appropriate identification information.

3.1.1 In the rare cases where identification must be given verbally, the call signs shall be transmitted slowly and clearly using the following format time, call sign: e.g. "0830 hours KOH888."

3.2 THE FOLLOWING WILL NOT BE ALLOWED TO OCCUR:

3.2.1 The radios will not be operated by any unauthorized person(s).

3.2.2 Failure to identify at the times and in the manner prescribed in the rules and regulations of the Commission.

3.2.3 Transmission of any false or superfluous call contrary to regulations of the Commission.

3.2.4 Operation on a frequency not authorized by the Commission for use by such station.

3.2.5 Interference with any distress call or distress communication contrary to the regulations of the Commission.

3.2.6 Rendering a communication service not authorized by the Commission.

3.2.7 Operation with a type of emission not authorized by the Commission.

3.2.8 Operation with transmitting equipment other than that authorized by the

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Commission.

- 3.2.9** Failure to respond to official communications from the Commission.
- 3.2.10** Operate a control point that fails to indicate when the transmitter is on or one that does not have means to monitor.
- 3.2.11** Denial of access to properly identified representatives of the FCC (must be at a reasonable hour).
- 3.2.12** Use of profane, indecent or obscene language.
- 3.2.13** Willfully damaging or permitting radio apparatus to be damaged.
- 3.2.14** Allowing the interception, use or publication of the content of a radio message without permission of the proper authority.
- 3.2.15** Making adjustments, repairs, or alterations whatsoever to the radio transmitter. It is required by law that only a professional radio technician, holding a license, make adjustments and repairs.
- 3.3** Upon conviction for violations of any of the offenses listed, the licensee is subject to either a fine, imprisonment, or both. For further information, consult the Federal Communications Commission Rules and Regulations.
- 3.4** Any employee in violation of these procedures is subject to disciplinary action.

1.0 PURPOSE:

To provide for communication with employees at their place of residence.

2.0 POLICY:

All employees shall be required to furnish to the Human Resources Coordinator, through their Supervisor, their current residential address, mailing address if different, and telephone number.

3.0 PROCEDURE:

3.1 Employees must provide Valley Com a telephone number that can be used for purposes of communicating with the employee while off-duty. A residential telephone number or a pager number can be used.

3.2 Any change in employee address or telephone number is to be reported immediately through the Supervisor to the Human Resources Coordinator on the appropriate form.

3.3 Any employee who is unable to secure a telephone shall report this fact in writing to the Human Resources Coordinator, indicating the reason therefore.

3.4 Time permitting, employees may take a message for a person requesting information about another employee and attempt to contact that employee to return the call. Valley Com employees shall not release any employee's home address or phone number unless the employee has given prior authorization for the information to be released.

3.5 Employees should keep the Human Resources Coordinator informed of a current emergency contact in the event an employee is injured on the job.

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POLICY NUMBER: 124

CALLS FOR SERVICE

1.0 PURPOSE:

To define Calls for Service (CFS) for purposes of billing/funding calculations and to provide statistical data to user agencies.

2.0 POLICY:

Valley Com will bill Contract Agencies the established rate for each incident determined to be a Call for Service as defined herein. Using the same definitions, Valley Com will calculate each Owner Agency's proportional responsibility when developing the annual budget.

3.0 PROCEDURE:

Valley Com defines a Call for Service for workload analysis and billing calculation as any request for service resulting in the dispatch of emergency service personnel, as well as any unit initiated activity that results in creation of a CAD incident and interaction with Valley Com personnel, with the exception of the following:

- 3.1** Any mutual aid incident where another Valley Com Agency within the same classification (police/fire/medic) is dispatched as the primary responding agency. For example, a police department that responds into another police department's jurisdiction to provide assistance does not constitute a CFS. However, an incident involving police, fire and medic units would result in a CFS for all three classifications. In addition, any mutual aid request dispatched to a location outside the Valley Com service area constitutes a CFS unless the agency has a contractual agreement with the communications center making the request.
- 3.2** Any mutual aid request for a medic unit received from another communications center with an established contractual relationship with King County Medic One. To alleviate double billing from two communications centers having contractual relationships with KC Medic One, the agency interviewing the reporting party shall be considered the originating communications center.
- 3.3** Any incident that is a duplicate of another CFS.

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POLICY NUMBER: 124

CALLS FOR SERVICE

- 3.4** Any incident that is cancelled by Valley Com personnel due to an error or similar internal reasons. This does not include incidents that are cancelled when the requesting party calls back to cancel the response after the incident has been entered into CAD.
- 3.5** Routine traffic stops that do not result in further police activity categorized as a CFS are counted as one half of a CFS. For example, a traffic stop that results in an arrest for a traffic violation or a warrant would then be categorized as officer initiated police activity and counted as a full CFS, but a routine traffic stop that does not result in an arrest is considered one half of a CFS.
- 3.6** Routine traffic stops initiated by officers using a mobile data device will not result in any portion of a CFS, unless the circumstances change requiring dispatcher involvement (ie. warrant arrest, criminal activity, pursuit, etc.), which would then be categorized as officer initiated police activity and counted as a full CFS.
- 3.6** Any informational broadcast such as an Attempt To Locate (ATL) or Be On The Look Out (BOLO). Also, any informational incident created solely for the purpose of assisting the dispatcher in tracking unit activity.
- 3.7** Any E911 Hangup (HANGUP) incident that is associated with another agency, such as a fire department call for service entered as a police hang up call.
- 3.8** A request for service that is answered by Valley Com and downloaded to a representative identified by the responsible agency, not requiring dispatch of emergency services personnel is counted as one half of a CFS. This does not apply to fire department incidents handled through the Winter Storm Procedures outlined in SOP #745.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 403 E911 NETWORK PROCEDURES

1.0 PURPOSE/REFERENCES:

To establish a method of standardization for recognizing, understanding, processing and transferring E911 telephone calls.

CALEA Standards: 6.2.5

2.0 POLICY:

It is the policy of Valley Communications Center to fully utilize the Enhanced 911 System.

3.0 PROCEDURE:

King County E911 has established a network for emergency telephone calls using “911” the single emergency number. Valley Communications Center is a Public Safety Answering Point (PSAP) utilizing the network. Valley Com acts as a primary PSAP for its police service area and as a secondary PSAP where only fire/EMS are served.

3.1 E911 Routing:

In King County, 911 calls are routed to the police jurisdiction first. So as the primary PSAP, Valley Com has the first contact with callers dialing 911 from anywhere in the service area that Valley Com dispatches the police department. Valley Com has a dual role acting as the primary and secondary PSAP for areas where both police and fire/EMS are dispatched. Valley Com is the secondary PSAP where only fire/EMS are dispatched. When Valley Com acts solely as a secondary PSAP, another primary PSAP originally answers the 911 call and transfers it to Valley Com for a fire/EMS response.

3.2 ANI/ALI:

The E911 Network provides a call receiver with the information provided by the subscriber when their telephone service is installed. Automatic Number

Identification (ANI) provides the call receiver with the telephone number assigned to the location and Automatic Location Identification (ALI) provides the location of the telephone service, as well as basic information about the subscriber of the telephone service.

3.3 Verifying ANI/ALI:

Although a useful tool, caution should be used when using ANI/ALI information. Because the information can be inaccurate, it is imperative that the call receiver verify the ANI/ALI information with the caller. Never provide information from the ANI/ALI screen to the caller as they may respond affirmatively without listening under stressful situations. For verification, allow the caller to provide the information and compare to the ANI/ALI for accuracy.

3.4 Misrouted E911 Calls:

Calls that are received and must be transferred to another agency must be identified quickly and transferred immediately to avoid unnecessary delays. Calls can be misrouted by the E911 Network, therefore quickly identifying the location of the caller and verifying the information provided on the ANI/ALI pertaining to jurisdiction is critical. If a call is misrouted, the call receiver should identify the most expedient method of transferring to the correct agency considering E911 transfers, speed dialing or manual dialing. If the call is from outside the Puget Sound area, call receivers should write down basic information in case the caller is disconnected and contact the telephone company operator for emergency assistance.

3.5 Announcing Transfers:

If a call needs to be transferred, the call receiver shall tell the caller to stay on the line and that their call will be transferred to the appropriate department. The call receiver shall accomplish the transfer and announce the transfer to the answering agency to ensure the transfer is successful.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 405

TDD/TTY ACCESSIBILITY

1.0 PURPOSE/REFERENCES:

To ensure emergency 911 services are directly accessible to citizens who use TDD/TTY equipment.

CALEA Standards: 6.5.1
Power 911 User Manual
911 Operator's Guide to TTY Calls

2.0 POLICY:

Valley Communications Center shall ensure that all emergency services provided through 911 are equally accessible to hearing impaired citizens using TDD/TTY equipment as mandated in the Americans with Disabilities Act (ADA) of 1990.

3.0 PROCEDURE:

3.1 Required Equipment:

TDD/TTY communications will be accessible from all positions where 911 calls are answered.

3.1.1 Dispatcher and call receiver positions that are responsible for answering 911 calls are equipped with an integrated Power 911 TDD module to allow communication by typed messages between the caller and call receiver.

3.1.2 In the event that Power 911 becomes inoperable and backup telephones are being used, TDD/TTY machines will be maintained in the communications room for processing TDD/TTY calls.

3.1.3 Once each week, the supervisor or lead dispatcher will ensure the manual TDD/TTY machine (s) is tested for operability.

3.2 TTY Call Processing

3.2.1. Call receivers should be familiar with TDD/TTY call-taking protocol and etiquette, including ASL gloss and abbreviations. Further information is available in the 911 Operator's Guide to TTY Calls, however the most critical terms are:

3.2.1.1 **GA** represents "Go Ahead" and should be used at the end of each transmission where further communication is expected from the TTY user.

3.2.1.2 **SK** represents "Ending the Conversation" and should be used by the call receiver or dispatcher to indicate that they are done communicating and gives the caller the opportunity to also end communications or communicate further.

3.2.1.3 **XXX** is used for any spelling mistake or to restate a question.

3.2.1.4 **Q** is used at the end of a question instead of typing a question mark (?).

3.2.1.4 **SKSK** is used to indicate the final transmission and that the call receiver or dispatcher is "Hanging Up Now".

3.2.2 When a TTY call is received the call receiver shall follow established interviewing techniques no different than with any other caller after following appropriate steps to initiate a connection.

3.2.2.1 Upon answering a 911 or seven-digit line and a TTY tone is heard, there is an open line, or an audible TTY announcement, the TTY function will be used to test the line for Baudot first, then if necessary, ASCII.

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POLICY NUMBER: 405

TDD/TTY ACCESSIBILITY

3.2.2.2 To test the line, send a greeting and begin communicating with the caller the following steps will be completed:

3.2.2.2.1 If the TDD panel automatically appears, the TDD/TTY caller uses the Baudot communication protocol. The Baudot indicator becomes steady green to indicate that a connection has been made between Power 911 and the Baudot device of the caller.

3.2.2.2.2 If you hear a carrier detection frequency (a long beeping tone), this signifies that a TDD/TTY call using ASCII communication protocol has been received. The ASCII indicator flashes green until the communication connection has been made between Power 911 and the ASCII device of the caller.

3.2.2.2.3 If the TDD panel does not automatically appear, click the TTY button on the ALI screen.

3.2.2.2.4 The BAUD light should be blinking green. If not, click on the BAUD button.

3.2.2.2.5 Hit the space bar a few times or send a short message to make the connection. If the BAUD light turns to steady green, a connection has been made.

3.2.2.2.6 If the BAUD does not turn to steady green, click the "D" button in the TTY module to

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 405 **TDD/TTY ACCESSIBILITY**

stop Baudot check.

3.2.2.2.7 Click the ASCII button and press the space bar a few times or send a short message to make the connection. If the ASCII light turns to steady green a connection has been made.

3.2.2.2.8 Once the steady green light is present on ASCII or BAUD, the call receiver can type or use the drop down list to select questions to send to the caller. (Arrow down. Select message. Enter.)

3.2.2.2.9 When finished, click the "D" button, click the orange "R" (release button), and exit the door.

3.2.2.2.10 The TTY module will show a yellow indicator until the next call.

3.2.2.3 The TTY caller should not be placed on hold at any time during the call.

3.2.2.4 If garbled text is experienced, action should be taken to assure that the headset mute switch is on mute, the space bar is tapped to generate a connection, and to assure that typing is of a moderate speed.

3.2.3 If it is determined that the caller is requesting assistance from another agency a transfer will be completed connecting the caller to the appropriate agency.

3.2.3.1 The caller should be advised that a transfer is going to be made and asked to stay on the line for the connection if possible.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 405

TDD/TTY ACCESSIBILITY

3.2.3.2 The appropriate Automatic Transfer button will be used. If transferring a 7-digit call, the CONFERENCE feature of Power 911 will be utilized.

3.2.3.3 The receiving agency will be advised of the transfer, and the line will be monitored until a connection between that agency and the TDD/TTY caller has been accomplished.

3.2.4 TDD/TTY calls will be placed to the caller when there is a need to initiate communication with hearing impaired citizens.

3.2.4.1 Click on the Dial Entry Panel.

3.2.4.2 Enter the telephone number and press enter on the white telephone keyboard. The number will be dialed.

3.2.4.3 Click on the TTY module to open the TTY panel.

3.2.4.4 Click on BAUD and tap the space bar or send short message to initiate contact. If BAUD indicator shows steady green a communication connection has been made.

3.2.4.5 Click on ASCII and tap the space bar or send short message to initiate contact. If ASCII indicator shows steady green a communication connection has been made.

3.2.4.6 Once TTY connection has been made, click on the drop-down arrow of the Questions box to select a standard question or type your own questions by clicking on the Question box and typing the text.

3.3 Practice Calls and TDD/TTY Training

3.3.1 Each Team will have a TDD/TTY Coordinator designated to facilitate

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 405

TDD/TTY ACCESSIBILITY

training and practice calls for that Team.

- 3.3.2** Regular practice calls will be conducted to evaluate recognition of TDD/TTY calls, successfully connecting with the TDD/TTY caller, transferring to other agencies correctly, and to assure that silent calls are tested to determine if there is a TDD/TTY caller.
- 3.3.3** Practice calls will be placed to each Team member a minimum of once a month
- 3.3.4** Quarterly TDD/TTY Training should also be conducted to review in depth skills not necessarily covered during practice calls.

3.4 Silent Call Query/Open Line Procedures:

When a 911 or 7-digit call is received and no one communicates with the call receiver, a silent call query should be made using both the BAUD and ASCII communication protocols. At least two greetings per protocol will be sent to verify that the call is not a TDD/TTY user waiting for a greeting before transmitting. At no time should the call receiver lose the capability of monitoring the call for background noise that may reveal what is occurring at the location. All other procedures for open lines will be followed regardless of the TDD/TTY status.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 406 9-1-1 HANGUP CALLS/OPEN LINES

1.0 PURPOSE/REFERENCES:

To establish a uniform method for handling 9-1-1 Hangup Calls and Open Lines.

CALEA Standards: 6.2.6

2.0 POLICY:

It shall be the policy of Valley Communications Center to process all 9-1-1 Hangup Calls and Open Lines using the following guidelines.

3.0 PROCEDURE:

3.1 Definitions:

3.1.1 9-1-1 Hangup Call:

A 9-1-1 Hangup Call is defined as any in-coming 9-1-1 call which is disconnected by the calling party prior to the call taker's interview. Most are disconnected before the calling party has spoken to a call taker, but some callers remain on the line and speak to the call taker before hanging up. In any case, if the situation is unknown to the call taker, it is considered a 9-1-1 Hangup Call. The 9-1-1 Network and the Telephone System normally capture the caller's telephone number and location (ANI/ALI) as soon as they enter the system, even without being answered by a call taker.

3.1.2 9-1-1 Open Lines:

A 9-1-1 Open Line is defined as a 9-1-1 call that has been answered by a call taker, but no response is being received from the caller. The difference between an Open Line and a Hangup Call is that the telephone connection is still established between the calling party's location and Valley Com. If the call is disconnected at some point after the call taker has answered and no response was received from the caller, the Open Line would then be considered a Hangup Call.

3.2 Wire-Line (Non-Cellular) Procedures:

3.2.1 Procedures for Wire-Line (Non-Cellular) 9-1-1 Hangup Calls:

3.2.1.1 When a wire-line 9-1-1 Hangup Call is received with a callback number, the call taker shall call back using the number provided. Calling inside on a hangup should take priority over answering incoming 911 calls during routine and normally busy call volumes. Discretion is to be used during periods of extreme or unusually heavy work loads (spike in call volume due to winter storm, etc.), when the call receiver may assist in screening incoming calls prior to calling inside on a hangup. In this instance the call receiver must assure that a callback to the hangup location is completed without delay once the excessively high call volume has passed.

3.2.1.2 If no one answers, the call taker shall not leave a message on an answering machine as it may expose the caller to a potential aggressor. The call taker shall initiate a response using the typecode HANGUP indicating that no one answered the callback.

3.2.1.3 If a busy signal is received on a wire-line callback, the call taker shall enter a HANGUP incident indicating that the callback was busy and that an Operator Interrupt is being requested. The call taker shall then request an Operator Interrupt in an attempt to clear the line.

3.2.1.4 If the call taker is able to speak to a person from the location where the call originated from, an attempt will be made to ascertain whether or not an emergency response is necessary. If the call taker is able to determine that no problem is apparent by speaking to a reliable person (adult, employee, etc.), an advised incident will be generated in CAD using the typecode HANG1. The circumstances that led to the 9-1-1 call (children playing on the phone, misdial, etc.) will be identified in the text.

3.2.1.5 If the answering party advises that an emergency exists, the call taker shall initiate an appropriate response. If the answering party advises that no problem exists, but the call taker feels that a response is necessary based on the conversation or background noise, an appropriate response shall be generated in CAD (HANGUP, WELCHK, etc.) indicating that the call originated as a hangup and the reason for the response (ie. sounds of crying in background).

3.2.1.6 If a call is placed back into a location where a 911 Hangup call originated from and someone answers on a telephone located in a different area, the answering party shall not be directed to go investigate whether a problem exists (i.e., 7-11 Clerk checking the pay phone outside the store). The answering party shall only be asked to describe what they can observe from where they are standing. If they are not able to determine if a problem exists, no further direction should be provided (do not direct them to go outside or into another room to investigate). The only exception to this rule is where security officers are able to check for unusual circumstances (i.e., Malls or large retail stores) and report back to Valley Com if they encounter a problem. If security officers will be checking on a 911 Hangup call, the incident shall not be closed until the on-duty police supervisor is informed and determines that no response is necessary, then an appropriate sergeant notification shall be entered and the incident closed.

3.2.2 Procedures for Wire-Line (Non-Cellular) 9-1-1 Open Lines:

3.2.2.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the call receiver must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the call receiver shall interview the caller and take appropriate action based on the circumstances of the call.

3.2.2.2 If the Open Line is coming from a wire-line phone with location information available, an incident shall be generated in CAD using the typecode HANGUP indicating that the Open Line is being monitored and describing any noise heard.

3.2.2.3 If at any time the call receiver hears background noise that indicates an emergency is occurring, they should immediately initiate the appropriate response (Domestic Violence, Welfare Check, etc.). The call receiver will send a message to the appropriate dispatcher advising that they have an open line and asking if the dispatcher is available to have the line transferred to their position for monitoring. The dispatcher has the primary responsibility for monitoring an open line, however if the dispatcher is too busy, they will let the call receiver know by message that they are not able to monitor the line. The call receiver will then assume responsibility for monitoring the line until units arrive.

3.3 Wireless (Cellular) Procedures:

PSAPs are required to make a reasonable attempt to respond to wireless 9-1-1 Hangups and Open Lines. Most carriers provide a callback number for wireless calls (Phase 1). If a callback number is unavailable, contact is not possible. Many wireless carriers are capable of providing locations of the call as well (Phase 2). The following procedures represent a reasonable response:

3.3.1 Phase 1 Wireless Hangup Calls (No Location Information):

3.3.1.1 The call taker shall attempt to re-contact the cellular phone, twice if necessary. If a busy signal is received or no one answers on the two callbacks, no further action is required. The call taker shall not leave a message as it may expose the caller to a potential aggressor. Refer to 3.2.1.1. for screening during extreme or unusually heavy work loads.

3.3.1.2 If the call taker is able to speak to someone, an attempt will be made to ascertain whether or not an emergency response is necessary. If the call taker is able to determine that no problem is apparent by speaking to a reliable person (adult, etc.), no further actions are necessary. If the answering party advises that no problem exists, but the call taker feels that a response is necessary based on the conversation or background noise, an attempt will be made to obtain necessary information for a response. If the answering party is unwilling to provide the location for a police response, then no further action is required.

3.3.1.3 If the answering party advises that an emergency exists, the call taker shall obtain the necessary information and initiate a response.

3.3.2 Phase 2 Wireless Hangup Calls (Location Information Displayed):

3.3.2.1 The call taker shall attempt to re-contact the cellular phone, twice if necessary. If a busy signal is received or no one answers on the two callbacks, the call taker shall enter a HANGUP incident indicating that it is a cellular call, the Uncertainty Factor if displayed and the results of the callbacks (busy or no answer). The Uncertainty Factor is an estimate of the reliability based on meters from the location and is displayed for the call taker after the latitude/longitude. If no one answers, the call taker shall not leave a message as it may expose the caller to a potential aggressor. Refer to 3.2.1.1. for screening during extreme or unusually heavy work loads.

3.3.2.2 If the call taker is able to speak to someone, an attempt will be made to ascertain whether or not an emergency response is necessary. If the call taker is able to determine that no problem is apparent by speaking to a reliable person (adult, etc.) and the location is in Valley Com's police jurisdiction, an advised incident will be generated in CAD using the typecode HANG1. The circumstances that led to the 9-1-1 call (misdial, etc.) will be identified in the text. If the call originated from a location outside Valley Com's police jurisdiction,

no HANG1 incident is required and the answering party should not be transferred to another PSAP – no further action is required.

3.3.2.3 If the answering party advises that no problem exists, but the call taker feels that a response is necessary based on the conversation or background noise, an appropriate response shall be generated in CAD (DOMV, WELCHK, etc.) using the Phase 2 location displayed. The call taker shall indicate in CAD that it is a cellular call that originated as a hangup and the reason for the response (ie. sounds of crying in background). If the call originated from a location outside Valley Com's service area, the information should be forwarded to the appropriate PSAP.

3.3.2.4 If the answering party advises that an emergency exists, the call taker shall obtain the necessary information and initiate a response. If the incident is occurring outside Valley Com's service area, the answering party shall be transferred to the appropriate PSAP.

3.3.2.5 Cellular HANGUP incidents originating from an area where security officers are able to check for unusual circumstances (i.e., Malls or large retail stores) shall be relayed to security after the initial incident is created to check and report back to Valley Com if they encounter a problem. If security officers will be checking on a 911 Hangup call, the incident shall not be closed until the on-duty police supervisor is informed and determines that no response is necessary, then an appropriate sergeant notification shall be entered and the incident closed.

3.3.3 Phase 1 Wireless Open Lines (No Location Information):

3.3.3.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the call receiver must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the call receiver shall interview the caller and take appropriate action based on the

circumstances of the call.

3.3.3.2 If the call is not a TDD/TTY user and there are NO SUSPICIOUS NOISES IN THE BACKGROUND, the call taker shall hang up and attempt to call the phone back. If no contact is made after two callbacks, no further action is required. Open lines with suspicious noise in the background should be monitored for any clues to the phone's location or for the potential that a victim may eventually be able to communicate about the incident.

3.3.3.3 If the call taker reaches someone on a callback, the procedures for Phase 1 Hangup Calls should be initiated beginning with paragraph #3.3.1.2.

3.3.4 Phase 2 Wireless Open Lines (Location Information Displayed):

3.3.4.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the call receiver must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the call receiver shall interview the caller and take appropriate action based on the circumstances of the call.

3.3.4.2 If the call is not a TDD/TTY user and the open line is silent, the call taker shall consider it suspicious and create a HANGUP incident in CAD requiring the call taker to monitor the location for changes. The call taker shall retransmit for an updated location approximately every 15 seconds and supplement any location changes in the CAD incident.

3.3.4.3 If the call taker can determine from the background noise that no problem is apparent (laughing, normal conversation, etc.), the call taker shall hang up and attempt to call the phone back. Then the call taker shall initiate the procedures for a Phase 2 Hangup Call beginning with paragraph #3.3.2.1 above.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 407 REVERSE ALI SEARCHES & RETENTION OF SEARCH RECORDS

1.0 PURPOSE/REFERENCES:

To provide a method of accessing the E9-1-1 database by means of the reverse ALI to obtain address information in emergency situations.

CALEA Standard: 6.2.2

2.0 POLICY:

It shall be the policy of Valley Communications Center to utilize the reverse ALI feature of the Positron Power 911 as a part of providing an emergency response .

3.0 PROCEDURE:

- 3.1** When an immediate response to a particular location is necessary because of an apparent emergency and all methods of determining the location through the phone number have been exhausted, the employee may perform a reverse ALI.

- 3.2** The supervisor shall be advised of the reverse ALI and the nature of the situation as soon as practical upon completion of the reverse ALI search.

- 3.3** Under no circumstances shall an inquiry be made for the purpose of a criminal or legal investigation, or any purpose other than an emergency situation that constitutes a threat to life and limb.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 408 PROCESSING TELEMATICS CALLS

1.0 PURPOSE:

To establish guidelines for processing incidents reported by a telematics call center.

2.0 POLICY:

It shall be the policy of Valley Communications Center to process incidents reported by a telematics call center based on information that is available through technology and/or citizens, the ability to communicate with the occupants of a vehicle, and in accordance with standard call processing procedures.

3.0 PROCEDURE:

3.1 Telematics:

Telematics is the technology that allows communication between a vehicle and a call center to transmit information from the vehicle and to the driver. The term also describes the industry that uses the technology. The call receiver must respond to calls from the telematics call center by determining what information is available, how the information was obtained, and request to be conferenced to the vehicle occupant(s) when appropriate and possible.

3.2 Screening Telematics Calls:

When answering calls from a telematics call center there will be no ANI/ALI available. The telematics call center will determine location through a GPS device located in the customer's vehicle. It will be necessary to verify the location as being within the Valley Com service area, and if not refer/transfer the telematics call center to the appropriate agency.

3.3 Processing Telematics Calls:

The information relayed by the telematics call center will be based on the services available for the specific customer. Each call should be interviewed according to

call processing procedures with additional questioning for information that may be available through ACN (Automatic Crash Notification), manual alerts, or other methods.

3.3.1 Emergency Call With Voice:

The vehicle owner may manually activate an alert indicating a personal emergency. Some alerts may be automatic, such as roll-over sensors, crash sensors, emergency seat harness tensioning restraints, and airbag deployment. There will be voice contact between the telematics call center and the vehicle occupant(s). A request should be made of the telematics call center to conference the subscriber to the call receiver in order to allow direct interviewing whenever possible and appropriate for the emergency.

3.3.2 Telemetry Activation Without Voice:

Telemetry is equipment that monitors the vehicle and reports problems to the call center. The information most likely reported as an emergency would be from an accident, such as air-bag deployment or other details that would be a result of an accident. The data may or may not include force of crash or rollover information. In this situation, the telematics call center operator has no voice contact with the occupant(s) of the vehicle, or may be able to monitor the connection with the vehicle for sounds or voices. There is a higher probability that a serious emergency exists.

3.3.3 Emergency Button Activation Without Voice:

This is when an emergency button in the vehicle has been pressed/activated and there is no voice contact with the vehicle occupants. There is also no telemetry information indicating an accident. This could be a medical emergency, a duress situation, or the occupant may have left the vehicle after activating the button. To avoid reporting false alarms, the telematics call center will attempt to verify an emergency prior to

reporting to a PSAP. There will be little information available to the call receiver other than vehicle and location information. The call will be taken following the call processing guidelines for a vehicle panic alarm, indicating all details that are available including what efforts the telematics call center has made in attempts to verify an emergency. A request should be made of the telematics call center to monitor the open line while asking for updated location information from the call center if they are able to provide such detail.

3.3.4 Vehicle Tracking Requests:

Telematics call centers are able to track vehicles during incidents such as a carjacking; hostage takings; emotionally distraught, endangered, suicidal and at risk persons; and stolen vehicles. If a vehicle is being reported as stolen and has the ability for tracking, it is essential that the text of the incident includes this information. A stolen vehicle report **must** be taken and an entry made into NCIC prior to any tracking taking place.

If the incident is one involving the life safety of any occupant an incident is to be initiated following the appropriate call processing guidelines for that type of incident. If the ability is present to conference in the vehicle for monitoring, do not automatically do so when there is the potential to jeopardize the safety of the occupant(s). The field commander should be consulted prior to requesting to monitor any type of call where the occupant may be in danger due to the actions of another passenger.

3.3.5 Recovery of Stolen Vehicle via Tracking:

The telematics call center may locate a stolen vehicle and notify the PSAP that the vehicle is mobile or stationary. The call will be taken following the call processing guidelines for recovery of stolen vehicles.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 408 PROCESSING TELEMATICS CALLS

3.3.6 Vehicle Tracking at Request of Valley Com/VC Police Department:

There may be an instance when a report is received of a missing/endangered person or a suicidal person in a telematics equipped vehicle that is filed by a third party. It is necessary for the on-duty supervisor to make the initial contact with the on-duty telematics supervisor to make a request for tracking. Information on the owner of the vehicle should be available for the telematics call center. If the situation is life threatening the telematics call center may provide immediate tracking, or they may request additional information or certification from an agency representative. If there is a request for the file control number of the NCIC entry as confirmation that this call is valid it may be necessary for the police agency to enter the missing/endangered person into NCIC prior to tracking being possible. Some call centers may require a written request on official agency letterhead or a formal subpoena.

3.4 Communications With the Telematics Call Center:

Contact information for the telematics call centers can be found in the CAD Info File Phones/Telematics. Plain language should be used when communicating with a telematics call center, avoiding acronyms while relaying information. The phonetic alphabet will be recognized and necessary to insure accuracy. All times will be indicated in local Valley Com time. Obtain the telematics call center operator number as well as their reference number and record those in the incident. Advise the call center/subscriber of the action that will be taken. Remain on the line until field units arrive if the situation would normally dictate such action.

3.4.1 If communication with the telematics call center operator is not producing the desired result, notify the on-duty supervisor who can escalate the incident to a call center supervisor.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 409 CALL SCREENING/NON-EMERGENCY CALLS

1.0 PURPOSE/REFERENCES:

To establish guidelines for screening the various types of calls received by Valley Communications Center.

CALEA Standard: 6.2.2

2.0 POLICY:

It shall be the policy of Valley Communications Center to screen incoming calls and process emergency calls immediately in accordance with SOP #602 and SOP #702. Non-emergency calls will be processed quickly and efficiently after emergency calls.

3.0 PROCEDURE:

3.1 Reporting Parties (RP):

Reporting parties may present characteristics that can be misinterpreted unless careful consideration is given by the call receiver. For example, an RP may sound like they have been drinking when in fact, they may be suffering from a medical condition that causes slurred speech. The call receiver must listen carefully to what is being reported and never assume an RP is less credible due to an apparent impairment. The call receiver must adapt to each RP and identify the necessary approach that leads to effective communication.

3.2 Screening for Non-Emergency Calls:

Call receivers must assume that every call is an emergency until determined otherwise. Emergencies do not always have obvious verbal clues such as screaming and shouting. Many times a caller will advise that they have a non-emergency only to report symptoms of a serious medical condition or in-progress crime. Each call should be interviewed quickly and thoroughly in order to ascertain the true nature of the situation. Calls meeting the following criteria may be delayed while screening for higher priority incidents:

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 409 CALL SCREENING/NON-EMERGENCY CALLS

- 3.2.1 No immediate or direct threat to life or safety.
- 3.2.2 No injuries involved.
- 3.2.3 No immediate or direct threat to property.
- 3.2.4 No crime in progress.
- 3.2.5 No suspect or suspect vehicle on location or in vicinity.

3.3 Telephone Referral Program (TRP)

Valley Com participates in a telephone referral program (TRP). Once a call has been determined to meet criteria indicated in the KC EMSCBD Guidelines, the call will immediately be transferred to a nurse at the Evergreen Line. This only applies to a call where there is no immediate need for attention, such as a sunburn, stuffy nose, sore throat, toothache, etc.

- 3.3.1 Prior to transferring, the caller is to be advised “according to the symptoms you described, your condition does not require a fire department response. I’m going to transfer you to a nurse who will assist you. If your condition changes, please tell the nurse right away. If you get disconnected when I transfer you, dial 911 immediately. Stay on the line while I transfer you”.
 - 3.3.1.1 The transfer should be answered within 4 rings or if a recording is heard, within 30 seconds. The line will be monitored until Evergreen answers.
 - 3.3.1.2 When call volume is high and Evergreen is unable to answer within 4 rings or after 30 seconds of the recording, terminate the transfer and advise the caller “The nurse is unavailable at this time. I will dispatch the fire department.”

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 409 CALL SCREENING/NON-EMERGENCY CALLS

3.3.1.3. When the nurse answers, an advisement will be made stating the agency, brief description of chief complaint (if known), and address of the caller. There is no need to remain on the line once the nurse has obtained an address. The nurse may advise the caller that they will return their call within 10-15 minutes.

3.3.2 An incident will be initiated with the typecode AID and action code “A” for an advised incident. The incident will be routed to all call receivers. The appropriate IDC code determined from the KC EMS CBD Guidelines shall be applied.

3.3.3 The call will not be transferred if the caller has any difficulty communicating their needs, such as a strong language barrier, an elderly or child caller, etc.

3.3.4 If an incident has been initiated prior to determination that the call fits TRP criteria, the call will not be transferred to the Evergreen Line.

3.3.5 When a call is not transferred yet it meets TRP criteria, the appropriate TRP IDC code will be entered along with an explanation describing why the call was not transferred (patient refused, language barrier, etc.)

3.3.6 Should the nurse determine that an EMS response is required the call will be transferred back. The incident will be re-opened (RO #AF1234) with additional text included for dispatch.

3.4 Administrative Calls:

Administrative calls refer to those situations where no urgent police or fire response needed. The call receiver shall attempt to provide assistance by informing the caller of services provided by the department and alternatives if known, providing department information authorized for release, transferring the caller to the department if appropriate, or entering an ADMIN incident in CAD resulting in the dispatcher relaying information to the appropriate department personnel.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 409 CALL SCREENING/NON-EMERGENCY CALLS

3.5 Informational Calls:

Calls that require only a general broadcast for officer safety, recent criminal activity (stolen vehicles, hit and run suspect vehicles) or endangered persons (lost children or elderly persons) should be entered using the APB mask. This will send a broadcast message to each police console for general broadcast. For information that is intended for city-wide notification (such as outside agency activity within the user agency response area, surveillance, stings, etc.), all pertinent details including a name and callback telephone or pager number should be obtained and placed into an incident mask, using the typecode "INFO". The dispatch group should be overridden with "X1" and dispatcher will broadcast or distribute the information to the appropriate personnel.

3.6 Referral Calls

Some callers will need to be provided with alternative telephone numbers for contact with another agency. This may be for inquiries about court dates, power company outages, civil situations, or any situation that is not police, fire or EMS related. Citizens may also be referred to "211", which is a Community Information Line. They may be able to obtain information about shelters, legal assistance, etc. when they dial 211 between the hours of 0800-2000, with a nighttime option to dial out to the Crisis Line if needed. Callers may be advised to dial 211, or may be transferred using the appropriate transfer button on Power 911, for referral to the correct resource. TTY and Language Line capabilities are available if needed when dialing 211.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 410 TECHNIQUES FOR HANDLING CALLERS

1.0 PURPOSE/REFERENCES:

To provide guidance for handling potential types of callers that may be encountered while answering public safety calls.

CALEA Standards: 6.2.7

2.0 POLICY:

Valley Communications Center personnel are required to be familiar with the techniques outlined in the Training Manual regarding various types of callers. These techniques shall be applied when necessary for obtaining essential information.

3.0 PROCEDURE:

See Section 6C of the Training Manual for detailed information on communicating with various types of callers.

1.0 PURPOSE/REFERENCES:

To establish a consistent method for handling non-English speaking callers.

CALEA 6.2.11

2.0 POLICY:

It is Valley Communications Center policy to provide timely assistance to non-English speaking citizens requiring an emergency response. This is accomplished through the use of Language Line Services, or through any employee who has demonstrated fluency in a specific language and has approved current certification on file in that language.

3.0 PROCEDURE:

3.1 Upon receipt of a call from a non-English speaking reporting party, the call receiver shall immediately conference with the Language Line for assistance with the interview if the call receiver does not have certification on file for that language. The Language Line Operator will request a Client ID (refer to the CAD Info File “INFO PHONES/LANGUAGE” for the ID) and Personnel Code, which is the Valley Com Operator Number. The Language Line Operator will be advised of the language if known, or will conduct a brief interview of the RP to determine what language they are using, then conference in an interpreter.

3.2.1 If the call receiver does not have an approved language certification on file they may communicate briefly with the non-English speaking caller as they are connecting to the Language Line in an attempt to determine the basic circumstances and location of the incident. Any significant information should be confirmed with the translator once they have joined the conversation.

3.2.2 An employee who is proficient in a language may take the Language Proficiency Test (LPT) through Language Line University. The cost for the test may be approved for payment by Valley Com once it has been

determined that the language is needed. A test result of High Intermediate or better will be accepted as certification. The employee may submit other language proficiency certification for consideration in lieu of the LPT.

3.2.2.1 Once an employee has approved certification on file, when that employee is working and a request for their language is received they will be expected to handle the call until field units have arrived and are able to take over the incident. For follow-up assistance it is preferable that field units access the Language Line, however if the employee is available and work load permits they may assist as needed.

3.2.2.2 To ensure proficiency, the employee will be recertified or retested every two years.

- 3.4** When a Language Line interpreter is accessed, the interpreter shall be advised to relay to the RP what is occurring with their call and to stay on the line until the call is complete. Succinct questions should be asked and after each, the interpreter will relay the question to the RP in their language and in turn, relay the answer back in English.
- 3.5** If the connection with the Language Line is delayed, or the interview is not progressing expediently, a WELCHK incident shall be created. As the circumstances become known through the interview, the incident shall be upgraded or downgraded accordingly, and/or a fire/EMS incident created.
- 3.6** The Language Line should be utilized as long as necessary to conclude the call safely.
- 3.7** Officers that have responded to an incident may require the use of the Language Line to communicate with individuals onscene. This does not include lengthy investigations or taking statements. Officers will call through Valley Com to be connected.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 411 **LANGUAGE LINE**

- 3.7.1** If an officer calls to use the Language Line, they will be connected to the Language Line. The Valley Com employee shall stay on the line and provide Valley Com's Client ID and the officer's CAD identifier (ie. RP8464) as the Personnel Code. The officer shall not be given the Language Line telephone number and Valley Com's Client ID to use on other occasions as they are only for use through Valley Com.

- 3.7.2** Valley Com employees are not authorized to remain on the line with the officer and the Language Line for the purpose of recording the communication, with the only exception of an officer attempting to bring an emergency situation under control. This restriction also applies to other methods that would allow continued recording of the conversation between the officer and the interpreter through the Valley Com logging recorder even without an employee's involvement (leaving the connection open at a given position, etc.).

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 412 DOWNLOADING/ADVISED INCIDENTS/ISRS/WEB REPORTING

1.0 PURPOSE/REFERENCES:

To establish a consistent method for providing alternative responses to police calls for service.

CALEA Standards: 6.2.8

2.0 POLICY:

It is Valley Communications Center policy to create advised incidents (for advisement or information only, not dispatched) which will download eligible incidents to the appropriate police department and when eligible, refer callers to the department's official website for web-based reporting using these procedures. Police departments are responsible for managing the incident once it has been downloaded for their retrieval or entered by the citizen through their website. Calls for service that are ineligible for downloading or web-based reporting shall be dispatched to an officer via normal procedures.

3.0 PROCEDURE:

- 3.1** Individual police departments are responsible for identifying the types of incidents that are eligible for downloading and web-based reporting within their jurisdiction, however criteria should be standardized as much as possible to avoid unnecessary operational impact on Valley Communications Center staff.
- 3.2** Criteria for downloading and web-based reporting shall be maintained in the Computer Aided Dispatch (CAD) System for immediate access by call receivers, as well as website addresses and brief instructions for the callers.
- 3.3** Certain incidents shall be eligible for downloading, but not for web-reporting due to the department's inability to support web-reporting technology. Upon receipt of an incident that occurred within a police jurisdiction dispatched by Valley Communications Center and is eligible for downloading only (ineligible for web-reporting) based on the criteria listed in the CAD System, the call receiver shall process the incident as follows:

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- 3.3.1** Create an advised CAD incident with the basic information (location, typecode, caller information and brief description) by using action code “A” (advised incident) and disposition code “Y” (search criteria for department personnel).
 - 3.3.2** The caller shall be advised that a department representative shall contact them within 48 hours and if they have not heard back within 48 hours to re-contact Valley Communications Center at 253-852-2121.
 - 3.3.3** Using procedures and a schedule managed by each department, the department’s staff shall search periodically using the “Y” disposition code and retrieve advised incidents for processing.
 - 3.3.4** Department staff shall process and take all steps necessary to complete the incident, including updating the final disposition code in CAD to reflect the actual actions taken (leaving the “Y” disposition code may cause confusion and duplication of work).
- 3.4** Upon receipt of an incident that occurred within a police jurisdiction dispatched by Valley Communications Center and is eligible for web-based reporting based on the criteria listed in the CAD System, the call receiver shall process the incident as follows:
- 3.4.1** Verify that the caller is able to report the incident via the website. If they do not have a computer, they can go to the library or police department lobby for computer access. If there are no options for the caller, then an advised incident shall be created for downloading instead of web-based reporting. If there is an option to use web-reporting, continue with this section.
 - 3.4.2** Create an advised CAD incident with the basic information (location, typecode, caller information and brief description) by using action code “A” (advised incident) and disposition code “Y” (search criteria for department personnel). A special note should be included in the text indicating “RP

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REFERRED TO WEBSITE”.

- 3.4.3** The caller shall be provided brief instructions for reaching the Valley Communication Center website which will direct them to the online reporting instructions. The website address is www.valleycom.org and it doesn't matter whether they use upper or lower case (not case sensitive). The caller shall be advised to re-contact Valley Communications Center at 253-852-2121 if a problem is encountered with the website, at which time an advised incident shall be created for downloading instead of web-based reporting.
- 3.4.4** Using procedures and a schedule managed by each department, the department's staff shall search periodically using the “Y” disposition code and retrieve advised incidents for processing. Those that indicate web-based reporting was used shall be processed for tracking purposes only.
- 3.4.5** Department staff shall process and take all steps necessary to complete the incident, including updating the final disposition code in CAD to reflect the actual actions taken (leaving the “Y” disposition code may cause confusion and duplication of work).

1.0 PURPOSE/REFERENCES:

To develop a method by which history records generated by the Computer Aided Dispatch (CAD) System are stored in compliance with RCW 40.14.070, and WAC 414-24-050; General Records Retention Schedule and Destruction Authorization, as mandated by the State of Washington.

CALEA Standards: 6.7.2

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures set forth for the creation and tape storage of these historical records.

3.0 PROCEDURE:

- 3.1** The CAD history files containing both Police and Fire Incident history records, as well as, individual Unit History records, shall be backed up on monthly basis. As an operational reference, this process is referred to as the "HDMP"; (historical dumping of records onto tape).
- 3.2** This backup process shall be performed on 3mm DAT (3 millimeter) Tape Cartridge, which is inserted into the internal DDS3 DAT Tape Drive of the primary CAD Server. As a matter of clarification, the primary server, shall be the server which is supporting CAD operations at the point in which the tape is to be made. Under routine conditions, where both server's are operational, the primary server, shall be CAIRO.
- 3.3** Upon completion of the history backup, the tape cartridge shall then be marked with the proper date range, indicating the start and end date from which the tape was made. In compliance with the preceding RCW's the tape shall be stored on-site for a period of not less than six (6) years.
- 3.4** Impounded tapes may be held in storage for an indefinite period, as requested by the impounding agency. Tapes that are not in impound, shall be recycled at age of seventy-three (73) months.

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VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 501 **ELECTRONIC MESSAGING**

1.0 PURPOSE/REFERENCES:

To establish guidelines for all electronic messaging, including internal and external messaging, and electronic mail capabilities.

CALEA Standards: 6.8.4

2.0 POLICY:

- 2.1** The Center operates several systems capable of electronic messaging, including a Computer Aided Dispatch System (CAD) that allows for the transmission of electronic mail and terminal to terminal or multi-terminal message sending. These systems are intended for the enhancement of operations, not as personal communication tools. In the course of routine business, concise communications that enhance the working relationship and do not degrade the performance of personnel shall be permitted, such as a greetings or polite communication present in any office environment. Messaging that would be viewed as inappropriate by a reasonable person is not permitted. Customer agencies and any others specifically authorized have the option of deploying CAD terminals to utilize in an official capacity to enhance operations.
- 2.2** The Center also operates a Mobile Data System that interfaces with the CAD System. Customer agencies and any others specifically authorized have the option of deploying mobile data devices to increase the efficiency and effectiveness of personnel while performing official duties.
- 2.3** The Center also interfaces the CAD and Mobile Data Systems to the Washington State ACCESS System, which has strict rules and guidelines that apply to all personnel using law enforcement data, both communications staff and department personnel via mobile data devices. For further information, refer to the ACCESS Manual and SOP #550.
- 2.4** The Center shall audit messaging for potential violations of this policy and take action accordingly when violations are identified.

3.0 PROCEDURE

3.1 Prohibited Messaging:

Messaging that promotes any of the following are strictly prohibited:

- 3.1.1** Discrimination on the basis of age, gender, marital status, race, creed, color, religion, national origin, sensory, mental or physical handicap, or sexual preference.
 - 3.1.2** Sexual harassment.
 - 3.1.3** Personal political views.
 - 3.1.4** Any unlawful activity.
 - 3.1.5** Bargaining unit business.
 - 3.1.6** Behavior that violates other policies of conduct.
- 3.2** It is prohibited for anyone but trained and specifically authorized individuals to access or otherwise make use of the CAD System, Mobile Data System, WA ACCESS connection or any other messaging capabilities.
- 3.3** It is prohibited for anyone to attempt to circumvent in any manner the security measures of any system, including using another person's password or accessing systems without authorization. Customer agencies refer to Section 5.0, External Agency Policy for more information regarding obligations to protect system access.
- 3.4** It is prohibited for anyone to tamper with, or attempt to repair, any hardware or software component for which he/she has not been specifically trained and authorized to maintain and or repair.

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- 3.5 It is prohibited for anyone to modify, reconfigure, add to, or delete from any software application, operating system or peripheral device unless specifically trained and authorized to do so.
- 3.6 It is prohibited for anyone to knowingly make a fictitious, unauthorized, anonymous, or inaccurate entry into any system.
- 3.7 It is prohibited for anyone to record, disseminate, or cause to be recorded and/or disseminated, any record or records of system security passwords or devices of other persons without the expressed written permission of the Director or designee.
- 3.9 Anyone who has cause to believe that system security, security file and/or integrity has been violated, compromised, or jeopardized, shall report same without delay to their supervisor, technical staff, Assistant Director or Director.

4.0 RESPONSIBILITY:

- 4.1 Internal and external users must have no expectation of privacy when utilizing any messaging system, including the CAD and Mobile Data Systems capabilities such as MAIL or any of the TO, ROUTE, NOTE or NOTB CAD functions (also included is the function of EMER which is allowed under the supervisory security level for Center employees only). Electronic messages cannot be protected against unauthorized access caused by:
 - 4.1.1 Users failure to maintain password security.
 - 4.1.2 Devices logged onto the systems but left unattended by users.
 - 4.1.3 Messages forwarded to others by a recipient.
 - 4.1.4 Messages printed at locations where individuals other than the intended recipient may view.

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4.1.5 Messages directed to the wrong recipient.

4.1.6 Messages saved/stored but not cleared from storage prior to logging off the systems and/or leaving their terminal. This is also applicable to the stored message buffer and scratchpad features of mobile data devices.

4.2 **Electronic Messaging Audits:**

4.2.1 Each system shall be evaluated for the most appropriate method to audit. For the purpose of operational systems, including CAD and Mobile Data Systems, the following audit methods shall be used:

4.2.1.1 The CAD System records messaging in 24-hour files containing all communications through the CAD Message Switch, which includes CAD System messaging and Mobile Data System messaging. Prior to being overwritten by the CAD System, each 24-hour file will be exported to administrative working files for auditing purposes. No more than three (3) days of exported CAD messaging shall be maintained in administrative working files. If further action results from the audit, the pertinent excerpts from the administrative working files shall become support documentation. After 3 days, the 24-hour working file shall be destroyed or overwritten (this may be an automated process).

4.2.1.2 It is the responsibility of the supervisors to audit messaging and report their findings to the Assistant Director. Using the exported administrative working files, the supervisors shall sample randomly from the 24-hours of messaging for potential policy violations. The supervisor shall document what dates/times were sampled, any results that will be documented for further action (internal and other agency personnel) and that the administrative working files were destroyed or deleted within 3 days.

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4.2.1.3 The supervisors may initiate a review of specific messaging based on reasonable suspicion of a policy violation. The review must be concluded within the 3 day limit for administrative working files. If policy violations are identified, excerpts may be used as support documentation for further use. At no time will these administrative working files be maintained for a period longer than 3 days.

4.2.1.4 Appropriate corrective action, including discipline, may be initiated with any employee who violates this policy.

4.2.1.5 Potential policy violations identified through the audit process that involve personnel from another agency shall be handled in the same manner as internal policy violations, except that the excerpts used for support documentation shall be forwarded to the agency's Chief/Manager or their designee for review and appropriate action based on agency policy.

5.0 **EXTERNAL AGENCY POLICY:**

5.1 While Valley Communications Center does not have the authority nor the desire to dictate agency policy or suggest disciplinary action, the Center does reserve the right to restrict or deny system access should professional standards not be met by the users.

5.1.1 If reports of inappropriate messaging through the administrative process fails to yield professional usage, system access may be denied to individual personnel. In this case, the agency administrator shall be informed of the system restriction. Should the agency administrator choose, they may appeal the restriction to the Operations Board.

5.1.2 The agency administrator may petition for an individual's reinstatement of system access at such time they determine no further violations will occur. The Director may elect to escalate the final decision to the Operations Board.

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- 5.2** Valley Communications Center is the owner of the CAD and MDT Systems and thereby has primary responsibility for maintaining the integrity of those systems. Agencies that access the systems are expected to follow and are encouraged to adopt into their procedures, the policies set forth in this document.
- 5.3** No user agency personnel shall knowingly make use of any computer terminal to which he/she is not logged on.
- 5.4** Any time an agency makes a determination that an employee is not to have access to the system, whether temporary or permanent, they shall notify Valley Communications Center in writing to ensure that system security is maintained.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 502 MISCELLANEOUS EQUIPMENT

1.0 PURPOSE/REFERENCES:

To provide for responsibility and knowledge of miscellaneous equipment located in the Communications Center.

CALEA Standard: 6.5.4

2.0 POLICY:

To define and identify any miscellaneous equipment in the Communications Center.

3.0 PROCEDURE:

3.1 UPS/Backup Generator:

The Uninterrupted Power Supply (UPS) is located in the room directly behind the Electronic Equipment Room (EER). The UPS is a redundant battery backup system that supplies power to critical equipment during the interval when commercial power is lost and the backup generator activates. The UPS has an estimated capacity of 6 to 8 hours. The backup generator is located in an acoustically treated room (hearing protection is required in this room when generator is running) behind the UPS Room. The purpose of the generator is to provide electricity when the commercial power source is interrupted. The generator has an automatic start feature that will activate when an interruption in commercial power is detected. If the generator does not start automatically in a commercial power outage, notify the on-duty technical contact immediately. With the 5000 gallon underground diesel fuel tank, the backup generator has an estimated capacity of 6 days. The backup generator also has an automatic test function set by a timer, which performs a test on full load each Wednesday for approximately 30 minutes. The backup generator has a display panel located on the Enunciator Wall in the Com Room, which provides information pertaining to the generator and fuel tank.

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Date Originated: 01/15/83

Date Revised: 09/25/03

3.5 Com Room Lockdown:

The supervisor has the ability to disallow all entry into the Com Room when a potential duress situation occurs. When the lockdown is activated, entry is not possible into the Com Room, but employees will be able to exit safely. The lockdown feature shall be implemented only when an individual has breached the security of the Com Center. Kent Police shall be dispatched immediately.

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Date Originated: 01/15/83

Date Revised: 09/25/03

1.0 PURPOSE:

To provide a method of interrogating and dispatching Police and Fire units to incidents involving bomb threats and procedures for the evacuation of Valley Com personnel.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures. Communications personnel shall be as thorough as possible in the interrogation and dispatch of any incident involving a confirmed or suspected explosive device. If the threat is directed at, or the device found at Valley Com, personnel shall be evacuated to the extent necessitated by the information available.

3.0 PROCEDURE:**3.1 Interview for Bomb Threats/Explosive Device Found (10-55):**

3.1.1 The call receiver shall determine the following information from the reporting party and where possible, make every effort to interrogate the actual person who received the threat.

3.1.1.1 Location of the device? Description of device, strange odor, liquid or powdery materials, electronic materials, etc.?

3.1.1.2 Time device is to detonate?

3.1.1.3 The Suspect's speech, i.e., male/female, old/young, intoxicated, slurred, muffled etc.?

3.1.1.4 Any background noise heard while receiving the threat?

3.1.1.5 Is the voice recognizable?

3.1.1.6 What exactly did the caller say?

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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- 3.1.1.7 Has this ever occurred before?
- 3.1.1.8 Any recent problems or suspicious activity; i.e., domestic, employee or other?
- 3.1.1.9 Name of person receiving the threat.
- 3.1.1.10 Is the location being evacuated or planning to evacuate?
- 3.1.2 If the reporting party is inside the location that has been threatened, Communication Center personnel shall only obtain critical facts relating to the location and activation time of the device. The reporting party shall be instructed to use a nearby phone away from the premise, and call 911 so that further interrogation may take place.
- 3.1.3 Evacuation is recommended, however, it is a decision that must be made by the reporting party or his/her employer.

3.2 Interview for Bomb Threat Received directly from the Suspect:

- 3.2.1 In the event one of our employees receives a bomb threat directly from the suspect, they shall attempt to obtain and record the following information:
 - 3.2.1.1 Where is the device located?
 - 3.2.1.2 When is the device going to detonate?
 - 3.2.1.3 What does the device look like?
 - 3.2.1.4 What is the phone number at your location?
 - 3.2.1.5 Why was the bomb placed at the location?
 - 3.2.1.6 Is the caller willing to take Officers to where the bomb is located?

- 3.2.1.7** Does the caller represent a group, or doing this by themselves?
- 3.2.1.8** What is the name of the group?
- 3.2.1.9** How many are in the group?
- 3.2.1.10** Is there anyone the caller would be willing to talk to? Anyone that might change their mind?

3.2.2 Communications personnel shall make every attempt to keep the caller on the line as long as possible, which may allow phone company personnel to complete the phone trace.

3.2.3 The employee shall immediately inform his/her Supervisor, at the onset of receiving a bomb threat; at which time, the shift supervisor shall contact the phone company requesting a phone trace.

3.3 Incident Entry:

The call receiver shall use the applicable police typecode (BOMB if a device has been found and BOMB1 if only a threat) with the Action Code “C” for combination calls. After pressing the enter key and the combination mask appears, the call receiver shall add the fire response using the typecode ADVISE and Dispatch Group X9 (entered on the “Fire” line of the mask under “Type” and “Dgrp”), then press the enter key. This will generate the appropriate incident type for the police and fire dispatchers.

3.4 Police Dispatch:

3.4.1 The dispatcher shall not verbalize the words "Bomb Threat" over the radio, rather the code 10-55 shall be broadcast. Dispatch shall dispatch the district car, or nearest available unit and Sergeant; providing the location, and estimated time of detonation using the term “ETA”. The dispatcher shall

refer the district car and Sergeant to their MDC for all pertinent details. If the unit is not equipped with an MDC, the dispatcher shall advise them to call for the details (not to be provided over the air).

3.4.2 A portable radio if on, may cause early detonation; therefore, it is extremely important to remind all units responding to turn their radios off upon arrival.

3.4.3 Once police units arrive in the area, further contact shall occur by landline (phone).

3.5 Fire Department Notification:

3.5.1 Dispatch shall landline the appropriate Fire Department "Headquarters Station" requesting to speak to the On Duty Officer to inform him/her of all pertinent details relating to the incident.

3.5.2 The On Duty Officer shall determine if Fire Department personnel are to respond.

3.5.3 The fire dispatcher will add the unit FDINFO to the incident and make a notation as to the name of the person that was notified.

3.6 Fire Department Response:

3.6.1 In the event Fire Department personnel are requested to respond by the duty officer, the following procedure shall be initiated:

3.6.1.1 Dispatch shall create an incident using the EXPLOS typecode and dispatch the apparatus requested by the duty officer using the code 10-55 (do not verbalize "bomb threat" or "explosion"). It may be necessary to add or delete apparatus based on the direction from the duty officer.

3.6.1.2 The dispatcher shall tone the apparatus requested by the On Duty Officer and verbalize "10-55", the location, and

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estimated time of detonation using the term “ETA”. Upon a status of responding units shall be instructed to turn their radios off prior to their arrival, and once on location contact PD for further information. For Example, the dispatcher would broadcast: E71, A71, B71 a 10-55 at 22020 68 Avenue South, ETA 20 minutes. Upon receiving an advisement that units are responding, the dispatcher would advise: E71, A71, B71 contact PD on location for further information and prior to your arrival turn your radios off, all further communication shall be by landline.

3.7 Bombs/Threats Against Valley Com:

The on-duty supervisor shall be notified immediately of any bomb threat or report of a bomb at Valley Com, no matter how minor or credible. A precautionary evacuation of non-essential personnel shall be accomplished calmly and safely to the school parking lot across the street from the building. This applies to any personnel who are not in minimum staffing or actively involved in managing the situation (Administrative, Technical, Training, etc.). At the discretion of the supervisor, any evacuated personnel may be directed to relocate to the backup Com Center at the King County Sheriff’s Office (KCSO) Communications Center to prepare to assume call taking and dispatching functions. The Kent police department shall be dispatched to do an area sweep of the property and the building for any suspicious objects and the Kent FD Battalion Chief shall be notified of the situation. If the threat appears to be credible (specifically directed against Valley Com), the supervisor should begin preparations for relocation to the backup Center at the KCSO Communications Center, but await authorization to relocate from the Director or Assistant Director. If a device is found, all personnel shall be directed to relocate to the KCSO Communications Center as quickly as possible to assume backup operations. The evacuation checklist in the Continuity of Operations Plan shall be accomplished to ensure all necessary materials are taken from the Center.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 504 BIOHAZARD DETECTION SYSTEM (BDS)

1.0 PURPOSE/REFERENCES:

To provide a uniform method of dispatching resources to a Biohazard Detection System (BDS) alert at the United States Postal Distribution Center in the City of Tukwila.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when responding to the activation of an alarm for detection of Bacillus Anthracis (Anthrax) with the installed Biohazard Detection System (BDS).

3.0 PROCEDURE:

3.1 Biohazard Detection System (BDS):

To help counter the threat of anthrax, the U.S. Postal Service has developed a Biohazard Detection System that will detect anthrax in the mail with high reliability. The system is designed for the highest possible level of detection and to be redundant and fail-safe. The BDS uses sophisticated DNA matching to detect the presence of anthrax. The system can detect anthrax DNA in approximately one hour.

3.2 Interview for a confirmed BDS alert:

3.2.1 The Manager of the U.S. Post Office will call 911 from the distribution facility and inform the call receiver that they have a **“Biohazard Detection System” alert**. The call receiver shall determine the following information from the reporting party:

3.2.1.1 How many employees are on location.

3.2.1.2 Any confirmed injuries secondary to the alert.

3.3 Incident Entry:

The call receiver shall use the type code HZEXP which will generate a combined response, whereby a fire and police incident will be created simultaneously.

3.3.1. This predetermined call type dictates a dual response based on the nature of assistance required.

3.4 Police Dispatch:

3.4.1 The dispatcher shall dispatch the district car or nearest available unit, and Sergeant, providing the location and pertinent details.

3.5 Fire Dispatch:

3.5.1 The dispatcher shall tone/page the apparatus from the run card and verbalize, "Biohazard Detection System Alert", the Post Office Distribution Center address, and appropriate talk group.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 505 MANAGEMENT INFORMATION SYSTEM

1.0 PURPOSE/REFERENCES:

To provide for a method of retaining Management Information Systems data (MIS) collected from the Computer Aided Dispatch (CAD) System, and for dissemination of that data.

CALEA Standards: 6.7.3

2.0 POLICY:

It shall be the policy of Valley Communications to maintain an MIS server, which in conjunction with the CAD system will gather and store statistical data regarding the services Valley Communications Provides to its owner and user agencies.

The data collected via these systems will be made available to authorized personnel in all user agencies and Valley Com. Access will be directly to the server via the PRC Advanced Records Interface software (pursuant to the provisions of the Security Policy), or by printed report generated by Valley Communications Staff.

3.0 PROCEDURE:

3.1 Data Collection:

The primary method for collecting the MIS data is automated. The CAD system, through software programming, will transfer all pertinent statistical data regarding every incident generated to the Oracle Database running on the MIS server. This automated transfer occurs at the time the incident is closed. A transfer of data also occurs each time a unit is logged off the system, for purposes of gathering unit history MIS data as well.

Should the transfer of this data be hindered or otherwise disabled, every effort will be made to manually transfer the pertinent data to the MIS sever. **This system however, is not the primary system of record keeping for Valley Com, as mandated by Washington State. (See SOP #510, General Order #10)**

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 510 INCIDENT PROCESSING, CANCELING AND UNIT HISTORY

1.0 PURPOSE/REFERENCES:

To provide a policy for incident creation and processing of calls for service, as well as the recording of incident and unit history information.

CALEA Standards: 6.2.4, 6.7.5, 6.7.6

2.0 POLICY:

It shall be the policy of Valley Communications Center to be consistent in the creation of incidents and as thorough and accurate as possible in the recording of information relating to incidents and unit histories.

3.0 PROCEDURE:

3.1 Incident Creation:

An incident shall be created utilizing the Computer Aided Dispatch System, upon the receipt of any request for service. Upon incident creation the CAD System automatically assigns a unique incident number and stamps the incident with the date and time of request.

3.1.1 Any occurrence requiring the dispatch of police or fire personnel, transfer to the telephone referral program (TRP), or on-line police reporting (E-Police) shall be considered a request for service.

3.1.2 Incidents shall be created for any officer-initiated activity with the exception of follow-ups not involving suspect contact. It is important to note however, that officer initiated activity involving an "out code-type status", will not result in an incident being created.

3.1.3 While the CAD system automatically generates an incident on any Traffic Stop, incidents of this nature are subtracted from each agency's total calls for service unless the traffic stop results in extenuating circumstances, such as an

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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arrest or vehicle impound. In this situation the dispatcher should change the type code to reflect the resulting incident type code.

3.1.4 Incident numbers are utilized in calculating Calls for Service unless otherwise specified.

3.2 Incident Processing:

At a minimum, the incident shall contain the location, incident type, reporting party name and contact phone number, and a brief narrative describing the incident.

3.2.1 If the RP wishes to remain anonymous, known information shall be entered into CAD regardless, but an annotation regarding their request should be placed directly following their name (i.e., SMITH, JOHN/ANON). An RP who wishes to remain anonymous shall not be encouraged to provide their name based on a reassurance that it will be kept confidential.

3.2.2 Under routine circumstances, the incident shall contain, but not be limited to, supplemental information relating to the incident, units and/or apparatus assigned, requests or directions from the field, changes of location data inquiries and final disposition.

3.2.3 The incident will also contain the unit numbers of any additional officers assigned to the call. The dispatch, arrival and clear times of these additional units will also be entered into the incident history.

3.2.4 Incident Cancellation - In the event an incident has been created and the call is subsequently canceled, the reason for cancellation shall be recorded on the incident.

3.2.4.1 Reports of domestic violence will not be canceled or disregarded if the caller changes their mind or advises that the other party is no longer on location.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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3.2.4.2 Any report of fire will not be canceled or disregarded, even when the caller changes their mind or advises that the fire is out.

3.2.5 Incident Duplication - If a duplicate incident has been detected, the duplicate incident shall be cross referenced with the primary incident. Cross referencing of this nature may be vital in agency investigations.

3.3 Case Number Assignment:

3.3.1 A unique case number is automatically generated on any Fire and/or EMS incident. This practice allows those agencies to accurately assess not only incidents occurring in their jurisdiction but mutual aid responses as well.

3.3.2 While the CAD system is capable of issuing unique case numbers on any police response, the system has not been programmed to issue these numbers automatically. Valley Com will assume responsibility for issuing case numbers to police incidents upon the request of the individual police agency.

3.4 Recording of Unit History:

The CAD system has been programmed to recognize each valid unit or apparatus on the system. Any information or activity associated to a unit shall be recorded on the respective Unit History.

3.4.1 Information, data, status or location changes, whether or not associated with out-codes, shall be recorded on the unit's history. When an officer is assigned to an incident and information is entered to his/her Unit History, CAD also automatically places that information into the history of the associated incident.

3.4.2 Any information an officer requests to be entered or retained will be added to his/her Unit History.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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3.4.3 Should it be determined that a unit transmitting has not logged on, the unit shall be logged on and the information then recorded. Should this not be done, the information cannot be retained in the Unit History file.

3.5 Canceling CAD Incidents:

The “CAN” (Cancel) command may be used to cancel any CAD incident. CAD has been programmed to default to the appropriate disposition code, K-King for police and CAN for fire/EMS. The CAN disposition code should only be used by Valley Com personnel due to an incident created in error or similar internal reasons. This does not include incidents that are canceled when the requesting party calls back to cancel the response (D/King) or when officers decide not to respond (D/Zebra). If a police incident is holding and a request to cancel is received, the incident should be reviewed to determine whether a safety factor is involved or potential loss of property could be experienced. If no one’s safety could be compromised, domestic violence was not involved, and no loss of property is expected, the police incident shall be canceled and the appropriate disposition code will be automatically recorded. Once the officer has responded, only an appropriate disposition code (K-King or Z-Zebra) should be used. Cancellation requests (Action Code X) and the CAN command should never be used for a domestic violence incident or a fire/EMS incident unless the incident was entered in error. Domestic violence or Fire/EMS incidents not entered in error should only be cleared using the appropriate disposition or EMD code (not CAN).

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 515 JURISDICTIONAL BOUNDARIES

1.0 PURPOSE/REFERENCES:

To establish a method for determining jurisdictional response boundaries for each Valley Com User agency.

CALEA Standard: 2.3.1

2.0 POLICY:

It shall be the policy of Valley Communications Center to create and dispatch incidents within the jurisdictional boundaries established by each separate agency. Valley Com will also refer out of jurisdiction incidents to the proper response agency.

3.0 PROCEDURE:

3.1 Agency Geographical Boundaries:

The CAD Geo-file serves as the official description of the Valley Com service area. Each agency dispatched by Valley Communications shall forward any changes to their police, EMS or fire response boundaries as soon as possible to allow for CAD programming changes and map updating. Valley Com shall provide a current Thomas Brothers Map for communications personnel as a reference, as well as establishing a quick reference CAD Info File for boundaries that are frequently disputed or confused.

3.2 Boundary Disputes:

In the event of a dispute regarding jurisdiction, the department's on-duty supervisor shall be consulted. If the incident cannot be delayed, Valley Com shall dispatch the agency with potential jurisdiction while the dispute is resolved. Valley Com shall maintain a list of the most frequent boundary disputes with detailed descriptions of the boundaries for quick reference.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 520 CALL TYPE CLASSIFICATION

1.0 PURPOSE/REFERENCES:

To provide a uniform method of classifying a call for service.

2.0 POLICY:

It is the policy of Valley Communication Center to classify incident type and priority by assigning the Type Code from this list that most closely represents the circumstances of the situation being reported or the nature of a request made by a Reporting Party (RP).

3.0 PROCEDURE:

The call receiver shall determine the nature of the RP's request for service through established interviewing techniques. They will then classify the incident by using the Type Code that most closely represents the circumstances of the situation or the nature of the request. The Type Code will establish the dispatch priority of the incident.

3.1 Type Code Standards:

- 3.1.1** When no number follows the Type Code, it represents an "in-progress" incident. An "in-progress" incident is defined as an incident with a time delay of zero (0) to three (3) minutes. Also, an incident with a suspect in custody is considered in-progress.
- 3.1.2** When a one (1) follows the Type Code, it represents a "recent" incident. A "recent" incident is defined as an incident a time delay of four (4) to fifteen (15) minutes.
- 3.1.3** When a two (2) follows the Type Code, it represents a "report" or "cold" incident. A "report" or "cold" incident is defined as an incident with a time delay of sixteen (16) minutes or more.

3.2 Priority Definitions:

- 3.2.1** Priority **E** is the highest priority. This category represents a confirmed hazard which could result in extensive loss of life and/or property. This category represents the greatest potential for officers, firefighters or medical personnel to encounter immediate danger.
- 3.2.2** Priority **1** represents a potential hazard which could result in loss of life and/or property and officer, firefighter or medical personnel safety may be at risk or seriously jeopardized.
- 3.2.3** Priority **2** represents a minimal hazard with considerably less potential for life and/or property loss and minimal risk to officers, firefighters or medical personnel.
- 3.2.4** Priority **3** represents a low hazard, non-life threatening situation with minimal risk of property loss.
- 3.2.5** Priority **4** represents police reports or cold calls and various fire/EMS services which require a non-code response.

3.3 Police Type Code Definitions:

- 3.3.1** **21** Priority 4; Telephone message for an officer.
- 3.3.2** **ABAND** Priority 4; Abandoned vehicle.
- 3.3.3** **ABDUC** Priority 1; Abduction/Kidnapping of a child or adult, in progress. For recent use ABDUC1 (Priority 2) and for report use ABDUC2 (Priority 3).
- 3.3.4** **ACC** Priority 3; Non-injury/non-blocking accident. For report use ACC2 (Priority 4).
- 3.3.5** **ACCBLK** Priority 3; Blocking/non-injury accident.
- 3.3.6** **ACCDUI** Priority 3; Non-injury accident involving a driver under the influence of alcohol or drugs.

- 3.3.7** **ACCHR** Priority 3; Non-injury hit and run accident in

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| | | progress. For recent use ACCHR1 (Priority 3) and for report use ACCHR2 (Priority 4). |
| 3.3.8 | <u>ACCINJ</u> | Priority 2; Combination BLS injury accident. For police only use ACCINP (Priority 2). |
| 3.3.9 | <u>ACCMD</u> | Priority 1; Combination ALS injury accident. For police only use ACCMDP (Priority 1). |
| 3.3.10 | <u>ACCUNK</u> | Priority 2; Unknown if injury accident. |
| 3.3.11 | <u>ACCWAT</u> | Priority 1; Combination ALS vehicle accident involving water where occupants are or may be at risk of drowning. This includes lakes, rivers, deep drainage ditches, etc. For police only use ACCWAP (Priority 1). |
| 3.3.12 | <u>ADMIN</u> | Priority 4; Administrative detail. |
| 3.3.13 | <u>AIRMAJ</u> | Priority E; Combination major aircraft accident. For police only use AIRMJP (Priority E). |
| 3.3.14 | <u>AIRMIN</u> | Priority 1; Combination minor aircraft accident. For police only use AIRMNP (Priority 1). |
| 3.3.15 | <u>ALMBAN</u> | Priority 1; Hold up alarm at a bank. Not to be used for a burglary alarm or an actual bank robbery. |
| 3.3.16 | <u>ALMCOM</u> | Priority 3; Commercial burglary alarm at any type of business. |
| 3.3.17 | <u>ALMFUP</u> | Priority 4; Alarm follow-up. |
| 3.3.18 | <u>ALMHUP</u> | Priority 1; Hold up alarm at a business (excluding banks). |
| 3.3.19 | <u>ALMRES</u> | Priority 3; Residential burglary alarm. |
| 3.3.20 | <u>ALMUNK</u> | Priority 3; Unknown type alarm. |
| 3.3.21 | <u>ALMVEH</u> | Priority 3; Vehicle alarm. |
| 3.3.22 | <u>ANIMAL</u> | Priority 4; Animal complaints and game violations. |
| 3.3.23 | <u>ASLT</u> | Priority 2; Physical assault in progress. For recent use ASLT1 (Priority 3), for report use ASLT2 (Priority 4). |
| 3.3.24 | <u>ASLTWP</u> | Priority 1; Assault with a gun or knife involved in progress. For recent use ASLTW1 (Priority 2). |
| 3.3.25 | <u>AUTO</u> | Priority 2; Auto theft in progress. For recent use |

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| | | AUTO1 (Priority 3) and for report use AUTO2 (Priority 4). |
| 3.3.26 | <u>AUTOR</u> | Priority 2; Occupied stolen vehicle recovery. For recent use AUTOR1 (Priority 3) and for report use AUTOR2 (Priority 4). |
| 3.3.27 | <u>BANK</u> | Priority E; Bank robbery in progress. |
| 3.3.28 | <u>BLKDIS</u> | Priority 3; Blocking disabled vehicle. |
| 3.3.29 | <u>BLOOD</u> | Priority 2; Fire department or medic request for a blood run. |
| 3.3.30 | <u>BOATMD</u> | Priority 1; Combination serious boating accident. For police only use BOATMP (Priority 1). |
| 3.3.31 | <u>BOLO</u> | Priority 3; Be on the look out/officer safety advisory. Also used for attempt to locate broadcasts. |
| 3.3.32 | <u>BOMB</u> | Priority 1; Bomb or explosive device found. For bomb threats, use BOMB1 (Priority 2). |
| 3.3.33 | <u>BURGC</u> | Priority 2; Commercial burglary in progress. For recent use BURGC1 (Priority 3) and for report use BURGC2 (Priority 4). |
| 3.3.34 | <u>BURGR</u> | Priority 2; Residential burglary in progress. For recent use BURGR1 (Priority 3) and for report use BURGR2 (Priority 4). |
| 3.3.35 | <u>CARJAC</u> | Priority E; Car jacking with a gun or knife in progress. For recent use CARJA1 (Priority 1) and for report use CARJA2 (Priority 3). |
| 3.3.36 | <u>CHDAB</u> | Priority 2; Physical abuse of a child in progress. Not used for sexual assault. For recent use CHDAB1 (Priority 3) and for report use CHDAB2 (Priority 4). |
| 3.3.37 | <u>CHILD</u> | Priority 2; Lost, found, neglected child in progress. For report use CHILD2 (Priority 3). |
| 3.3.38 | <u>CITAST</u> | Priority 4; Citizen assist. Keys locked in a vehicle, jump starts, etc. |
| 3.3.39 | <u>CITHAZ</u> | Priority 3; Citizen hazard. A situation exists that may be hazardous to a citizen. |
| 3.3.40 | <u>CIVIL</u> | Priority 3; Civil standby/problem. Standby to keep the peace or non-criminal situation. |

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| 3.3.41 | <u>CLRLOT</u> | Priority 4; Clear the parking lot of a business. A request to disperse unwanted individuals from outside a business. |
| 3.3.42 | <u>CODE1</u> | Priority 2; Officer request for a backup unit. |
| 3.3.43 | <u>CODE2</u> | Priority 1; Officer request for assistance; two or more officers needed. |
| 3.3.44 | <u>CODE3</u> | Priority E; Officer call for help due to a life threatening situation; three or more officers needed. |
| 3.3.45 | <u>CPSREF</u> | Priority 4; CPS referral. |
| 3.3.46 | <u>DEMO</u> | Priority 2; Public demonstration. |
| 3.3.47 | <u>DISORD</u> | Priority 2; Disorderly subject (s). |
| 3.3.48 | <u>DISPUT</u> | Priority 3; Verbal dispute in progress. For recent use DISPU1 (Priority 3) and for report use DISPU2 (Priority 4). |
| 3.3.49 | <u>DOA</u> | Priority 3; Deceased on arrival. |
| 3.3.50 | <u>DOMP</u> | Priority 2; Physical domestic in progress. Also used when any of the involved subjects are damaging property or demonstrating a high potential for violence. For recent use DOMP1 (Priority 3). |
| 3.3.51 | <u>DOMV</u> | Priority 3; Verbal domestic in progress. For recent use DOMV1 (Priority 3). |
| 3.3.52 | <u>DOMWP</u> | Priority 1; Domestic dispute involving a gun or knife in progress. For recent use DOMWP1 (Priority 2). |
| 3.3.53 | <u>DOM2</u> | Priority 4; Report of any type of domestic situation. |
| 3.3.54 | <u>DRUG</u> | Priority 3; Drug activity or Violation of the Uniform Controlled Substance Act (VUCSA) in progress. For recent use DRUG1 (Priority 3) and for report use DRUG2 (Priority 4). |
| 3.3.55 | <u>DRUGB</u> | Priority 2; Drug bust. |
| 3.3.56 | <u>DUI</u> | Priority 3; DUI arrest or broadcast. |
| 3.3.57 | <u>ESCAPE</u> | Priority 2; Prisoner escape. For report use ESCAP2 (Priority 4). |
| 3.3.58 | <u>FIRE</u> | Priority 2; For intentional fires such as a mailbox set on fire. For recent use FIRE1 (Priority 3) and for report use FIRE2 (priority 4). A fire response is not |

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| | | automatically generated and must be initiated along with police. |
| 3.3.59 | <u>FIREAS</u> | Priority 3; Assistance to fire department personnel. Not used when firefighter safety is being threatened. |
| 3.3.60 | <u>FIREWK</u> | Priority 4; Fireworks complaint. |
| 3.3.61 | <u>FITE</u> | Priority 2; Physical fight in progress. |
| 3.3.62 | <u>FITEWP</u> | Priority 1; Physical fight in progress involving a gun or knife. |
| 3.3.63 | <u>FRAUD</u> | Priority 2; Fraud in progress, including forgery of any type. For recent use FRAUD1 (Priority 3) and for report use FRAUD2 (Priority 4). |
| 3.3.64 | <u>FUP</u> | Priority 4; Follow-up report. |
| 3.3.65 | <u>HANGUP</u> | Priority 2; 9-1-1 Hangup/Open Line. When contact is made inside and no apparent problem exists use HANG1 (Priority 3). |
| 3.3.66 | <u>HARAS</u> | Priority 3; Harassment in progress. For recent use HARAS1 (Priority 3) and for report use HARAS2 (Priority 4). |
| 3.3.67 | <u>HBD</u> | Priority 3; Has been drinking/intoxicated subject(s). |
| 3.3.68 | <u>HELP</u> | Priority E; Officer needs help. |
| 3.3.69 | <u>HOSTAG</u> | Priority 1; Hostage situation. |
| 3.3.70 | <u>ILDUMP</u> | Priority 4; Illegal dumping. |
| 3.3.71 | <u>ILLDIS</u> | Priority 3; Illegal discharge of a firearm. |
| 3.3.72 | <u>INFO</u> | Priority 3; Information exchange between officers or for tracking information when response not necessary (Bail bondsmen, Investigators, etc.). |
| 3.3.73 | <u>JUVPRB</u> | Priority 3; Juvenile problem. |
| 3.3.74 | <u>JUVRUN</u> | Priority 4; Juvenile runaway. |
| 3.3.75 | <u>K9</u> | Priority 3; Request for a K9 unit. |
| 3.3.76 | <u>LEWD</u> | Priority 2; Lewd conduct in progress. For recent use LEWD1 (Priority 3) and for report use LEWD2 (Priority 4). |
| 3.3.77 | <u>LIQV</u> | Priority 3; Liquor violation in progress. For report use LIQV2 (Priority 4). |
| 3.3.78 | <u>MAL</u> | Priority 3; Malicious mischief/vandalism in progress. For recent use MAL1 (Priority 3) and for report use |

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| 3.3.79 | <u>MARINE</u> | MAL2 (Priority 4). Priority 4; Watercraft complaints. |
| 3.3.80 | <u>MCI</u> | Priority E; Combination multiple casualty incident response. For police only use MCIP (Priority E). |
| 3.3.81 | <u>MINOR</u> | Priority 3; Contributing to the delinquency of a minor. |
| 3.3.82 | <u>MISPER</u> | Priority 4; Missing person report. |
| 3.3.83 | <u>MSGDEL</u> | Priority 4; Emergency message delivery. Death or ill family member notification. |
| 3.3.84 | <u>MUSIC</u> | Priority 3; Loud music complaint. |
| 3.3.85 | <u>NOISE</u> | Priority 3; Loud noise complaint. |
| 3.3.86 | <u>OD</u> | Priority 2; Combination BLS overdose response. For police only use ODP (Priority 2). |
| 3.3.87 | <u>ODMD</u> | Priority 1; Combination ALS overdose response. For police only use ODMDP (Priority 1). |
| 3.3.88 | <u>ORDER</u> | Priority 2; Violation of a court order in progress. For recent use ORDER1 (Priority 3) and for report use ORDER2 (Priority 4). |
| 3.3.89 | <u>OSA</u> | Priority 2; High priority response to a request for assistance from an outside agency. For non-priority response use OSA2 (Priority 4). |
| 3.3.90 | <u>OTHER1</u> | Priority 1; Miscellaneous. For Priority 2 use OTHER2, for Priority 3 use OTHER3 and for Priority 4 use OTHER4. |
| 3.3.91 | <u>PANCOM</u> | Priority 2; Commercial panic alarm, including ATM alarms. |
| 3.3.92 | <u>PANRES</u> | Priority 2; Residential panic alarm. |
| 3.3.93 | <u>PANVEH</u> | Priority 2; Vehicle panic alarm, such as alarms installed in Metro buses and taxis. |
| 3.3.94 | <u>PAPER</u> | Priority 4; Paper service. |
| 3.3.95 | <u>PARKG</u> | Priority 4; Parking complaint. |
| 3.3.96 | <u>PARTY</u> | Priority 3; Loud party complaint. |
| 3.3.97 | <u>PATROL</u> | Priority 4; Extra patrol request. |
| 3.3.98 | <u>PROP</u> | Priority 4; Lost/found property. |
| 3.3.99 | <u>PROSTI</u> | Priority 3; Prostitution. |
| 3.3.100 | <u>RAPE</u> | Priority 1; Rape in progress. For recent use RAPE1 |

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| | | (Priority 2) and for report use RAPE2 (Priority 3). |
| 3.3.101 | <u>RDHAZ</u> | Priority 3; Road hazard. |
| 3.3.102 | <u>ROBARM</u> | Priority 1; Armed robbery in progress. For recent use ROB1 (Priority 2), for report use ROB2 (Priority 3). |
| 3.3.103 | <u>ROBSA</u> | Priority 2; Strong armed robbery in progress. For recent use ROB1 (Priority 2) and for report use ROB2 (Priority 3). |
| 3.3.104 | <u>SEX</u> | Priority 2; Sex offense in progress, excluding rape. For recent use SEX1 (Priority 3) and for report use SEX2 (Priority 4). |
| 3.3.105 | <u>SHOOTG</u> | Priority E; Shots fired, no known injuries. Also used for sniper attacks. |
| 3.3.106 | <u>SHOP</u> | Priority 2; Shoplifting in progress. For recent use SHOP1 (Priority 3) and for report use SHOP2 (Priority 4). |
| 3.3.107 | <u>SHOT</u> | Priority E; Combination BLS shooting response. For police only use SHOTP (Priority E). |
| 3.3.108 | <u>SHOTMD</u> | Priority E; Combination ALS shooting response. For police only use SHOTMP (Priority E). |
| 3.3.109 | <u>SIGMAL</u> | Priority 3; Traffic signal malfunction. |
| 3.3.110 | <u>SOLIC</u> | Priority 4; Soliciting in progress. For recent use SOLIC1 (Priority 4) and for report use SOLIC2 (Priority 4). |
| 3.3.111 | <u>SPCDTL</u> | Priority 4; Special Detail. |
| 3.3.112 | <u>STAB</u> | Priority 1; Combination BLS stabbing response. For police only use STABP (Priority 1). |
| 3.3.113 | <u>STABMD</u> | Priority 1; Combination ALS stabbing response. For police only use STABMP (Priority 1). |
| 3.3.114 | <u>SUICID</u> | Priority 2; Suicidal subject. |
| 3.3.115 | <u>SUICWP</u> | Priority 1; Suicidal subject with a gun or knife. |
| 3.3.116 | <u>SURVEI</u> | Priority 3; Initiated in the field, usually by "S" units when conducting surveillance. |
| 3.3.117 | <u>SUSCIR</u> | Priority 2; Suspicious circumstances or activity such as prowling outside a residence, business or vehicle. |
| 3.3.118 | <u>SUSNOI</u> | Priority 3; Suspicious noise. |

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| 3.3.119 | <u>SUSSUB</u> | Priority 3; Subjects acting suspiciously such as hiding or running, but not engaged in suspicious activity such as prowling around a residence, business or vehicle. |
| 3.3.120 | <u>SUSVEH</u> | Priority 3; Suspicious vehicle. |
| 3.3.121 | <u>SUS2</u> | Priority 4; Suspicious activity report. |
| 3.3.122 | <u>THEFT</u> | Priority 2; Theft in progress, excluding auto theft and shoplifting. For recent use THEFT1 (Priority 3) and for report use THEFT2 (Priority 4). |
| 3.3.123 | <u>THRT</u> | Priority 3; Verbal threats in progress. For recent use THRT1 (Priority 3) and for report use THRT2 (Priority 4). |
| 3.3.124 | <u>THRTWP</u> | Priority 1; Threats with a gun or knife in progress. For recent use THRTW1 (Priority 2). |
| 3.3.125 | <u>TRAIN</u> | Priority E; Combination train derailment response. For police only use TRAINP (Priority E). |
| 3.3.126 | <u>TRANS</u> | Priority 4; Transportation detail. |
| 3.3.127 | <u>TRESP</u> | Priority 3; Trespassing in progress. For recent use TRESP1 (Priority 3) and for report use TRESP2 (Priority 4). |
| 3.3.128 | <u>TRFC</u> | Priority 4; Traffic complaint. |
| 3.3.129 | <u>UNSEC</u> | Priority 3; Unsecured structure. |
| 3.3.130 | <u>UNWANT</u> | Priority 3; Unwanted subject(s). |
| 3.3.131 | <u>VARDA</u> | Priority 2; Varda burglary alarm. Not to be used for Varda hold up alarms. |
| 3.3.132 | <u>WALK</u> | Priority 4; Walk through of a business/bar. |
| 3.3.133 | <u>WARFEL</u> | Priority 2; Felony warrant arrest. For misdemeanor warrants use WARMIS (Priority 3). |
| 3.3.134 | <u>WARPU</u> | Priority 4; Warrant pick up. |
| 3.3.135 | <u>WARSEA</u> | Priority 2; Search warrant. |
| 3.3.136 | <u>WELCHK</u> | Priority 3; Welfare check. If not a timely PD response (5 minutes) a fire incident shall be created. |

3.4 Fire Type Code Definitions:

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| 3.4.1 | <u>ACCINJ</u> | Priority 1; Combination BLS injury accident response. For fire only use ACCINF (Priority 1). |
| 3.4.2 | <u>ACCMD</u> | Priority 1; Combination ALS injury accident response. For fire only use ACCMDF (Priority 1). |
| 3.4.3 | <u>ACCWAT</u> | Priority 1; Combination ALS vehicle accident involving water where occupants are or may be at risk of drowning. This includes lakes, rivers, deep drainage ditches, etc. For fire only use ACCWAF (Priority 1). |
| 3.4.4 | <u>AFA</u> | Priority 2; Automatic fire alarm. Not used for sprinkler water flow alarms. |
| 3.4.5 | <u>AID</u> | Priority 2; BLS medical aid call. |
| 3.4.6 | <u>AIDMD</u> | Priority 1; ALS medical aid call. |
| 3.4.7 | <u>AIDSVC</u> | Priority 3; Service aid call. |
| 3.4.8 | <u>AIDUNK</u> | Priority 2; Unknown type medical aid call. |
| 3.4.9 | <u>AIRMAJ</u> | Priority E; Combination major aircraft accident response. For fire only use AIRMJF (Priority E). |
| 3.4.10 | <u>AIRMIN</u> | Priority 1; Combination minor aircraft accident response. For fire only use AIRMNF (Priority 1). |
| 3.4.11 | <u>AIRSBY</u> | Priority 2; Aircraft precautionary standby. |
| 3.4.12 | <u>BARK</u> | Priority 4; Beauty bark fire with no exposure. No exposure is defined as a fire that is more than 10 feet from any structure. |
| 3.4.13 | <u>BOAT</u> | Priority 1; Non-life threatening boating incident or boater assistance. |
| 3.4.14 | <u>BOATMD</u> | Priority 1; Combination ALS boating accident response. For fire only use BOATMF (Priority 1). |
| 3.4.15 | <u>BRSH</u> | Priority 2; Brush or grass fire with no exposure. No exposure is defined as a fire that is more than 10 feet from any structure. If exposure exists use BRSEX (Priority 1). |
| 3.4.16 | <u>CHIMNE</u> | Priority 2; Chimney fire in residence or apartment dwelling. |
| 3.4.17 | <u>CO</u> | Priority 2; Carbon monoxide alarm in a residence or |

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- business.
- 3.4.18 COMFIR** Priority E; A confirmed fire directly affecting a commercial structure. A commercial structure is defined as a business, apartment complex or a multi-family dwelling such as a duplex, triplex or fourplex. This will also be utilized anytime a request is received to upgrade an incident to a full commercial response. Indicators of a COMFIR are heavy smoke visible; uncontrolled flames visible; occupants evacuating due to life safety, not merely as a precaution; structural elements observed on fire (walls, roof, etc.); uncontrolled fires inside the structure (furniture, appliances, etc.).
- 3.4.19 CPR** Priority E; Combination CPR response. Telephone CPR instructions being provided or citizen performing CPR. For fire response only use CPRF (Priority E).
- 3.4.20 DROWN** Priority 1; ALS response to drowning/near drowning.
- 3.4.21 DUMP** Priority 3; Dumpster/recycle bin fire with no exposure. This includes trash dumpsters and recycle bins. This does not include any type of structure. No exposure is defined as a fire that is more than 10 feet from any structure. If exposure exists use DUMPEX (Priority 2).
- 3.4.22 ELECTR** Priority 2; Potentially unsafe electrical systems. Indicators of ELECTR are the odor of electrical wires burning; sparking outlets; faulty appliances/electrical devices emitting an odor and/or light smoke.
- 3.4.23 EOC** Priority 3; A request to activate an Emergency Operations Center. This request will be made by a representative within the City or Department which operates the EOC.
- 3.4.24 EXPLOS** Priority 2; Investigation of an explosion of unknown source.

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| 3.4.25 | <u>FOREST</u> | Priority 1; Forest fire (heavily wooded areas). |
| 3.4.26 | <u>HIRISE</u> | Priority E; High-rise building fire. A high-rise is defined as a building with 6 or more floors. This is used only when requested by field units. |
| 3.4.27 | <u>HZINV</u> | Priority 2; Hazardous material investigation. Used for any size/quantity of a suspected hazardous material is spilled or may be compromising public safety. Also used for non-toxic flammable liquid spills greater than 20 gallons (See SPILL for less than 20 gallons). |
| 3.4.28 | <u>HZLEAK</u> | Priority 2; Hazardous materials response. Used by dispatcher to upgrade any incident to a Zone 3 Hazardous Materials Team response. |
| 3.4.29 | <u>ILBURN</u> | Priority 4; Investigation of an illegal burn. |
| 3.4.30 | <u>MCI</u> | Priority E; Combination multiple casualty incident response. For fire only use MCIF (Priority E). |
| 3.4.31 | <u>MEDIC</u> | Priority 2; Medic request. Used when an outside agency requests a medic dispatched by Valley Com to respond to a location in their jurisdiction. Also used when a hospital requests a medic transport whereby fire department personnel do not accompany the medic unit. |
| 3.4.32 | <u>MINFIR</u> | Priority E; A suspected, recently extinguished (still producing heat) or controlled fire inside or directly affecting a commercial or residential structure. Indicators of a MINFIR are occupants not evacuating or are doing so merely as a precaution; recently burning fire reported "now out" (still producing heat); burning food on the stove; fires in a fireplace with a closed flue; fires contained in a dishwasher or oven; smoldering objects inside a structure (furniture, appliances, etc.); controlled fires inside a structure (ie. inside a dishwasher or oven); the odor of smoke; a light haze of smoke. |
| 3.4.33 | <u>MUTUAL</u> | Priority 2; Request for mutual aid. Outside agency request for fire department apparatus to assist their jurisdiction. |

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- 3.4.34 NGASIN** Priority 1; Natural gas leak/odor detected in the interior of a structure. For detection on the exterior of a structure use NGASXT (Priority 1).
- 3.4.35 NONSTR** Priority 3; Small scale non-structure fire. This includes any small non-life threatening fire that cannot be categorized more specifically. This does not include dumpster, recycle bin, shed or shack fires. This does include large trees or a group of isolated trees (use FOREST for heavily wooded area on fire).
- 3.4.36 OBV** Priority 2; Obvious death with no resuscitation efforts in progress.
- 3.4.37 OD** Priority 2; Combination BLS overdose response. For fire only use ODF (Priority 2).
- 3.4.38 ODMD** Priority 1; Combination ALS overdose response. For fire only use ODMDF (Priority 1).
- 3.4.39 ODORIN** Priority 2; Interior odor investigation. This includes the odor of something burning that cannot be identified and the odor of smoke where no smoke is visible. This does not include situations where smoke or flames are visible, or the odor of natural gas. For odors detected outside use ODORXT (Priority 3).
- 3.4.40 RESCUE** Priority 2: Rescue team response. Used by the dispatcher upon request by the Incident Commander to upgrade an incident to a Zone 3 rescue response.
- 3.4.41 RESFIR** Priority E; A confirmed fire directly affecting a residential structure. A residential structure is defined as a house, mobile home standing alone or in a mobile home park, or a barn. This will also be utilized anytime a request is received to upgrade an incident to a full residential response. Indicators of a RESFIR are heavy smoke visible; uncontrolled flames visible; occupants evacuating due to life safety, not merely as a precaution; structural elements observed on fire (walls, roof, etc.); uncontrolled fires inside the structure (furniture, appliances, etc.).
- 3.4.42 RIVER** Priority 2; Swift water/river rescue. This includes any

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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| | | |
|--------|----------------------|---|
| | | swift water rescue situation where a person has fallen into a river or large stream. This does not include small streams or creeks. |
| 3.4.43 | <u>SEARCH</u> | Priority 3; Search and rescue. |
| 3.4.44 | <u>SERVIC</u> | Priority 4; Miscellaneous service request. Used for citizen requests to check malfunctioning fire alarms. |
| 3.4.45 | <u>SHACK</u> | Priority 3; Shack/shed fire. |
| 3.4.46 | <u>SHOT</u> | Priority E; Combination BLS shooting response. For fire only use SHOTF (Priority E). |
| 3.4.47 | <u>SHOTMD</u> | Priority E; Combination ALS shooting response. For fire only use SHOTMF (Priority E). |
| 3.4.48 | <u>SMOKXT</u> | Priority 3; Exterior smoke investigation. Interior smoke classified as COMFIR or RESFIR. |
| 3.4.49 | <u>SPILL</u> | Priority 2; Non-hazardous flammable liquid spill. |
| 3.4.50 | <u>STAB</u> | Priority 1; Combination BLS stabbing response. For fire only use STABF (Priority 1). |
| 3.4.51 | <u>STABMD</u> | Priority 1; Combination ALS stabbing response. For fire only use STABMF (Priority 1). |
| 3.4.52 | <u>SUSFIR</u> | Priority 3; A fire that is confirmed out (absolutely no heat production or fire hazard), but requires fire department attention. Indicators of a SUSFIR are discovered fire scene (confirmed out), unknown source; possible arson (confirmed out); police incident where fire scene is found (confirmed out). |
| 3.4.53 | <u>SWFA</u> | Priority 2; Sprinkler water flow alarm. |
| 3.4.54 | <u>TRAIN</u> | Priority E; Combination train derailment. For fire only use TRAINF (Priority E). |
| 3.4.55 | <u>UNKFIR</u> | Priority 1; Unknown type fire. |
| 3.4.56 | <u>VEHCOM</u> | Priority 2; Commercial vehicle fire with no exposure. No exposure is defined as a fire more than 10 feet from any structure. If exposure exists use VEHEX (Priority 1). |
| 3.4.57 | <u>VEHPAS</u> | Priority 3; Passenger vehicle fire with no exposure. No exposure is defined as a fire more than 10 feet from any structure. If exposure exists use VEHEX |

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- 3.4.58 **WASH** (Priority 1).
Priority 4; Request for fire apparatus to provide water to wash down an area, such as a street. Fire departments will not wash down any potentially hazardous chemical or petroleum products.
- 3.4.59 **WIRES** Priority 3; Arching, smoking or downed wires.

3.5 Bioterrorism Typecodes:

These typecodes were developed specifically for handling bioterrorism related incidents.

- 3.5.1 **HZEXP** Priority 1; Combo PD/FD – Powdery substance and medical symptoms present.
- 3.5.2 **HZSUB** Priority 1 if National Threat Level is Red; Priority 2 if National Terrorist Threat Level below Red; PD Only; Suspicious powdery substance present. If PD cannot respond in a timely manner (5 minutes), create fire incident using HZEXPF.
- 3.5.3 **HZSUS** Priority 2; PD Only; Suspicious Mail, Package or Object (No Substance).
- 3.5.4 **HZTHRT** Priority 2; PD Only; Threat relating to Bio-Terrorism (Anthrax or Others).
- 3.5.5 **HZINV** Priority 2; FD Only; Investigation of all other potentially hazardous substances (already listed above in Fire Typecodes).
- 3.5.6 **HZEXPF** Priority 1; Use when PD requests FD on powdery substance report or PD cannot respond in a timely manner on HZSUB incidents.

3.2.4 Any request from a fire fighter responding to or on the scene of any call.

3.2.5 Overdoses (the type code OD is a predefined combined response).

3.2.6 Suicide attempts.

3.2.7 Incidents suspicious in nature, whereby, the nature of injury indicates possible abuse or bodily assault.

3.2.8 Any incident where narcotics maybe involved, to include suspicious fires, where the origin indicates a possible drug operation.

3.3 A fire response will be generated for any police incident when any of the following elements exist:

3.3.1 Welfare Check, whereby the need for medical attention maybe needed.

3.3.2 Any reported assault, indicating bodily injury.

3.3.3 Suspicious articles, indicating possible explosives.

1.0 PURPOSE/REFERENCES:

To establish a consistent process for notifying chaplains in support of the public safety agencies dispatched by Valley Communications Center.

2.0 POLICY:

It is the policy of Valley Communications Center to record availability of and dispatch chaplains when requested, in accordance with these guidelines. Nothing in this policy disallows or discourages departments from developing internal procedures to notify chaplains without dispatcher intervention as this policy only applies to those chaplains being dispatched by Valley Communications Center. Chaplains choosing to be dispatched by Valley Communications Center shall follow these guidelines to maintain an accurate record of their status at all times.

3.0 PROCEDURE:

Chaplains are normally members of the clergy or religious leaders who volunteer to support the needs of public safety responders. They also provide support to citizens in a crisis situation if called upon by the public safety agency. Chaplaincy programs in our service area are very diverse. A single chaplain may support one or several public safety agencies and some large departments may use several chaplains on a rotational basis. For these reasons, a flexible process was developed to give the dispatchers a simple method for notifying the chaplain(s) when requested. However, it requires the supervisors and chaplains to follow very specific procedures to maintain accurate availability when chaplains change their status. New chaplains wishing to take advantage of this service must have an orientation session with the Valley Communications Center's liaison to the chaplains prior to utilizing the service.

3.1 Dispatcher Procedures:

- 3.1.1** CAD System Unit IDs have been identified for each jurisdiction using this service that will automatically send an alphanumeric page to the appropriate chaplain(s), for example RFCHP for Renton FD and RPCHP for Renton PD. When a chaplain is requested, the dispatcher shall use the

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dispatch command (D) with the Notification Unit ID for the jurisdiction that has made the request, automatically sending a page to the chaplain(s). For example:

| Requested By: | Jurisdiction Code: | CAD Command: |
|-------------------------------------|---------------------------|---------------------|
| Kent PD | KP | D KPCHP |
| South King Fire & Rescue | WF | D WFCHP |
| Auburn PD | AP | D APCHP |
| District 44 | VF | D VFCHP |

Special Note: If the Notification Unit ID has been placed out of service in CAD, the supervisor can refer to the backup chaplain list maintained at their position.

- 3.1.2** After the alphanumeric page has been sent to the chaplain(s), they will coordinate their response if necessary and then notify the dispatcher that they are responding. This may be done via radio or phone. Because some serve more than one department, a chaplain may use the Unit ID normally associated with their primary jurisdiction, even if responding to another jurisdiction’s request (ie. Chaplain 51 to Skyway FD Incident). Once the dispatcher knows which individual chaplain is responding, they will add their Unit ID to the CAD incident. Because CAD will not allow fire Unit IDs to be added to police incidents and vice versa, each chaplain has two Unit IDs (ie. CHP11F and CHP11P for Chaplain 11). Depending on which type of incident (police or fire), the dispatcher will dispatch enroute (DE) the appropriate Unit ID (police or fire) to the incident. For example:

| Responding: | Type of Incident: | CAD Command: |
|--------------------|--------------------------|---------------------|
| Chaplain 11 | Fire | DE CHP11F |
| Chaplain 51 | Police | DE CHP51P |
| Chaplain 98 | Fire | DE CHP98F |
| Chaplain 31 | Police | DE CHP31P |

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Special Note: All Chaplain Unit IDs are associated with Jurisdiction Codes X1 or X9 to avoid inadvertently creating unnecessary case numbers.

- 3.1.3** The dispatcher shall monitor and record the chaplain's status as any other unit. It should be noted that occasionally after a crisis, chaplains will remain onscene significantly longer than first responders. Dispatchers should check the chaplain's status periodically and only close the CAD incident after the chaplain has actually cleared.
- 3.1.4** When a chaplain advises they are clear from an incident, the dispatcher shall clear the Unit ID from the CAD incident to allow it to be back in service for the next incident.

3.2 Supervisor Procedures:

The on-duty supervisor is responsible for ensuring that the chaplain status is reflected accurately based on known information.

- 3.2.1** There are several things that must be accurate in CAD for this process to function appropriately (all examples are fictitious):

- 3.2.1.1** Alphanumeric pager is the primary means of notifying chaplains. Pager information is associated with each chaplain through their Personnel ID. As each Personnel ID is logged on, the alphanumeric pager information is automatically associated with the Unit ID. Pager numbers are programmed into the CAD Pager File, so there is no need to change anything in CAD due to a change in availability of the chaplain, only if their pager number changes. Consult the Technical Services Manager if a pager number changes. An example of how the pager is associated with a Personnel ID would be:

Chaplain Johnson - #RF3479 Pager 206-555-5555

- 3.2.1.2** The Notification Unit ID (ie. RFCHP) for EACH jurisdiction must

have the Personnel ID logged into the roster about each chaplain that serves that jurisdiction. This allows the dispatcher to use a single Unit ID to page the appropriate chaplain or group of chaplains. Each chaplain can use their individual Personnel ID even if supporting another jurisdiction than their primary one (ie. #RF3479 can be logged into the TPCHP Unit ID). Examples of rosters are:

Police and Fire Chaplain Rotation used City-Wide:

**RFCHP #RF3479 (Chaplain Johnson)
 #RF2349 (Chaplain Smith)
 #RF9347 (Chaplain Anderson)**

**RPCHP #RF3479 (Chaplain Johnson)
 #RF2349 (Chaplain Smith)
 #RF9347 (Chaplain Anderson)**

Single Chaplain:

DPCHP #DP9332 (Chaplain Davis)

Police and Fire Chaplains Serving a Fire Department:

**WFCHP #WF2327 (Chaplain Williams)
 #DP9332 (Chaplain Davis)**

3.2.2 If a chaplain will be temporarily out of service, the following actions must be taken:

3.2.2.1 Their individual Unit IDs must be placed out of service (ie. CHP51F and CHP51P) with a notation of the date they will return if known. DO NOT log the unit off in CAD, as all the logon information will be lost (ie. personnel ID, radio ID, etc.).

3.2.2.2 Check all Notification Unit IDs (both police and fire) that the chaplain is associated with to determine which are single chaplain programs and which have a rotation of multiple chaplains. If the chaplain serves a department as the single chaplain, the Notification Unit ID shall be placed out of service with a notation of the date they will return if known. **DO NOT** place the Notification Unit ID out of service if it is part of a rotation as the other chaplains will not get paged.

3.2.2.3 If the chaplain is part of a rotation and does not want receive pages while they are out of service, the affected Notification Unit IDs (both police and fire) must be relogged in CAD without their information.

3.2.2.4 If the chaplain going out of service identifies a chaplain to take their place, they can be logged into CAD as if they were the actual chaplain for the affected departments. This will not apply to backup chaplains not being dispatched by Valley Communications Center.

3.2.2.5 The Chaplain Information Book at the supervisor position will include these instructions, the Chaplain Quick Reference Guide for each chaplain and lists of backup chaplains for reference. Also, the Valley Communications Center Chaplain(s) can be contacted for assistance if a request needs to be coordinated among the chaplains because it isn't clear who is to be dispatched.

3.2.3 When a chaplain returns to service, the same process must be followed as in the previous section to identify the changes that need to be reversed. Any chaplain temporarily backing up a chaplain that has now returned must also be removed from that duty to avoid inadvertent notifications.

3.3 Chaplain Responsibilities:

- 3.3.1** Chaplains using this service must have an orientation session with Valley Communications Center's liaison to the chaplains to become familiar with this policy and receive instructions on the Chaplain Quick Reference Guide. Chaplains are responsible for contacting Valley Communications Center and providing the information required on the Chaplain Quick Reference Guide anytime their status changes. Chaplains must maintain an alphanumeric pager that is compatible with Valley Communications Center's CAD System interfaces.

- 3.3.2** In the event that a Chaplain should leave the Chaplaincy program, written notification to Valley Com will be required from the Chaplain's Department Chief.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 523 **AGENCY INVOLVED DOMESTIC VIOLENCE**

1.0 PURPOSE:

To establish clear policy for reporting and responding to incidents of domestic violence involving Valley Communications employees or personnel from law enforcement agencies.

2.0 POLICY:

It is the policy of Valley Communications to respond to reports of domestic violence involving any employee of Valley Communications or any law enforcement agency in accordance with the following procedures.

3.0 PROCEDURE:

3.1 A CAD incident will be initiated any time a report is received of a domestic violence situation which may involve an employee of Valley Communications or law enforcement personnel.

3.1.1 The incident will be handled according to call processing guidelines as well as dispatch protocol.

3.1.2 The on-duty supervisor will be advised of the incident, including identification of possible involvement of employees of Valley Communications or other law enforcement agencies.

3.1.2.1 The on-duty supervisor will notify the Assistant Director and Human Resources Manager of any domestic violence incident involving a Valley Com employee.

3.1.2.2 The on-duty supervisor will notify the field supervisor of the responding agency whenever any law enforcement personnel from that agency are involved in the domestic violence incident.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 523 AGENCY INVOLVED DOMESTIC VIOLENCE

3.1.2.3 If law enforcement personnel are involved in a domestic violence incident in a city which is not their employing agency, the responding law enforcement agency will make necessary notifications.

3.2 Employees who are victims of domestic violence are encouraged to request assistance.

3.2.1. An employee who is a victim of domestic violence will be provided with domestic violence services information upon request.

3.2.2. Employees should be alert to the likelihood of victim or witness intimidation, and shall make a report to their supervisor when a possibility is present of such actions to occur in the workplace, so that safety concerns are met.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 525 BLOODBORNE & AIRBORNE PATHOGEN HAZARDS

1.0 PURPOSE/REFERENCES:

To establish a policy regarding field unit advisement of information pertaining to known bloodborne and airborne pathogen hazards.

CALEA Standard: 6.1.4 & 6.4.4

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the procedures set forth below when in receipt of information regarding infectious diseases that may present a bloodborne or airborne hazard to responding field personnel.

3.0 PROCEDURE:

3.1 Bloodborne & Airborne Pathogen Hazards (Definitions):

Although there are others, this policy deals with the two most commonly encountered ways infectious disease can spread to emergency responders. Infectious diseases can present a bloodborne pathogen hazard (infectious by means of blood or bodily fluid transfer) or an airborne pathogen hazard (infectious by means of particles traveling through the air). Responders are trained in Universal Precautions, which are designed to provide them with protection against infection. For bloodborne hazards, they use protective gear (latex gloves, etc.) to protect themselves from contact with blood or bodily fluids. For airborne hazards, they increase the amount of protection by using gear to protect their respiratory system from exposure to particles in the air. Universal precautions for bloodborne hazards are used very effectively today and most bloodborne hazards are evident to a responder. However, airborne hazards present more of a challenge because they cannot be easily identified until the responder is within close contact of the infectious person.

3.2 Patient Confidentiality (Background):

Confidentiality laws protect a patient's privacy regarding infectious diseases. The intent of the law was to ensure patients with these conditions were afforded the same level of treatment as other patients. The laws provide for release of infectious

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 525 BLOODBORNE & AIRBORNE PATHOGEN HAZARDS

medical information only when it directly affects the treatment of the patient, but not for infectious disease control. This was based on the assumption that responders are consistently using effective Universal Precautions. The impact on Valley Com is the inability to provide patient information to responders when it pertains to certain types of infectious diseases. Based on this information, the procedures in this policy were adopted by the Operations Board.

3.3 Confirmed Bloodborne Hazard Procedures:

Bloodborne hazards are effectively avoided by using Universal Precautions. Also, Universal Precautions are routinely used today by responders. So, providing a responder with bloodborne hazard information due to a patient's condition will have little to no impact on infectious control. For these reasons, dispatchers shall not transmit (other than symptoms) any indication of a bloodborne hazard causing disease, as listed below, even if provided by the patient, friend, or family member.

3.3.1 Bloodborne Infectious Diseases (Covered by this Policy):

- HIV – Human Immunodeficiency Virus
- AIDS – Acquired Immunodeficiency Disease
- STDs – Sexually Transmitted Diseases (Including Hepatitis B and Hepatitis C)

3.4 Confirmed Airborne Hazards:

Airborne hazards are very difficult for a responder to identify before they come in contact with the patient. Also, Universal Precautions may not be used as effectively for airborne hazards because these conditions are encountered less frequently and are less obvious to responders. So, providing a responder with a precautionary advisement due to a patient's airborne infectious condition could have a significant impact on infectious control. For these reasons, dispatchers shall recommend precautions to responders (police, fire and medics) anytime a patient confirms they have one of the infectious diseases listed below by stating "**Airborne Precautions Recommended**" in the short report. This would also apply if a patient reporting respiratory problems (cough, rash, shortness of breath, difficulty breathing, etc.) answers in the affirmative to either of the following KC CBD questions:

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 525 BLOODBORNE & AIRBORNE PATHOGEN HAZARDS

1. Have you traveled outside the US in the last 10 days?
2. Have you been in direct contact with anyone who has traveled outside the US within the last 10 days?

3.4.1 Airborne Infectious Diseases (Covered by this Policy):

TB - Tuberculosis
Meningitis
SARS (Sudden Respiratory Syndrome)

3.5 Dispatcher and Call Receiver Application:

3.5.1 When a caller reveals the presence of a bloodborne infectious disease, the call receiver shall not enter that information in the text of the incident and no recommendation will be provided to responders by the dispatcher. Full descriptions of the symptoms being presented should be relayed in detail on all EMS incidents.

3.5.2 If the caller reveals the presence of an airborne infectious disease, the call receiver shall clearly identify the condition in the text of the incident with asterisks. The dispatcher shall never refer to an infectious disease when dispatching the incident or providing the short report, but shall provide the precautionary advisement if the disease falls in the airborne hazard category. Full descriptions of the symptoms being presented should be relayed in detail on all EMS incidents. These procedures apply to both fire/EMS and police incidents, therefore teamwork among the dispatchers will be important to ensure all responders are advised.

3.6 Responder Responsibility:

All responders have the responsibility to protect themselves from hazardous situations they encounter. The recommendation of airborne precautions made by Valley Com should only be considered a second layer of protection for a responder with the first layer being their own consistent use of effective protective measures based on the circumstances. Responders should never decide that protective

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 540 ADDRESSING TECHNIQUES, GEOGRAPHY & JURISDICTION

1.0 PURPOSE:

To provide a uniform method of processing and verbalizing addresses.

2.0 POLICY:

It shall be the policy of Valley Communications Center to process and verbalize addresses using these established techniques.

3.0 PROCEDURE:

When dispatching an address to field units, the dispatcher shall use the following techniques:

3.1 The business or apartment name shall be stated before the numbered address.

3.2 The apartment number shall be stated after the number address (i.e., Washington Park, 11020 Kent Kangley, Apt.B102).

3.3 When verbalizing numbered addresses, the numbers should be grouped into two digits with the single digit of an odd number being stated first, for example:

3.3.1 12832 should be stated One Twenty-Eight Thirty-Two.

3.3.2 1012 should be stated Ten Twelve.

3.3.3 540 should be stated Five Forty.

3.3.4 28 should be stated Twenty-Eight.

3.4 Lettered street addresses shall be stated and followed with phonetic pronunciation (i.e. H - Henry Street Northeast).

3.5 In the event a location does not have an address, the dispatcher shall state the nearest cross street, address location or landmark, then provide routing instructions.

1.0 PURPOSE/REFERENCES:

To provide direction for utilization of the ACCESS System, precautions for security of the system and sensitive information obtained through the system.

CALEA Standard 6.4.4
ACCESS/WSP, NCIC & CJIS Guidelines

2.0 POLICY:

This policy applies to Valley Communications Center employees and its agents/support resources only. Public safety agencies served by Valley Communications Center are responsible for their obligation to fully understand and comply with ACCESS/FBI/CJIS requirements, including training users on the procedures for running authorized ACCESS inquiries, interpreting all responses and acting on information obtained via the CAD System or Public Safety Wireless Data Network (PSWDN) operated by Valley Communications Center. If an agency fails to comply, Valley Communications Center may prohibit further use of its systems or interfaces to avoid compromising its standing with WSP, and in turn, compromising critical data needs of all of its customers.

Valley Communications Center employees shall be thoroughly familiar with the use of ACCESS, including when an ACCESS inquiry is authorized, procedures for running data inquiries, interpretation of returns, identification of caution/safety information and verification processes. Due to the serious consequences associated with misuse of the system and its information, employees must use their current operator number preceded by "VC" (in the absence of an officer's unit designator) when running data inquiries (ie. VC15). Running data inquiries anonymously, using another user's operator number or utilizing ACCESS for purposes other than those authorized by this policy and WSP, NCIC and CJIS guidelines are prohibited and may subject the employee to discipline and/or removal of ACCESS privileges. These administrative guidelines apply to Valley Communications Center's participation in the ACCESS System:

2.1 Technical Agency Coordinator (ACCESS TAC):

Valley Communications Center is required to identify the individual responsible for administration of these guidelines and all other ACCESS System participation

requirements for the organization. The TAC shall coordinate all activities required to maintain compliance, including documentation for audit purposes.

2.2 Background Checks:

2.2.1 As part of the background check, employees using ACCESS must be fingerprinted within 30 days of employment or assignment. Results of the background investigation/fingerprinting shall be kept confidential and reported to the Human Resources Manager. The impact of criminal history on employment status shall be evaluated on a case-by-case basis with the final decision made by the Director.

2.2.2 The Washington State Patrol requires that a background re-investigation be performed for every user of the ACCESS system every five years, including submitting current fingerprint cards and running a criminal history inquiry (Purpose Code “J”). The ACCESS TAC shall maintain an audit log that includes the name of the employee, date of inquiry, their State Identification Number (SID) and any dissemination. The log shall be kept in a secure location and available for inspection during the triennial WSP audit. Any arrests or convictions subsequent to initial hiring or other criminal history checks shall be reported to the Human Resources Manager. Valley Communications Center reserves the right to apply internal employment standards and take appropriate independent personnel action for any arrests or convictions. No access to the Criminal Justice Information System shall be granted to anyone with a felony conviction.

2.2.3 Support personnel not employed by Valley Communications Center that require entry into the facility must successfully pass a background check to determine that they do not have a felony conviction or they must be escorted while in the area of any sensitive system (EER, Com Room or any room with CAD System access).

2.3 ACCESS Certification:

2.3.1 As a condition of employment, telecommunicators and supervisors are required to be certified at Level I ACCESS. This is accomplished by

- 3.3** Each employee shall be responsible for the security of the information they receive over the computer network. This includes incident details, ACCESS returns, reporting party information and informational messages. No such information shall be released over the telephone to the media, the public, any attorney or other private citizen, unless one of the following criteria is met:
- 3.3.1** Individuals identifying themselves as tow company operators are entitled to receive registered owner information to enable them to contact the owners of vehicles they have towed.
 - 3.3.2** Individuals identifying themselves as private investigators are entitled to receive information as to whether or not a Protective Order has been served (“Y” or “N”) and date of service.
 - 3.3.3** Citizens, including private security companies, may be advised whether a vehicle is listed as “stolen” or “clear”. No registered owner, driver status or wanted person information is to be given out to private citizens.
 - 3.3.4** In addition to law enforcement personnel, other commissioned or certified personnel may receive full WWACIC information. Some school security officers and fire marshals or investigators fall into this category. These personnel are identified in the CAD INFO file under INFO ACCESS/CERTIFIED PERSONNEL. If wanted, stolen vehicle or other pertinent information is revealed by the inquiry, the appropriate police agency will be advised if circumstances dictate.
 - 3.3.5** Law enforcement personnel who are contracted to perform private security, even if in uniform, are not entitled to receive criminal justice information as they are considered private security. Should they witness a crime and take action, then they are authorized to receive data returns. Dispatchers are not able to determine when this authority changes, so officers must be responsible for knowing when it is appropriate to request data inquiries based on their assignments.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 550 ACCESS/DATA INQUIRIES & RETURNS

3.6.2.1 The extradition of a wanted person when applicable.

3.6.2.2 Information regarding the return of the missing person to the appropriate authorities.

3.6.2.3 Information regarding the return of stolen property to its rightful owner.

3.6.2.4 Information regarding the terms and conditions of a protection order.

3.6.3 Records must be confirmed prior to arresting the wanted person, detaining the missing person, seizing the stolen property or charging the subject with violating a protection order.

3.6.4 Agencies may enter a wanted person record with an extradition limitation in the MIS field. An agency finding the wanted person outside the geographic area of extradition indicated does not confirm or locate the record.

3.6.5 When an agency receives a record(s) in response to an inquiry and no enforcement action is contemplated or possible because of circumstances, the hit should not be confirmed and the record *must not* be located. If, for example, local jails are unable to house misdemeanor prisoners because of overcrowding hit confirmation is not necessary.

3.6.6 All information contained in the hit must be returned to the inquiring field unit; whether the record is "confirmed" or "unconfirmed", the ORI, the plate and state (of a wanted vehicle), physical descriptors, amount of bail and original charge (in the case of a wanted subject) and any other pertinent information.

Upon receipt of a wanted persons hit, the dispatcher shall use the appropriate notification code and **WAIT** for the officer to acknowledge. When the officer advises it is all right to go ahead with warrant information, the dispatcher will return the hit in the following order: "unconfirmed", out of "agency"; amount of bail, offense type, name, DOB, full physical description and extradition information:

Example:

“Valley Com 3T3”

“T3 go ahead”

“Unconfirmed out of Seattle PD, five hundred dollars for theft third on last of Bailey, first of Will, no middle, DOB twelve thirteen fifty seven, white male, five eleven, one sixty, blue and blond. King and Pierce counties only.”

- 3.6.7** In the event a “hit” is received via an ACCESS inquiry, the dispatcher will immediately advise the officer with the corresponding safety code below, then **WAIT** for the officer to acknowledge. Upon acknowledgement by the officer the full details of the “hit” will be relayed, unless the officer indicates the need to stand by prior to proceeding with details.

3.6.7.1 Misdemeanor warrants, stolen articles (property) and juvenile runaways will be advised with **"Valley-Com (unit #)"**.

3.6.7.2 Felony warrants will be advised with **"Valley-Com Frank (unit #)."**

3.6.7.3 Stolen vehicles will be advised with **"Valley-Com Victor (unit #)."**

3.6.7.4 Stolen license plates will be advised with **“Valley-Com Victor, Plates Only (unit #).”**

3.6.7.5 Protective Orders will be advised with **"Valley-Com Ocean (unit #)".**

- 3.6.8** In the event that any of the above has a "Caution" flag attached or information is available through either the WACIC Officer Safety file or the CAD System Police Warning files pertaining to officer safety, the code “Charles” will be used. For example:

3.6.8.1 Felony warrant w/caution: **"Valley-Com Frank Charles (unit #)".**

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 550 ACCESS/DATA INQUIRIES & RETURNS

- 3.7.3** If the officer advises that the vehicle is unoccupied and apparently abandoned, any request by the ORI to hold the vehicle for prints or processing will be relayed to the officer along with other details of the “hit”.
- 3.7.4** The dispatcher may confirm a stolen vehicle hit at the officer’s request or if the dispatcher, after returning the full vehicle information, reasonably believes that the officer is pursuing the same vehicle named on the hit return. The confirmation shall be given to the officer as soon as possible.
- 3.8** The dispatcher will confirm a wanted persons hit only upon the request of the officer and when the subject has been detained by the officer (except as outlined in **3.8.3** below).

 - 3.8.1** If the dispatcher has not confirmed a wanted persons hit and the officer states he has one in custody, the dispatcher should advise the officer that the hit has not been confirmed.
 - 3.8.2** The dispatcher shall only confirm the one (1) warrant necessary to take the subject into custody. If local charges will be pursued, the dispatcher will not confirm the warrant. If a hit has been confirmed, and the officer then advises he has local charges, the ORI shall be re-contacted and advised of the local charges.
 - 3.8.3** If the hit has extradition not including King County, the officer will be advised in the initial return, as in: “**Valley Com, 2T3, Non-Extraditable**”. The officer will acknowledge and ask for details, which shall be relayed to him/her. The officer may ask the dispatcher to call the ORI to determine if extradition has changed.
 - 3.8.4** If there is more than one hit on a subject from different agencies, the process to determine which one should be confirmed is as follows:

 - 3.8.4.1** Felony warrant from any agency. If more than one felony, then the nearest to arresting agency will be confirmed. (For any warrant outside of Washington State check with field unit as to preference over local charges or misdemeanor warrant, if those exist).

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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3.8.4.2 Misdemeanor warrant from any Valley agency, with the highest bail.

3.8.4.3 Misdemeanor warrant from any other King county agency, highest bail, closest to arresting agency.

- 3.9** When confirming a hit, the dispatcher or call receiver will advise the ORI which agency they are representing (i.e., "This is Valley Com for Renton Police") and provide their operator number.
- 3.10** The dispatcher or call receiver will confirm extradition. If the ORI advises they use "the chain" advise the officer and ask which jail facility the subject will be transported to (i.e., the Regional Justice Center or the King County Jail).
- 3.11** Once confirmed, the dispatcher shall print a copy of the hit to the station and will identify the arresting officer, for example:

ACC/TTUKPD. *** SAVE FOR OFCR MARSHALL *******

- 3.12** Upon confirmation advise the officer that the hit has been confirmed, including the amount of bail and extradition, or for vehicles whether the registered owner information is available".
- 3.12.1** Generally, interstate wanted persons, or NCIC hits can be confirmed telephonically, but the ORI may require that a teletype query be sent. When this is the case, the dispatcher or call receiver will contact the specialist of the agency detaining the subject or vehicle and request that a "YQ" or "NCIC hit confirmation" teletype be sent. The hit may be printed to the station to speed the process. The requesting officer shall be advised that a teletype is being sent and confirmation may be delayed while awaiting a reply.
- 3.13** In the event the hit has a "**Located Warrant**" caption, it will be treated as valid and relayed to the officer using the procedures above. If the officer advises to confirm, the dispatcher will contact the ORI to determine if it is still valid.

- 3.14** If the hit indicates a "**Cleared Warrant**" it will not be treated as valid. Information will be given to the officer at the discretion of the dispatcher. If the information could reasonably be pertinent to the current situation, the officer **WILL** be advised.
- 3.14.1** The dispatcher will advise the unit that there is information to copy. (Example: 3R2, I have information on your subject if you can copy). The dispatcher shall make it clear to the officer that the warrant is no longer valid and provide the name/DOB and offense.
- “I have recently cleared warrant information on Doe, John 030330 for burglary out of King County, not a valid warrant at this time)”**
- 3.15** At the officer’s request, the dispatcher may attempt to confirm warrants while the officers are "enroute" to contact a warrant subject. The ORI must be advised that the subject is NOT in custody. Some agencies will not confirm a warrant unless the subject is in custody. When the subject is actually contacted, the confirmation process will be repeated for verification.
- 3.16** The term "rolling plate" is used by officers when they wish to run a plate and want the WWACIC/NCIC return quickly because the vehicle is moving and may be out of sight shortly. When this occurs, the following actions will be taken by the dispatcher:
- 3.16.1** The dispatcher will return the WWACIC/NCIC information immediately on rolling wants and DOL information when it returns (if WACIC returns first).
- 3.16.2** If DOL returns first on the plate, the dispatcher is to make the officer aware that WWACIC/NCIC has not yet returned to avoid any confusion.(Example: “3L1, DOL first on your plate”, or give DOL information and state “No WWACIC return yet”).
- 3.17** On requests for out of state information, the dispatcher will also run WWACIC, NCIC and Washington DOL information unless otherwise directed.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 550 ACCESS/DATA INQUIRIES & RETURNS

- 3.18** In the event a DOL return indicates “No Computer Record Found”, the dispatcher should state the plate or name as it was given by the officer when advising that no information was found (Example: "1A1 no record found on ABC123" or "1A1, no record found on Doe, John C. 030330").

- 3.19** Requests for teletypes, CCDR's, ADR's, and hand searches shall be referred to the station.

- 3.20** Warrant arrests shall be clearly recorded in the original CAD incident including all pertinent information (normally, the dispatcher should not create another CAD incident just for the warrant arrest).
 - 3.20.1** If the warrant arrest is associated with a CAD incident and the officer needs a case number specifically for the warrant arrest, a separate incident shall be created for the warrant arrest using the typecode “CASENO”. The dispatcher should include the name/DOB of the warrant subject and cross-reference the CASENO incident with the original incident. This would be repeated if multiple case numbers were needed for multiple warrant arrests.

 - 3.20.2** Should the warrant arise from an officer initiated stop (ie. Traffic or Subject Stop), the typecode should be changed to the appropriate warrant typecode rather than creating a separate incident.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 560 COMMUNICATION RECORDINGS

1.0 PURPOSE/REFERENCES:

To establish a policy that outlines the appropriate procedures for recording emergency communications, the request and release of taped recordings in any form including audio tape, CD, or wave file. This policy also establishes the appropriate chain of command for processing of these recording requests.

CALEA Standard: 6.1.4, 6.5.4

2.0 POLICY:

It is the policy of Valley Communications Center to record all communications during routine public safety call taking and dispatching. This includes all telephone conversations from any position capable of answering emergency telephone calls as well as all primary and tactical radio talkgroups utilized for dispatching. These voice recordings as well as the text of TDD communications used for the hearing impaired shall be retained for no less than 90 days pursuant to RCW 40.14.070, WAC 414.24.050 and the Americans with Disabilities Act of 1990, Paragraph 35.130.b.1.ii. The only telephone positions that are not subject to recording are the Kitchen, Tape Room, Computer Room, Radio Equipment Room and all Administrative Offices. Other radio talkgroups may be recorded under special circumstances or by request from a user agency.

All Valley Communications Center employees should be aware that when they are working in the Com Room or Call Receiver Room, all communications are recorded and subject to review and disclosure.

3.0 PROCEDURE:

3.1 All voice recordings and TDD records shall be kept on file for at least 90 days.

3.1.1 All recordings over 90 days shall be erased or re-formatted as soon as possible after the 90th day.

3.1.2 All recorded media will be kept in a location with limited access.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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- 3.1.3** All public disclosure requests must be completed in writing and forwarded to the Records Custodian.
 - 3.1.4** Any request for disclosure of public information made over the telephone should be forwarded to the Records Custodian. At no time will employees not designated to handle public disclosure give direction to persons inquiring about release of information.
 - 3.1.5** All written requests for disclosure of public information will be handled in accordance with General Order #2, Release of Public Information.
 - 3.1.6** Requests for recorded information from a user agency shall be forwarded to the Records Custodian. A user agency may place a request with a Team Supervisor outside of normal business hours when an emergency exists requiring the immediate release of a recording. The Team Supervisor may authorize the release once it has been received in writing, including an agency supervisor approval signature. Upon release of the recording the user agency will be advised that it is for department use only, and the recording is not an official court document. The signed agency request will be forwarded to the Records Custodian with a notice that the recording was released to the department.
- 3.2** Upon a written request for impound, Valley Com will make an official copy of exact communications for the incident or time period specified and place in impound for future use.
- 3.2.1** An Impound Request Form will be filled out by the Director or designee. A copy of the specific computer incident necessitating the impound will be placed in the impound log along with the Impound Request Form.
 - 3.2.2** The impounded recordings will be handled as potential evidence and shall be kept in a locked storage cabinet. Only authorized personnel will have access to the impound cabinet.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 560 COMMUNICATION RECORDINGS

- 3.3** The Director or designee may review recordings internally for any purpose deemed appropriate. There should be no expectation that communications recorded at Valley Com are confidential.
- 3.4** User agencies, including their respective city attorney or prosecutors office, may access the phone and/or radio recorders via remote access for official business purposes. Non-user agencies, the public, or private law firms that provide prosecution services for user agencies will not be allowed access to the recording system.
- 3.4.1.** A Confidentiality/Disclosure Agreement signed by an agency representative must be on file with Valley Com.
- 3.4.2.** User agencies wishing to access the recording system via remote access will provide the Valley Com technical staff with an IP address to facilitate an HTTP connection.
- 3.4.3.** Valley Com will assign a user name and password to the agency, as well as the HTTP address to access the recording system.
- 3.4.4.** Each agency shall be responsible for the security of the system at their end.
- 3.4.5.** Each agency employee shall be responsible for the security of the information they receive from the recording system via remote access. This includes each employee being responsible for the physical security of the terminal they are working at which accesses the recording system via remote access, and preventing the recording from being overheard.
- 3.4.6.** Recordings or information obtained by users accessing the recording system via remote access shall be restricted to internal use only. The distribution or release of such information outside of the agency requires a signed authorization from Valley Com.
- 3.4.7.** Official sanctions for intentional misuse of the system or information

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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retrieved from the recording system via remote access include termination of remote access privileges.

- 3.4.8.** Official copies of recordings for court or formal investigation purposes need to come from Valley Com so that they are properly authenticated.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 570

CAD SAFETY WARNINGS

1.0 PURPOSE:

To develop the method by which Police and Firefighter safety (Warning) informational entries may be made into the CAD system Premise/Person Info (PI) file.

2.0 POLICY:

It shall be the policy of Valley Communications to maintain Premise/Person Information or PI file within the CAD system. This file can be used to maintain non critical information about business or residences as are consistent with this policy. In addition the file has the ability to track information of a nature deemed to be pertinent to the safety of police officers or firefighters responding to a call for service at a specific location or dealing with a specific subject. This information is generally referred to as officer or firefighter safety information.

Officer and firefighter safety information is to be submitted to Valley Communications via one of its dispatch customers on the approved form supplied by Valley Com or in alternate formats also approved by Valley Com.

3.0 PROCEDURE:

3.1 The CAD system is capable of retaining information about persons or places in an electronic format that is integrated with the dispatch function of the system. Certain pieces of information entered into the CAD system can be set as a **Warning**. These information types are restricted for use when the information provided is such that it would somehow alter the regular response of the police or fire department; or poses a significant enough threat to life or property as to warrant entry to the system.

3.1.1 Entry of warning is performed by Valley Communications personnel only. This is to ensure compliance with this policy.

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Date Originated: 09/11/03

Date Revised: N/A

3.1.2 Examples of types of information that would qualify entry into the PI file as a Warning are as follows. This list is not to be considered as all inclusive and each request for entry into the system is subject to review and approval:

- Hazardous materials stored in a facility requiring the alert of responders.
- Combative patient/resident who is know to be antagonized by the police or fire department.
- Locations where the structure of a facility is degraded to the point where a defensive attack only is permitted.
- Subjects known to carry weapons or be overly aggressive to police or firefighters.
- Other circumstances with similar magnitude or consequence.

3.2 Upon receipt of a request for a Warning entry to the CAD system PI file, it will be evaluated against the criteria in this policy and either entered into the system or returned to the department making the request with comments.

3.3 If the entry is placed into the CAD system the default retention period will be one year or less as specified by the requesting department. For retention periods of greater than one year the circumstances surrounding the request must warrant such an entry and under no circumstances will the retention period exceed two (2) years.

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VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 580 Emergency Alert System (EAS)

1.0 PURPOSE:

To establish guidelines for initiating an Emergency Alert System (EAS) Message.

2.0 POLICY:

It shall be the policy of Valley Communications Center to be consistent with the procedures established in the Washington State EAS Plan. The following procedures will be adhered to when initiating an EAS Message.

3.0 PROCEDURE:

3.1 Section 1:

The Incident Commander (IC) may determine that they have an incident which meets the criteria to initiate an Emergency Alert System Message in order to quickly disseminate critical information to the public about the emergency or disaster. The IC or his/her designee will contact the on-duty supervisor with the information for implementation.

3.1.1 A binder will be maintained at the supervisor position in the com room containing instructions and forms for implementing an EAS.

3.1.2 Upon receipt of the information from the IC, the on-duty supervisor will complete the "EAS Message Form" located in the binder.

3.1.2.1 No abbreviations or acronyms should be used.

3.1.2.2 Broadcasts are limited to 2 minutes. The message will be composed by KCSO from the EAS Message Form.

3.1.3 The KCSO Communications Supervisor will be forwarded the EAS Message Form via fax at #206-205-7956. Confirmation that the fax was received will be made by telephone.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 580 **Emergency Alert System (EAS)**

3.1.3.1 If the EAS equipment in the KCSO Communications Center is non-functional, secondary systems are located at:

- Eastside Communications Center
- Washington State EOC

3.1.4 The EAS information will be broadcast over the Public Safety Answering Point (PSAP) talkgroup.

3.1.5 If the incident is law enforcement related, the on-duty supervisor will verify that an APB is created from the initial incident for broadcast to all Valley Com law enforcement agencies.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 603 RECORDING AND MONITORING STATUS OF POLICE UNITS

1.0 PURPOSE:

To establish a uniform method of recording and monitoring the status of police units.

CALEA Standard: 6.3.1

2.0 POLICY:

It shall be the policy of Valley Communications Center to maintain an accurate record of the location and status of all police officers when out of service.

3.0 PROCEDURE:

Dispatchers shall utilize the following methods when recording the location and status of police officers. In order to remain consistent, deviation from these procedures is not acceptable.

3.1 CAD Display Monitor:

The dispatcher will maintain a current CAD monitor display of the status of available units; active incidents and the units which are assigned to those incidents; and special status units (units on out codes or special status codes) for their respective console assignment.

3.2 Police Tick Marks:

The following tick marks and associated colors will be utilized by the dispatcher to determine the unit status information on the Status Display Monitor:

| <u>TICK</u> | <u>STATUS Description</u> | <u>COLOR</u> |
|--------------------|----------------------------------|---------------------|
| Blank | Available | Green |
| *> | Officer Activity-Available | Spruce |
| > | Dispatch/Enroute | Yellow |
| > | On Location-Unavailable | Midnight Blue |

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
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| <u>TICK</u> | <u>STATUS Description</u> | <u>COLOR</u> |
|-------------|-----------------------------|------------------|
| *> | On Location-Available | Midnight Blue |
| < | Cross Dispatched | Status Dependent |
| - | Scheduled for Log Off | Status Dependent |
| + | Two Officer Unit (Non MDT) | Status Dependent |
| ‘ | MDT equipped, 1 Officer | Status Dependent |
| “ | MDT equipped, 2 Officers | Status Dependent |
| ? | MDT Dispatched, Not Enroute | Red |

3.3 Special Status Units:

Units will be displayed when on special status, out codes, and certain officer initiated incidents. The display will contain the unit ID, time since last contact, out code and location.

EXAMPLE: 2W22’ 38 OUTP 312/PHS

3.4 Status Checks:

The dispatcher will maintain an awareness of all officer locations and activities, and perform status checks as appropriate. As a general guideline, a CAD timer has been established based on typecode for each unit assigned to an incident. The timer is pre-set to reverse video the graphic display of the timer, thereby providing the dispatcher with a prompt that a status check may be in order. In the example above, once the dispatcher performs a CAD function such as “OK 2W22”, the timer will be reset at “0” and start the timer again.

EXAMPLE: 2W22’ 0 OUTP 312/PHS

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 610 POLICE DISPATCH TECHNIQUE

1.0 PURPOSE/REFERENCES:

To establish a uniform method of dispatch for police department calls for service.

CALEA Standard: 6.3.1

2.0 POLICY:

It shall be the policy of Valley Communications Center to maintain an accurate and uniform method of dispatching police calls.

3.0 PROCEDURE:

Dispatchers shall utilize the following methods when dispatching police incidents. In order to remain consistent, deviation from these procedures is not acceptable.

3.1 Low Priority Incidents or Report/Cold Calls:

| <u>Transmission</u> | <u>Example</u> |
|--|--|
| Dispatcher - Unit Number and Incident Type | "1A2, Burglary Report " |
| Officer - Acknowledgment | "1A2" |
| Dispatcher - Business/Apartment Name (if applicable), Address and Contact Person | Fred Meyer, 801 Auburn Wy North, Contact the Manager in the front office. |
| Officer - Acknowledgment | "1A2" |
| Dispatcher - Time | "1448" |

In the event there is additional information that the officer needs to know, it should be stated after the contact's name. The term Report in a dispatch signifies that the incident occurred more than 15 minutes ago, no apparent danger exists and the

location of the suspect is unknown.

3.2 In Progress Incidents:

Transmission

Example

Dispatcher - Unit Number(s) and Incident Type

1T1, 1T9, Fight In Progress

Officer(s) - Acknowledgment

"1T1" "1T9"

Dispatcher - Business/Apartment Name (if applicable), Address and Available Information

The Riverside Inn, 14060 Interurban Avenue South, 2 males in the front lot, no weapons seen"

Officer(s) - Acknowledgment

**"1T1 Enroute"
1T9 Enroute"**

Officer(s) - Unit Numbers Responding/Time

"1T1, 1T9 responding, 1443"

3.3 Alert Tones:

Alert tones are activated prior to the dispatch for the following situations:

3.3.1 Hold Up Alarms

3.3.2 Bank Alarms

3.3.3 Vehicle Pursuits

3.3.4 In-Progress Armed Robberies

3.3.5 Incidents involving Weapons that are in progress or within 3 minutes of occurrence (a Weapon is defined as a gun or knife only)

- 3.3.6 "Code Three" or "Officer Needs Help" Situations (unless it would interfere with the response or jeopardize the officer's safety)
- 3.3.7 Dispatcher's Discretion (if a hazardous situation is apparent)
- 3.3.8 Under no circumstances should alert tones be used at the request of an officer to get another field unit to answer their radio, as a joke, "training" or other non-essential purposes. Field supervisors may direct the dispatcher to use the tones as they deem necessary.

EXAMPLE:

Transmission

Example

Dispatcher - 3 Short Alert Tones

"BEEP,BEEP,BEEP"

Dispatcher - City Units, Patrol District,
Incident Type, Business/Apartment Name,
Address (entire dispatch broadcast twice)

**"Auburn units, an Adam 1
Bank Alarm, SeaFirst Bank,
1341 Auburn Way North....
Auburn units, an Adam 1
Bank Alarm, SeaFirst Bank,
1341 Auburn Way North."**

Dispatcher - Talkgroup to switch to (if
applicable, Radio Air Restrictions and Time

**"Responding units switch to
Tac, Tac is Closed, Primary
is Restricted, 1448"**

3.4 Traffic Stops:

Traffic stops are a routine, but dangerous aspect of police patrol operations. The dispatcher must be aware of the exact location where an officer initiates a traffic stop in order to send backup units if necessary. If the location is unclear to the dispatcher when the officer calls out the stop, it is critical for the dispatcher to immediately confirm the location in order to give the officer time to respond prior to approaching the stopped vehicle. Once an officer approaches the vehicle, their attention will be very focused on their own personal safety and it may be difficult to respond.

EXAMPLE:

| <u>Transmission</u> | <u>Example</u> |
|---|---|
| Officer - Unit Number, Traffic | "1T3, Traffic" |
| Dispatcher - Acknowledgment | "1T3" |
| Officer - Plate, Location | "IBS994, 62 nd and Tukwila Parkway" |
| Dispatcher - Acknowledgment by repeating Location and Time | "Received, 62 nd and Tukwila Parkway, 1525" |

3.5 Domestic Violence Safehouse

In order to protect the confidentiality of the location of a domestic violence victim the Safehouse procedures have been implemented. The Safehouse is a location where victims are transported when they may be in further danger if left at their current location.

- 3.5.1** Upon advisement from an officer that transport is being made to a Safehouse the dispatcher will use the transport command with the location of "SAFEHOUSE".

EXAMPLE: TR 2K22 [SAFEHOUSE]

- 3.5.2** The dispatcher will log on the unit "SAFE", and record the actual address in the unit ID history. The address should never be recorded in the text of the incident.

EXAMPLE: MI SAFE, 2K22 TRANS TO 27400 132 AV SE #101

3.6 Officer Needs Help/Code 3 Requests:

Transmission

Example

Officer - Unit Number, Call for Help or Code 3

"2R4 Code 3"

Dispatcher - 3 Short Alert Tones

"BEEP,BEEP,BEEP"

Dispatcher - Unit Number, repeat the Call for Help or the Code 3, Location and Radio Air

2R4 Code 3 at 100 Rainier Avenue South, the Air is Closed.

If the officer's location is unknown, the Call for Help or Code 3 will be broadcast and then immediately followed by a request for the officer's location. If the officer is unable to provide the location, the Dispatcher will attempt to determine the officer's last known location and inform the responding units.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 613

POLICE BROADCASTS/NOTIFICATIONS

1.0 PURPOSE:

To establish guidelines for notifying police department personnel of various information.

2.0 POLICY:

It shall be the policy of Valley Communications Center to advise police units of activity taking place in their jurisdiction and to broadcast important information that may affect their operations.

3.0 PROCEDURE:

3.1 Fire/EMS Responses:

3.1.1 Based on the incident location, the CAD System will generate a notification message to the corresponding police console, whenever a fire/EMS incident is created for that same city/jurisdiction. Upon receipt of a "Fire Response Notification", the information will be broadcast to the respective agency police units, for example: "Renton Units Information, Fire and Medics are responding to a possible Cardiac at 3416 SE 6 PL".

3.1.2 A "Fire Response Notification" will not be broadcast during restricted or closed air unless the fire/EMS activity is in the vicinity of the police incident that caused the restricted or closed air.

3.2 Miscellaneous Information:

When information is received that does not require a police response, but should be forwarded to the dispatcher for information, the INFO Typecode shall be utilized to create a detailed CAD incident (with RP information for callback purposes). Other than an informational roadside meet with another law enforcement agency, the INFO typecode should not be used if a police response is necessary, but the appropriate typecode should be used instead (OTHER if necessary). If no police response is required, the incident will be entered using Group X1 regardless of the actual

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 618 **EMERGENCY MESSAGE DELIVERY**

1.0 PURPOSE/REFERENCES:

To establish a method for the receipt and delivery of emergency messages, arising separately from reports of criminal activity or medical emergencies.

CALEA Standard: 6.3.3, 6.3.4

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures upon receipt of a request for emergency notification:

3.0 PROCEDURE:

3.1 Definition of Emergency Messages:

An “Emergency Message” is any notification to be made by a police department requested by the public or an outside agency. The messages are not of a routine nature; notification of a relative’s death or serious illness, request for contact for emergency medical situations (i.e., consent for surgery, involvement in an accident, medical/family history, etc.) or urgent situations involving official personnel or their families. Other definitions of emergent message notifications may apply as individual department policy directs or as field supervisory personnel approve.

3.2 Call Processing:

Upon receipt of a request for emergency notification by either the public or an outside agency, the Call Receiver shall verify if the reported situation has a legitimate basis on which to proceed with the notification. Then, they should obtain the necessary location, recipient name and relationship and the name and number of the person they are to call creating an incident using the “MSGDEL” typecode. Typically, the exact nature of the emergency should not be placed in the text. As an example: “Resident John Doe should call his aunt Mrs. Wright at 206-555-3427 regarding a family emergency” is sufficient to convey the meaning and urgency without requiring an officer to disclose sensitive or incorrect information.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 618 **EMERGENCY MESSAGE DELIVERY**

3.3 Dispatching:

The Dispatcher should dispatch the call according to dispatch guidelines. If no unit is immediately available to respond, the field supervisor should be notified as dispatch guidelines dictate.

3.4 Notification:

While making an emergency message notification, the officer may leave a message to have the recipient return their call regarding the emergency message. If the recipient returns the officer's call through Valley Com, the dispatcher may provide them with the emergency message unless it is a death notification. Death notifications shall be handled exclusively by officers.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 620 MOBILE DATA - POLICE PROCEDURES

1.0 PURPOSE:

To establish a uniform method for dispatching police units with mobile data capabilities (ie. MDTs - Mobile Data Terminals and MDCs – Mobile Data Computers).

2.0 POLICY:

It shall be the policy of Valley Communication to adhere to these procedures whenever dispatching mobile data equipped police units.

3.0 PROCEDURE:

3.1 Dispatching Incidents:

3.1.1 Under normal circumstances, the basic information on all incidents will be dispatched verbally. Incidents should not be sent to an MDT/MDC without a verbal advisement to the officer. Under special circumstances where verbal communication would jeopardize the effectiveness or safety of an incident, total mobile data communication may be utilized.

3.1.2 Priority 4 incidents may be dispatched via mobile data with minimal information verbalized to the officer (ie., “2T3, a Theft Report MDC”). Dispatchers should ensure that the officer acknowledges the advisement. Incidents with priority 3 and above will be dispatched verbally in their entirety.

3.1.3 Dispatchers should pay special attention to MDT/MDC transactions to remain aware of officer location and status. Status checks will be performed by the dispatcher regardless of mobile data capability.

3.1.4 All verbal transmissions from officers that change status or location will be recorded by the dispatcher, regardless of mobile data capability of the officer. Dispatchers should not assume nor expect officers to record critical information in the CAD System.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 620 **MOBILE DATA - POLICE PROCEDURES**

3.1.5 Should an MDT/MDC unit not respond to a transmission requiring a response, the dispatcher shall attempt to gain the attention of the unit by verbalizing the unit number, followed by the phrase "Acknowledge MDC". In the event the officer does not respond, the dispatcher shall attempt to ascertain the unit's status. Should this attempt fail, immediate back-up shall be dispatched to the units last known location.

3.2 **MDT User Procedures:**

3.2.1 **Routine Transmissions:**

Officers may initiate all routine status changes, such as en-route, on-scene and clear. Changes of location may be performed by the officer, but should be brought to the dispatchers attention verbally (ie. "2T3, MDC Location Change"). Agencies that are only partially equipped should avoid "silent" transmissions, such as arriving, changing location, clearing, and traffic stops to allow for units without mobile data to monitor activity.

3.2.2 **Critical Transmissions:**

Critical requests from officers should not be made via mobile data, such as a request for a fire/EMS response or a request for backup units.

3.2.3 **On-Viewing Incidents:**

Officers utilizing the "on-view" function of the MDT/MDC shall do so only after becoming familiar with the Type Codes and their priorities, taking care when choosing a type code so as to accurately reflect the incident. Officers utilizing the "on-view" function of the MDT/MDC shall verbalize the incident to the dispatcher and identify their intent to initiate the CAD incident themselves by immediately following the advisement with the term "MDC" (i.e. "2T3, Traffic MDC"). The dispatcher shall announce the type of incident, location and acknowledge with the current time (ie. "2T3 on Traffic at 180th/Andover Park West, 1543"). The fact that an incident was on-viewed through mobile data does not change the dispatcher's responsibility to check officer status and respond accordingly.

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3.2.4 ACCESS:

3.2.4.1 While a mobile data unit is capable of performing a variety of Access inquiries, dispatchers shall continue to perform these queries upon request. Under no circumstances shall the dispatcher refuse a data inquiry or direct an officer to utilize their MDT/MDC for that purpose.

3.2.4.2 A mobile data equipped unit shall alert Valley Com at the onset of receiving any possible warrant or stolen vehicle return. This alert will be prefaced by the unit ID, followed by the appropriate Valley Com alert (Victor, Frank, Charles, etc.) and which data inquiry resulted in the return. For example, "2K2, Valley Com Frank, my last subject".

3.2.4.3 If the officer's present activity has resulted in more than one subject and/or one plate being ran, he/she will provide the name and/or plate.

3.2.4.4 Upon receipt of such an alert, the dispatcher shall confirm the officer's status and respond accordingly. Once the officer's status has been ascertained, the dispatcher shall obtain the data from the officer's CAD history and re-run the information to verify the return.

3.2.4.5 When in receipt of the return, the dispatcher shall verbalize back to the officer the appropriate Valley Com alert and await a response from the officer indicating that he/she is able to copy the information safely. The dispatcher shall then confirm all pertinent information with the officer to ensure that he/she has the correct subject and/or plate and then continue with the hit confirmation process.

3.2.4.6 Occasionally an officer will advise the dispatcher to "confirm the Valley Com on my screen". This usually means that the officer has run a subject for wants or a vehicle for stolen, has read the hit and only needs the dispatcher to confirm it with the ORI. However, as it is not possible to assess the variables involved, the dispatcher should

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clarify which name or vehicle plate the officer is referring to, run the data and return the hit according to standard ACCESS policies, wait for the officer to acknowledge and then confirm it with the ORI.

3.2.5 Logging On:

In an effort to avoid time delays in unit assignment during shift change, the police supervisor will continue to be responsible for logging on all units prior to the start of each shift. After briefing and once in their vehicles, officers will log onto the MDT/MDC/CAD System to be readily identifiable to the dispatcher.

3.2.6 Message Sending:

Refer to SOP #500, Electronic Message Sending Devices.

3.2.7 Emergency Messages:

Refer to SOP #640, Police Electronic Emergency Alerts.

1.0 PURPOSE/REFERENCES:

To establish a uniform method of utilizing the data/overflow dispatcher.

2.0 POLICY:

It shall be the policy of Valley Com to follow these procedures when the data/overflow position is staffed.

3.0 PROCEDURE:**3.1 Data Talkgroup procedures:**

When staffed, the data/overflow position will run data; confirm warrants, stolen vehicles, and no contact orders; fulfill miscellaneous requests from the field; and assist during high priority incidents.

3.2 Primary dispatcher:

3.2.1 Police dispatchers shall switch officers to either the Data Talkgroup (when staffed) or their tactical talkgroup for routine data requests. Dispatchers shall switch officers to the Data Talkgroup whenever staffed, unless there is a special consideration such as providing a trainee with the opportunity to increase their multi-tasking skills.

3.2.2 The officer will be advised to switch back to the primary frequency for returns. Returns from the Data Talkgroup will be forwarded to the primary dispatcher.

3.2.2.1 When the subject returns clear, the DOL information will be forwarded to the primary dispatcher with a notation that the subject is clear all ways. When DOC information returns, a notation will be added indicating the nature (for example, DOC for VUCSA, or extensive DOC for VUCSA, Burglary, and Forgery).

- 3.2.2.2** If the officer requests the complete DOC information, the primary dispatcher may direct them back to the Data Talkgroup (when staffed), or choose to run the subject and obtain the details.
- 3.2.2.3** Warrant hits will be forwarded to the primary dispatcher with a notation that the warrant has not been confirmed.
- 3.2.2.4** The primary dispatcher will make advisement of unconfirmed warrant hits consistent with policy. When an officer requests confirmation, the warrant will be forwarded back to the data/overflow dispatcher for confirmation.
- 3.2.2.5** The primary dispatcher will run rolling plates for safety and timeliness.
- 3.2.2.6** Traffic stops will be handled on the primary talkgroup, including running the license plate.
- 3.2.2.7** Data from the text of an incident will be run by the primary dispatcher (such as names of parties involved in a domestic).
- 3.2.2.8** Miscellaneous requests, such as for a tow or telephone call, may go to the data/overflow dispatcher through the call back command (CB).
- 3.2.2.9** Large incidents requiring the logging on of multiple units (such as SWAT, search warrants, etc.) may be transferred to the data/overflow dispatcher.

3.3 Data/Overflow dispatcher

- 3.3.1** When staffing the position for the purposes of running data, the dispatcher will reflect their availability in CAD as follows:

OUTP DATA [OPEN]

When not available to run data, the dispatcher will reflect this status in CAD as follows:

OUTP DATA [CLOSED]

- 3.3.2** Data requests from the field will be run using the officer's identifier in order that information attaches to the unit history and incident (for example, QP 2K22).
- 3.3.3** The officer will be directed back to their primary talkgroup to receive all returns.
- 3.3.4** DOL information and warrant hits will be routed back to the primary dispatcher.
- 3.3.5** Warrants, stolen vehicles, and restraining orders will be confirmed when received back from the primary dispatcher, after officer notification and request for confirmation.
- 3.3.6** Data will be run for officers by telephone following above procedures for return of information when the officer is with the subject(s) and/or vehicle.
- 3.3.7** Miscellaneous requests will be fulfilled as received (telephone calls, tow requests, etc.)

3.4 High priority/major incidents

- 3.4.1** During major incidents where the primary dispatcher is saturated the data/overflow dispatcher may assume responsibility for the primary talkgroup for the affected city; or assume the assigned talkgroup for the major incident.

- 3.4.2** When the data/overflow dispatcher assumes responsibility for a talkgroup during a major incident, the status for data will be changed in CAD to CLOSED (per 3.3.1 above)

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 640 POLICE ELECTRONIC EMERGENCY ALERTS

1.0 PURPOSE/REFERENCES:

To provide a uniform method of responding to emergency alerts sent by police personnel from electronic devices.

CALEA Standard: 6.3.1

2.0 POLICY:

Dispatchers shall adhere to the following procedures when in receipt of an emergency alert from any electronic device operated by police personnel.

3.0 PROCEDURE:

Several police departments utilize electronic communications devices capable of transmitting emergency alerts to the dispatcher, such as an MDT (Mobile Data Terminal), MDC (Mobile Data Computer) or an 800 MHz Portable Radio. These alerts do not require a voice transmission to communicate the emergency status of a unit.

3.1 Emergency Alert Receipt:

The emergency alert is received differently, depending on the type of electronic device being utilized by the unit.

3.1.1 MDT/MDC Emergency Alert:

When a unit activates the Emergency Button on their MDT/MDC, a message appears on the CAD Terminal of the dispatcher controlling the home dispatch group of that unit, regardless of the current talkgroup assignment for that unit.

Emergency Signal Received From: 2K2
Last Known Location: 23807 98 AV S, KEN
Last or Current Incident Assignment: #KP96007485
Location of That Incident: 23807 98 AV S, KEN

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3.1.2 800 MHz Portable Radio Emergency Alert:

3.1.2.1 When a unit activates the Emergency Button on an 800 MHz Portable Radio, the emergency alert is received at any CentraCom Elite Radio Console that has the corresponding talkgroup in one of its talkgroup folders. It is not necessary for the talkgroup to be selected.

3.1.2.2 The dispatcher responsible for the incident must confirm that if any talkgroups are patched at that console, the multi-select is opened and every talkgroup that is patched is also displayed in multi-select. The acceptable transmit methods are foot pedal, the red transmit button on the console, or the mouse at the patch transmit or multi-select transmit (the individual talkgroup will not allow all talkgroups to hear transmissions).

3.1.2.3 A tone will be heard by the dispatcher, the radio ID number will appear in alert status in the window of the affected talkgroup (i.e. 737219 flashing red) and a CAD alert message will be routed to the dispatcher:

10/18/01 21:08:50 SMZ Emergency Alarm

Unit: 2K38

Radio ID: 737219

Talkgroup : KENT PRI

Talkgroup ID: 737877

No location information available

Last Event assignment: #KP00010243

Location of that Event: 25104 PACIFIC HY S, KEN

To silence the alert, click on the “Stop sign/hand/speaker” symbol in the upper left section of the monitor, which will be flashing red. The alerting talkgroup will be bordered in flashing red as well.

3.1.2.4 If the CAD alert message was not received, the dispatcher shall

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identify which unit is signaling for help by utilizing the Find Radio (FR) command with the six digits of the radio ID number displayed (i.e. FR 737219). The FR command will identify the unit assigned to that radio ID if appropriately logged on the CAD System. The following is an example of the information returned by the FR command for radio #737219 logged on with 2K2:

Radio-ID 737219 is associated with Unit 2K2
For Unit History, Transmit the Following: UHR 2K2

3.1.2.5 If the FR command does not identify an individual unit, CAD will then search for the department that owns the radio. If the radio belongs to a department dispatched by Valley Com, the dispatcher shall notify that department's supervisor for information immediately. Example of the FR command for radio #737219, not logged on CAD:

Radios 737200-737499 * belong to Agency KENPD,
JURISDICTION KP KENT POLICE**

3.1.2.6 If the FR command in CAD fails to identify an individual or department, the dispatcher shall attempt to locate the ID block range to which the emergency radio ID belongs and the corresponding agency that owns the radio by referring to the list in the INFO RADIO/ID file. If an agency is identified, the dispatcher shall contact their dispatch center immediately and verify that they have the information.

3.1.2.7 If all resources fail to identify the owner of the radio, the on-duty supervisor at Valley Com shall be notified. The supervisor shall broadcast the information on the PSAP Talkgroup to the other centers and request confirmation of the radio's owner.

3.1.2.8 If the PSAP Talkgroup notification fails to identify the owner, the Technical Services Manager shall be notified to search the radio system database. Once the owner department is identified, their

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communications center shall be contacted to verify they have the information.

3.1.2.9 When the unit has been identified and the radio ID is no longer needed, the alert should be reset by having the officer turn the portable radio off and then back on again. If this does not clear the alarm, the dispatcher shall click on the down arrow on the affected talkgroup's folder, then in the window that opens click the red cross, which will open another window where the icon of a stop sign and a hand on the right side should be clicked.

3.2 Response to an Emergency Alert:

Regardless of the device used to signal for help, the dispatcher shall follow the procedures outlined in this section to respond to any electronic emergency alert.

3.2.1 Emergency Alert Broadcast:

When an emergency alert of any kind is received by the dispatcher, the dispatcher **will not** check the unit's status. The dispatcher **will** activate the police alert tones, broadcast the emergency alert information and close the air. The dispatcher should indicate the type of device that signaled the emergency alert and the location of the unit if known. The broadcast shall be made using the following terminology:

(Police Alert Tones)

”2K2 Emergency (Radio or MDT) Alert at 27519 108th Avenue South, The Air is Closed.”

3.2.2 Incident Response:

Once the emergency alert broadcast has been accomplished, the dispatcher shall coordinate an appropriate response (the equivalent of a Code 3) and continue to monitor the situation. If requested by the police supervisor, the dispatcher shall check the emergency unit's status or if necessary, accomplish a role call. Once the emergency alert has been confirmed false or

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the police supervisor has given authorization, the air may be opened to resume normal dispatching activity.

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POLICY NUMBER: 645 OFFICER SAFETY/CRITICAL INCIDENT CONTROL

1.0 PURPOSE:

To establish a method of monitoring and recording officer status and responding to situations where officer safety may be compromised.

CALEA Standards: 6.3.1

2.0 POLICY:

It shall be the policy of Valley Communications Center to monitor and record officer status and adhere to the following procedures when coordinating a response to an incident where officer safety may be compromised.

3.0 PROCEDURE:

3.1 Monitoring & Recording Unit Status:

Dispatchers shall consistently record the location and status of police officers and monitor their status for any changes.

3.1.1 CAD Display Monitor:

The dispatcher will maintain a current CAD monitor display of the status of available units; active incidents and the units which are assigned to those incidents; and special status units (units on out codes or special status codes) for their respective console assignment.

3.1.2 Status Checks:

The dispatcher will maintain an awareness of all officer locations and activities, and perform status checks as appropriate. As a general guideline, a CAD timer has been established based on typecode for each unit assigned to an incident. The timer is pre-set to reverse video the graphic display of the timer, thereby providing the dispatcher with a prompt that a status check may

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be in order. The timer is not a substitute for dispatcher awareness. The dispatcher must determine the appropriate timing of status checks given all known circumstances at the time of the incident, checking sooner and more often if the likelihood is higher that the officer may be in a hazardous situation.

3.2 Officer Safety Terminology:

The preferred method for an officer to request assistance is plain language. However, there are situations that necessitate codes to allow the officer's actions to go undetected by others. For that purpose, the codes described below were established for requesting assistance when safety is a factor. If there is an active incident that the officer is assigned to, the code request will be noted in that incident and the type code should not be changed. If the officer is on traffic or unassigned when making a code request, then the type code should reflect the code response requested (i.e. CODE2 or CODE3 as type code). The dispatcher shall respond as listed for each code response.

3.2.1 Code One:

This is a request for one backup officer. Normally this is a non-emergency response, but depending on department policy and the conditions at the time of the request, this may be a code response. Some agencies also allow more than one unit to respond. An example would be:

Officer: "3T5, Code 1"
Dispatcher: "3T5, Code 1 at 152nd and Pacific Hwy S."
Officer: "3T7 will respond"
Dispatcher: "2239" (current time)

On any code request, the Dispatcher may include the type of detail the requesting officer is on. For example: 3T5, Code 1 on traffic at 144th and Pacific Hwy S". This tells the second officer what type of detail is involved.

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3.2.2 Code Two:

Two officers are needed to respond immediately to assist the requesting officer. This is an emergency response, normally requiring lights and sirens, and the air shall be restricted. The requesting officer is experiencing a problem and additional officers are needed to control the situation and maintain safety. Some agencies allow more than two units to respond. An example would be:

Officer: "3T3, Code 2"
Dispatcher: "3T3, Code 2, south lot of the Bon, the air is restricted."
Officer: "3T1 responding"
Officer: "6T3 responding"
Dispatcher: "2145" (current time)

3.2.3 Code Three:

Three officers or more are needed immediately at the requesting officer's location. This emergency request is dispatched by using the alert tones and closing the primary air. The requesting officer's safety is compromised, therefore no other incident is higher priority. Nearby agencies shall be notified of the incident so that any officers in the vicinity may respond.

Officer: "2W7, Code 3"
Dispatcher: (Alert Tones) "2W7, Code 3 at 320th and Pacific Hwy S, the air is closed"
Officers: (acknowledge and advise that they are responding)
Dispatcher: "1856" (current time)

3.2.4 Code Four:

This code signifies the officer's safety is not compromised and no other units need to respond at this time.

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3.2.5 Duress Code Procedures:

This plain language code allows an officer under duress to notify the dispatcher during a routine transmission without signaling the aggressor. The term "Headquarters" will be used when calling the dispatcher to initiate these procedures. The dispatcher shall acknowledge using the term "Headquarters" to indicate that the procedures shall be implemented. It is important to avoid this term during any other communication.

Officer: "2W7 to Headquarters"

Dispatcher: "Headquarters to 2W7, Go Ahead"

Officer: (transmission based on situation)

Dispatcher: "Headquarters received, 1856" (current time)

Once the duress word is used, the dispatcher shall continue to use the term "Headquarters" until the situation has been resolved to remind all other units of the situation. When the duress word is used on the Primary Talkgroup, all units, except the officer under duress, should automatically switch to the Tactical Talkgroup (direction to switch from the dispatcher may signal the aggressor). The dispatcher will make an announcement on the Tactical Talkgroup using the last known location of the officer under duress. Responding units should acknowledge that they copied "Headquarters". The following procedures would be accomplished on the Tactical Talkgroup:

Dispatcher: "Headquarters location is 32417 8th Avenue SW" (repeat)

Officer: "2W6 received Headquarters"

Anytime during the duress response, the dispatcher may ask a unit to call "Headquarters" to avoid making a compromising transmission. Field units must recognize this warning, cease all communication and switch to the Tactical Talkgroup. Since no compromising transmissions will be conducted during a duress situation, it should be understood that the Primary Talkgroup is closed and the Tactical Talkgroup is restricted until further notice. No

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unnecessary transmissions should take place until the situation is resolved.

3.2.6 Plain Language Requests:

The dispatcher's reaction to a plain language request for assistance should be urgent and reflect the level of priority that the situation requires. Terms such as "priority response" will be relayed to assisting officers when identified in the request. A response to "officer needs assistance" or "officer needs help" would require a response similar to Code Three. Anytime the term "officer down" is used, the dispatcher shall coordinate a Code Three level response accompanied by a request for medical assistance from the appropriate fire department.

3.3 Officer Down/Officer Involved Shooting/Critical Incident Notifications:

A report of an officer down, officer involved shooting or similar significance must be handled with precision, control and coordination. Due to the close proximity of our departments and the potential of a quick moving incident, it is critical that these incidents generate a priority notification for all agencies.

3.3.1 Officer Down/Officer Involved Shooting while on Routine Incidents:

When a dispatcher has been advised by a field unit that shots have been fired or an officer is down while on a routine incident, the dispatcher shall activate the alert tones and close the primary air (example is shots fired, but a report of an officer down would be handled in the same manner):

Officer: "2W7, Shots Fired"

Dispatcher: (Alert Tones) "2W7 with shots fired at 320th and Pacific Hwy S, the air is closed"

Officers: (acknowledge and advise that they are responding)

Dispatcher: "1856" (current time)

The dispatcher will vocalize the officer down/shots fired information to the

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room and patch the affected talkgroup to PSOPS S1 or S2 (Public Safety Operations South 1 or 2 – Common Mutual Aid Talkgroups). The dispatcher must be prepared to create the appropriate EMS response as further information becomes available if not immediately known. If no immediate information is provided by the field unit, the dispatcher shall initiate a SHOTMF response as a precaution with a notation for EMS personnel to stage in the area.

3.3.2 Officer Down/Officer Involved Shooting while on Closed Air:

When a dispatcher has been advised by a field unit that shots have been fired or an officer is down while working an incident on closed air (ROBARM/TPURS/SPURS), the dispatcher will repeat the information and location:

Officer: “2W7, Shots Fired”

Dispatcher: “2W7 with shots fired at 600 SW Campus DR”

Officers: (acknowledge and advise that they are responding)

Dispatcher: “1856” (current time)

The dispatcher will vocalize the officer down/shots fired information to the room and patch the affected talk group to PSOPS S1 or S2 if not already accomplished for the original incident. The dispatcher must be prepared to create the appropriate EMS response as further information becomes available if not immediately known. If no immediate information is provided by the field unit, the dispatcher shall initiate a SHOTMF response as a precaution with a notation for EMS personnel to stage in the area.

3.3.3 Valley-Wide Broadcast Procedure:

Due to the inter-jurisdictional movement of officers and detectives throughout the Valley, it is possible that an OSA unit (not dispatched by Valley Com) may be in the general vicinity of an officer involved shooting without knowing it. To ensure that all units are alerted for such an incident,

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a priority broadcast procedure for all police agencies has been established. When information is received that an officer down/Code 3/officer involved shooting has occurred within one of our police agencies, all police dispatchers must tone and broadcast all available information and location:

**Dispatcher: (alert tones)"Renton units, prepare to copy information on an officer involved shooting in Kent" (pause)
"Information Renton units, shots were fired at an officer during a traffic stop at 400 E Smith St., officer status is unknown at this time... (provide all known details)."**

Due to the proximity of the event to an officer's location, he/she may choose to respond. Dispatchers shall add the responding unit(s) to the existing incident for the involved agency and advise the primary dispatcher.

Should the officer down/Code 3/officer involved shooting occur as a result of an incident which was already toned (for example, domestic with a gun) tones will not be activated a second time for talkgroups for that city. Dispatchers for all other cities will tone and broadcast the information and location as outlined above.

3.3.4 Multi-Agency Assistance - Priority Updates:

When an incident involving an armed and dangerous suspect requires the assistance of multiple agencies (i.e. assisting for perimeter), it is important to advise the OSA units the status of the suspect. As OSA units advise they are responding, they must be informed of the call type and suspect details.

Officer: "King County George 7 responding"
Dispatcher: "King County George 7 responding; be advised the suspect is armed with a handgun"
Officers: (acknowledgement)
Dispatcher: "1856" (current time)

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As the OSA incident stabilizes, the dispatcher shall repeat suspect description and status as the airtime allows.

Dispatcher: “Information for all units, the suspect is described as a white male, 6’/185 with long blond hair wearing a red and black plaid shirt and blue jeans. He is armed with a 9mm handgun and has fired shots at Kent officers.”

3.4 Dispatcher Roles in a Critical Incident:

When a high priority police incident occurs, dispatchers are responsible for among other things, coordinating with each other, switching units as necessary and patching when required. Although it is the command unit that gives direction regarding the incident, the dispatcher must control the communications relating to the incident to avoid a disorganized response. These procedures require dispatchers to transmit during critical situations, so it is very important to transmit in quick, short bursts and pause periodically to allow for emergency transmissions from units.

3.4.1 Primary Dispatcher:

Each incident and the related talkgroup(s) must have a primary dispatcher at all times. The dispatcher that starts an incident is primary until that responsibility is passed to another dispatcher, at which time the new primary dispatcher should take full control of the talkgroup(s). Once assisting units are switched and re-assigned to the critical incident, the primary dispatcher shall be the only dispatcher to answer and communicate with units unless a supervisor (or their designee) is assisting. Other talkgroups not specifically dedicated to the incident may have different primary dispatchers to allow the critical incident dispatcher to focus on their talkgroups. As an incident moves or circumstances change requiring a change in primary dispatcher, the dispatchers verbalize in the room:

Dispatcher A: “Dispatcher B, are you ready to take control?”

Dispatcher B: “Yes, I have control of the incident.”

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If an incident is moving outside Valley Com’s jurisdiction, the Valley Com dispatcher shall attempt to transfer control to the appropriate communications center as practical:

Valley Com: “County, are you able to take control of the pursuit?”
KCSO: “Affirmative, County now has control of the pursuit.”

3.4.2 Unit Control/Talkgroup Assignment:

Once a determination has been made as to the talkgroup of an incident or what talkgroups will be patched, the dispatcher must maintain control by assertively switching units to the correct talkgroup. The dispatcher should not allow units to continue to transmit on the wrong talkgroup as it may compromise the unit’s safety or the safety of the overall response. It is equally important to ensure any non-essential communications are switched to an alternate talkgroup for the duration of the incident.

3.4.3 Talkgroup/Patch Notifications:

Due to the complexity of the radio system, responding units must be advised of any activity associated with the incident talkgroup. Each time a change occurs, such as a portion of the operation being switched to another talkgroup or talkgroups being added to the incident through patching, the dispatcher must broadcast an advisement, for example:

Dispatcher: “All units be advised, PSOPS S1 has been patched to Kent Primary.” (repeat)

Dispatcher: “All units be advised, SRT operations are switching to STATE OPS 2.” (repeat)

Units that get connected to the incident through a patch may not have officer safety information broadcast prior to the patch. Therefore, the dispatcher shall follow any patch announcement with known officer safety information,

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including suspect description and area last seen. For example:

Dispatcher: “All units be advised, PSOPS S1 has been patched to Kent Primary, officer safety information to follow.” (repeat)

Dispatcher: “Information for all units, the suspect is described as a white male, 6’/185 with long blond hair wearing a red and black plaid shirt and blue jeans. He is armed with a 9mm handgun and has fired shots at Kent officers.”

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 651 **AMBER ALERT**

1.0 PURPOSE:

To establish guidelines for initiating, updating, and/or processing information for an AMBER Alert activation.

2.0 POLICY:

It shall be the policy of Valley Communications Center to be consistent with the PSAP Policies and Procedures of the King County Regional AMBER Alert Plan. The following procedures will be adhered to when initiating an AMBER Alert and when updating or processing information on any active AMBER Alert.

3.0 PROCEDURE:

3.1 Police department personnel may determine that they have a child abduction case that meets the criteria to initiate an AMBER Alert in order to facilitate the safe and swift return of the child(ren). The law enforcement agency will fax an AMBER Alert Report to the on-duty Valley Com supervisor for implementation.

3.1.1. A binder will be maintained at the supervisor position in the com room containing instructions for implementing an AMBER Alert through the AMBER Alert Web Portal (AAWP). As a member of the King County Regional Plan preauthorization exists to access the Statewide Portal, and Valley Com is enrolled as a partner on the AAWP.

3.1.2 Upon receipt of a fax requesting implementation of an AMBER Alert from one of our police agencies the on-duty supervisor will contact the Bellevue WSP office by phone. A URL, login ID, and password will be provided for access to the AAWP.

3.1.3 The on-duty supervisor will access the web portal through the URL provided, using the login ID and password. Available information will be entered and the Alert activated.

3.1.3.1 No abbreviations or acronyms should be used.

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3.1.3.2 The ORI entered will be that of the originating agency.

3.1.3.3 The toll free number entered will be 253-852-2121. The published 800 number will be call forwarded to this number while the Alert is activated.

3.1.4 The on-duty supervisor will verify that an APB is created from the initial incident for broadcast to all Valley Com law enforcement agencies.

3.1.5 The supervisor or designee shall retrieve the Training Room “white board” with wheels and set it up in the Com Room with a description of the abducted child, all suspect information and any other critical information such as telephone numbers and names of key department personnel. The white board should be updated routinely to keep floor personnel current.

3.1.6 As the police agency provides updated information, the on-duty supervisor will enter the updated details on the AAWP, including canceling the AMBER Alert if the child(ren) is found. The CAD APB and white board will also be updated.

3.1.7 If the police agency requests the Alert to be activated in another state, the on-duty supervisor will contact the Bellevue WSP office and request the Alert be extended into the applicable state(s).

3.1.8 If the law enforcement agency wishes to take over the control of the Web Portal in order to manage updates for the AMBER Alert, the on-duty supervisor will relay the portal access information to the law enforcement representative. The on-duty supervisor will then exit the Web Portal in order to allow the agency to gain access.

3.1.9 If for any reason, the State Web Portal is not accessible the on-duty supervisor will complete the AMBER Alert Report Form that is located in the binder. The completed form will be faxed along with the AMBER Alert Notification Fax Cover Sheet to the following:

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 651 **AMBER ALERT**

- * WSP – Bellevue Office, for EAS and DOT (highway signs)
- * All SPD precincts
- * All KC Regional Law Enforcement 911 Centers
- * Area media

A telephone call will be received from each agency receiving notification to verify receipt of the fax. If verification is not received within the first 15 minutes the on-duty supervisor will call to verify receipt. Update and cancellation notifications will also need to be made in this manner if the State Web Portal is not functioning.

- 3.2** All police dispatchers will disseminate the AMBER Alert information.
 - 3.2.1** The dispatchers will broadcast over their primary talkgroup and route by MDC the details of the AMBER Alert information to their units upon receipt of the APB.
 - 3.2.2** The police dispatcher responsible for the city where the AMBER Alert originated will also broadcast the AMBER Alert information over the Public Safety Answering Point (PSAP) talkgroup.
 - 3.2.3** All updates will be broadcast at each police console in a timely manner, including over the PSAP talkgroup.
 - 3.2.4** Once the child(ren) is located broadcasts will be made over all police consoles, including over the PSAP talkgroup advising of the locate. The information will also be routed by MDC to the units.
- 3.3** Call receivers will receive information from the public via 911 and quickly determine what action needs to be taken.
 - 3.3.1** For a possible sighting or report within the law enforcement jurisdiction initiating the Alert, a supplement will be added to the incident and officers notified immediately.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 651

AMBER ALERT

- 3.3.2** For a possible sighting or report within a Valley Com law enforcement jurisdiction which is not the initiating agency of the Alert, an incident will be entered and officers dispatched to investigate. The original incident for the affected department will be supplemented, cross referencing the incident numbers.
- 3.3.3** For a possible sighting or report outside of a Valley Com law enforcement jurisdiction the original incident for the affected City will be supplemented, and the caller will be transferred to the appropriate agency. The call receiver must announce the transfer and identify the call as a possible Amber Alert lead.
- 3.4** Upon receipt of a fax, e-mail, or page advising of an AMBER Alert initiated by an outside jurisdiction, the on-duty supervisor or designee will access the Web Portal and make the appropriate notifications.

 - 3.4.1** Upon receipt of a fax from a King County PSAP the supervisor or designee will place a telephone call to the initiating agency to verify receipt of the fax. If verification is not received within the first 15 minutes the originating agency will call to verify.
 - 3.4.2** The supervisor will assure that a BOLO incident is created for broadcast to all police agencies and for advisement of call receivers.
 - 3.4.3** Call receivers will screen calls and determine if there is an immediate need to handle the tip within our jurisdictions or transfer the caller to the appropriate communications center. If the caller cannot be or refuses to be transferred, the call receiver shall forward the information by phone in a timely manner, or request the supervisor to fax the investigating agency on an AMBER Alert Tip sheet. Tip forms will be kept in the forms drawer at each position.
 - 3.4.4** Police officers will be dispatched to check tips within the local jurisdiction and the results will be reported back to the originating agency as soon as possible.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 710 **FIRE/EMS DISPATCH TECHNIQUE**

1.0 PURPOSE/REFERENCES:

To establish a uniform method of dispatch for fire department and EMS calls for service.

CALEA Standards: 6.3.2

2.0 POLICY

It shall be the policy of Valley Communications Center to maintain an accurate and uniform method of dispatching fire department and EMS calls for service. Employees shall have a thorough working knowledge of all the Fire Type Codes, encompassing both Fire and EMS related incidents (Refer to SOP 520 Call Type Classification).

3.0 PROCEDURE

Dispatchers shall utilize the following guidelines when dispatching fire or EMS incidents. In order to remain consistent, this method is policy and will be followed at all times:

3.1 Individual Parts of a Dispatch:

3.1.1 Alphanumeric Paging:

The pages are activated automatically when the dispatch command is used in the CAD System.

3.1.2 Apparatus:

The dispatcher will state each unit identifier clearly and distinctly so there is no misunderstanding as to which apparatus are being assigned. When dispatching apparatus to an incident which already has units responding or on location, the dispatcher should indicate that after all the unit designators during the dispatch.

EXAMPLES: **L54, A54 (Initial Dispatch)**
 M11, with Maple Valley units on location
 M5, A31, with E31 enroute

3.1.3 Initial Talkgroup Assignment:

The dispatcher shall state the talkgroup to which the incident is being assigned. Once assigned, the responding units shall switch to the assigned talkgroup for further communication.

3.1.4 Call Type:

The dispatcher must state the type of call the units are being assigned to. This may or may not be the same as the type code. The fire dispatcher must read the initial portion of the text prior to dispatch to ensure proper verbiage. Not all situations can be easily fit into the type code (Example: several situations are typed as NONSTR, however, when dispatched, the situation should be identified specifically, such as "Transformer Fire" or "Power Pole Fire").

3.1.5 Address:

King County has many types of addresses, 2 digit, 3 digit, 4 digit and 5 digit, therefore, a consistent method must be used when referring to addresses (refer to SOP 540 Addressing Techniques for detailed explanation). In the initial dispatch the basic street address will be broadcast, preceded by the business or apartment complex name when applicable. Further information such as routing instructions shall be included in the short report provided to responding units after switching to the assigned talkgroup.

3.1.6 Map Box:

The dispatcher shall state the map box number identified in the incident that refers to the fire department's map page where the address is found. This number is an "in-house" number for each fire department and does not refer to a Thomas Brothers Map page.

3.1.7 Clearing Fire One:

The dispatcher must announce that Fire One is clear and state the time.

3.2 Technique:

Dispatchers will accomplish items 3.1.1 through 3.1.7 in sequential order. After the unit paging is complete, the information in items 3.1.2 through 3.1.5 above will be stated a total of two times identically. After the last dispatch, the Map Box will be stated and Fire One will be cleared. The following is an example of a typical injury accident:

EXAMPLE:

(Unit Page) (Ref: 3.1.1)

E31, A31, (Ref: 3.1.2)

On Fire Three, (Ref: 3.1.3)

Injury Accident, (Ref: 3.1.4)

801 Auburn Wy N, (Ref: 3.1.5)

******Repeat 1 Time******

Map Box 3100, (Ref: 3.1.6)

Fire One Clear at 1749. (Ref: 3.1.7)

(Short Report On Fire Three – E31, A31, on Auburn Way North in front of Fred Meyer, 2-car injury accident, one patient with a head laceration)

3.3 Monitoring the Responding Units:

After the dispatch it is the dispatcher’s responsibility to monitor the unit’s response. If a unit fails to respond or acknowledge within 2 minutes, the dispatcher will attempt to contact the unit via radio, then re- page if necessary. The dispatcher shall include the verbiage “2nd page” when re-paging a unit that did not respond or acknowledge the first dispatch. If the unit does not respond within 2 minutes of the second page, the dispatcher shall re-page a third time, but also add the next due unit that meets the recommended unit type (i.e. E31 E32; or A11 A14). Regarding re-paging units, the dispatcher should be aware of the following:

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- 3.3.1 The time of the call - if firefighters are sleeping, it normally takes longer for them to respond, but the dispatcher should still re-page as described above.
- 3.3.2 Volunteer departments may take several minutes to respond, but should also be monitored closely and re-paged if necessary as described above.
- 3.3.3 With volunteer departments on multiple apparatus calls, 1 or 2 units may respond within 2 minutes, however, others may respond later or not at all (confirm with the responding units prior to re-paging unresponsive units).
- 3.3.4 On multiple apparatus calls (i.e. structure fires), the command officer should be advised prior to re-paging if a unit(s) does not respond.

EXAMPLE:

(Unit Page)

**E52, Second Page,
Car Fire,
15820 Pacific Hy S,
****Repeat 1 Time******

**Map Box 5230,
Fire One Clear at 1342.**

3.4 Initial Talkgroup Assignment:

- 3.4.1 Based on the activity level at the time of an incident, the Fire One Dispatcher must decide which talkgroup is appropriate for assignment. Normally, EMS incidents shall be assigned to Fire Two, injury accidents and all other non-EMS incidents that do not require a dedicated talkgroup shall be assigned to Fire Three. Incidents such as large MCI's, working structure fires, natural gas leaks inside a structure and search and rescue operations should be assigned a dedicated talkgroup based on availability, starting with Fire Four and up to Fire Seven. All confirmed structure fires should be switched to a dedicated talkgroup in the initial dispatch. The primary fire dispatcher shall

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include the assigned talkgroup directly after the unit designators in the dispatch verbiage.

EXAMPLE:

(Unit Page)

**E71, E76, L74,
On Fire Four,
Smoke from a business,
Seven Eleven
711 N. Washington,
****Repeat 1 Time******

(Ref: 3.4)

**Map Box 7100,
Fire One Clear at 2227.**

- 3.4.2** When an incident is assigned to a talkgroup monitored by a different dispatcher, the CAD incident must be re-directed also to ensure the responsible dispatcher receives all supplemental information. Each dispatcher is responsible for the incidents assigned to their talkgroup, including such tasks as calling for ambulances, calling the alarm company back or notifying the power company. Other dispatchers may assist, but the dispatcher monitoring the assigned talkgroup has primary responsibility for accomplishing the required actions. Since the primary fire dispatcher is the only one that can upgrade incidents, teamwork is critical. Information relayed between the fire dispatchers must be acknowledged to ensure appropriate action will be taken.
- 3.4.3** Communication is critical to the safety of the fire units at or responding to a scene. In the event the talkgroup is changed during an incident (after the initial talkgroup assignment), the dispatcher will verbalize the change on both the old and newly assigned talkgroups, initiate the talkgroup change command to accurately reflect the talkgroup in CAD which will also send a page advising units of the change (TALK Unit# F4, for example), then conduct a roll call on the new talkgroup to ensure all units made the change.

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3.4.4 If all fire talkgroups are in use and another large-scale incident is received, it shall be switched to the least active talkgroup. This means that the dispatcher may be required to work a large incident along with other unrelated incidents. If the on-duty supervisor is not already aware, they shall be advised anytime multiple large-scale incidents are occurring simultaneously.

3.5 **Additional Information/Short Report:**

3.5.1 Any additional information will be given to responding units after acknowledgment of response (i.e. full address, directions or short reports).

3.5.2 Air time permitting, the fire dispatcher will relay a thorough short report (all available information about the incident or patient) to the responding units, as well as, supplementary information received by the dispatcher. Short reports will not delay the dispatch of other incoming incidents, however, close attention should be paid to ensure responding units have all critical information (i.e. routing instructions or firefighter safety information) prior to arriving at the scene. When a unit is dispatched to a call, a copy of the initial CAD incident will automatically print at their quarters if equipped with a CAD printer. The information in this printout is limited to the initial entry of the CAD incident, therefore, the printout will not relieve the dispatcher of their responsibility to relay short reports to responding units.

3.5.3 Dispatchers are to follow all instructions from the fire officer in charge and shall not make command decisions or take action unless requested.

3.5.4 Dispatchers will not advise responding units how to respond to an alarm (code red or yellow) but must advise of information coming from police units. For example: "PD on location requesting a code yellow response".

3.6 **Addressing Fire/EMS Units:**

When addressing fire units, the dispatcher is to address the apparatus first and then identify themselves (Example: "Aid 71, Fire one"). If a transmission is not pertinent and not repeated, the dispatcher may answer with OK and the unit number and shall always clear with the time (Example: "OK Aid 31, 1942").

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3.7 Repeating Information:

Certain information is to be repeated by the fire dispatcher to ensure all department personnel hear and understand activity related to an incident. After repeating the message, the dispatcher shall state the current time. For example: "E51 responding, 1544". Information to be repeated includes:

3.7.1 Responding, On Location, In-Service and In-Quarters

3.7.2 Size-Up/Short Report Information

3.7.3 Any code 1, 2, 3, 4 and Firefighter Down/MAYDAY

3.7.4 Any other significant transmission

3.7.5 Any transmission not acknowledged (from dispatcher or another unit)

3.8 Size-Up Information:

The first piece of apparatus on the scene is responsible for providing first impression information to the other responding units that have not arrived. This is done by stating the size of the building, the structural composition and the obvious signs of fire; such as smoke or flames visible. This information is called a "size-up". The dispatcher is responsible for repeating this information verbatim for the benefit of the other incoming units and those that may be monitoring the incident.

EXAMPLE: E51 is on location of a 300 x 100 foot concrete tilt-up warehouse, nothing visible, investigating.

3.9 Upgrading Incidents:

When the fire dispatcher becomes aware of circumstances on an incident that indicates the need for a higher level of response than previously dispatched, they shall upgrade the incident to the appropriate level if the dispatch just occurred or advise the responding/onscene units and request direction regarding the upgrade. The following circumstances shall result in an automatic upgrade:

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 710 **FIRE/EMS DISPATCH TECHNIQUE**

- 3.9.1** A structure fire response is formulated to fight a fire, not necessarily for medical problems that are very possible during a fire. When there are reports of significant injuries or trapped subjects on location it is necessary to add medics and an MSO to the incident. In the case of minor injuries an additional BLS unit should be added.
- 3.9.2** When CPR is started after an EMS incident is dispatched, the dispatcher must ensure at least two BLS units for manpower and a medic unit are part of the initial response, or if not take steps to add the appropriate units.

3.10 Canceling Units (Code Green):

Code Green is the term used to cancel responding units. Due to the danger associated with a unit responding with emergency lights and sirens, it is critical that these requests are processed in a timely manner and the dispatcher verifies that the responding unit acknowledged the cancellation (except for volunteers who respond in private vehicles without a radio to communicate with the dispatcher).

- 3.10.1** Dispatchers are authorized to cancel medic units when information is received that indicates an ALS response is not required. Otherwise, dispatchers will not cancel incoming units unless advised by a representative from the affected department.
- 3.10.2** To avoid units responding unknowingly to an incident when they were code greened, the “CG” command was created. It generates an alphanumeric page regarding the code green and time stamps the CAD incident.

Example: “CG E11” will send E11 the following text message:

Your Unit Has Been Code Greened From Incident #RF03000080 located at: 100 MAIN AV S ,REN

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3.10.3 The dispatcher must verbalize all Code Greens on the talkgroup that the unit is responding on and ensure that the unit acknowledges. If not acknowledged, the dispatcher shall take action to verify receipt of the Code Green on other talkgroups until the unit is reached.

3.11 Recording Pertinent Incident Times:

The dispatcher is responsible for noting all pertinent times on each incident. As mentioned below, units with MDTs/MDCs are able to record their change in status electronically. There are times, however, when the firefighters are not near the apparatus and will request the fire dispatcher to change their status. For all other fire agencies, they will advise their status changes on the radio.

3.12 MDTs/MDCs:

3.12.1 Fire departments have been switching to computerized methods of passing information, which allows for more efficient utilization of airtime.

3.12.2 Apparatus equipped with Mobile Data Terminals (MDTs) or Mobile Data Computers (MDCs) can not only record changes in their status, but can recall information from the CAD system to their screen for review as well. These devices can also be used to send electronic messages between the unit and any other CAD or MDT/MDC terminal. The Mobile Data System makes many routine voice transmissions obsolete and also serves as a tool for the dispatcher to communicate with the unit by electronic means.

3.12.3 MDTs/MDCs record the time of the status change in CAD and update the dispatcher's monitor. The dispatcher is not required to repeat status changes received via electronic means, however, is responsible for ensuring each dispatched unit responds.

3.13 Field Unit Requests:

3.13.1 Requests for additional apparatus must be handled in an urgent manner. The dispatcher should immediately dispatch the requested units prior to all other lower priority actions.

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3.13.2 Requests for various types of assistance should be handled in a timely manner. Requests for assistance, such as utility companies, arson investigators or police units will be fulfilled as soon as possible. The dispatcher will obtain an ETA, record all information in the CAD system and relay the information to the requesting unit. Note: For field unit requests for a medic or ambulance, see the SOP pertaining to that specific subject.

3.14 Emergency Radio Traffic:

Emergency communication will supersede all other forms of traffic and must be acknowledged immediately. Field units normally identify emergency traffic when they are not already associated with an emergency situation (Example: “Fire One, E81 with Emergency Traffic”). If necessary, the dispatcher may restrict the frequency to “emergency traffic only” until the unit is able to relay the critical information. Note: For emergency transmissions pertaining to a firefighter down/MAYDAY or building abandonment, see the SOP pertaining to that specific subject.

3.15 Battalion Chief Notifications:

3.15.1 There are specific type codes which include a dispatch of a Battalion Chief (Duty BC or Shift Commander) in the recommendation (for example, COMFIR, FOREST, RESFIR, SHOTMF). On these incidents an out-of-jurisdiction BC will be pulled if the first due BC is unavailable.

3.15.2 Some agencies will have an informational page generated by CAD upon dispatch of certain type codes. The BC may add themselves to an incident upon receiving this page.

3.15.3 Selected type codes will have an additional BC in the second alarm response, which will recommend and dispatch a mutual aid BC to assist.

3.15.4 An informational “all-call” page for all Zone 3 Battalion Chiefs dispatched by Valley Com are automatic to notify all BCs in the zone of urgent information or major incidents within the zone (for example AIRMJF, COMFIR 3rd alarm, HIRISE, MCI2F).

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POLICY NUMBER: 710 **FIRE/EMS DISPATCH TECHNIQUE**

3.16 Incidents Not Located:

In the event a fire/EMS incident is dispatched, but the responding units are unable to locate, the dispatcher must take appropriate action to re-verify the location of the incident. The on-duty Valley Com Supervisor should be advised and a message should be sent to all CAD terminals inside Valley Com in case subsequent reports are received regarding the same incident that may clarify the location. If necessary, reporting parties shall be re-contacted to provide more specific information or to verify the location of the incident.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 711

FIRE/EMS RADIO CONDUCT

1.0 PURPOSE:

To establish radio conduct guidelines to be utilized on all fire talkgroups accessible to Valley Communications personnel.

2.0 POLICY:

It shall be the policy of Valley Communications Center to maintain professional radio conduct and adhere to the procedures set forth.

3.0 PROCEDURE:

- 3.1** Dispatchers shall follow all instructions from Officer-in-Charge and shall not make command decisions or take action unless requested.
- 3.2** Dispatchers shall not advise responding units how to respond to an alarm (code red or yellow), but must advise units of information coming from police or fire units on the scene (Example: PD on location requesting Code Yellow).
- 3.3** Dispatchers shall not assume authority for any officer or personnel's area of responsibility.
- 3.4** Dispatchers shall not recommend any action to fire department personnel and must use discretion in asking a fire department unit if the services of an outside agency or medic unit is appropriate (Example: Do you need Puget Power? Advise if you would like a Medic unit?).
- 3.5** It shall be at the discretion of the dispatcher to switch units and/or incidents to an alternate talkgroup. It shall also be at the discretion of the Dispatcher to permit units to switch to an alternate talkgroup upon request.
- 3.6** Should staffing or current workloads dictate, Dispatch may restrict fire traffic to "Emergency Traffic Only". Under these conditions dispatch shall make every attempt to resume normal traffic as soon as workloads permit.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 711 **FIRE/EMS RADIO CONDUCT**

- 3.7** Dispatchers shall inform their immediate Supervisor under any condition requiring restricted traffic.
- 3.8** Dispatchers will make every effort to ensure that information being relayed to any apparatus or personnel by the dispatcher is received. Just the mere broadcast of information does not release the dispatcher from the responsibility of being sure it has been received. Dispatchers must receive acknowledgment of their transmissions or continue repeating them.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 720 **FIRE/EMS MDT DISPATCH PROTOCOL**

1.0 PURPOSE:

To develop a method by which MDT equipped units shall be dispatched, monitored and acknowledged.

2.0 POLICY:

It shall be the policy of Valley Communication to adhere to these procedures whenever dispatching fire department or EMS units that are equipped with an MDT unit.

3.0 PROCEDURE:

3.1 Incident Dispatching:

All fire/EMS incidents, regardless of nature, shall be dispatched to MDT equipped units in the same manner as to non-MDT equipped units. Upon receipt of an incident, an MDT equipped unit may initiate all routine status changes, such as responding, on-location, on-location in-service, and returning in-service, etc.

3.2 Monitoring Unit Response and Status Checks:

Dispatchers shall pay particular attention to MDT transactions occurring on the dispatch monitor. It is as critically important to ensure that an MDT equipped unit indicates responding on the monitor once they have been dispatched. Status checks will be accomplished in the same manner as with non-MDT equipped units.

3.3 Apparatus Not Responding After Dispatch:

Should an MDT equipped unit not indicate responding approximately 1 to 2 minutes after the initial dispatch, the dispatcher shall attempt verbal contact with the unit to confirm their receipt of the incident and to determine whether they are enroute. If no contact can be made, the dispatcher shall re-dispatch the incident in its entirety.

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POLICY NUMBER: 720 **FIRE/EMS MDT DISPATCH PROTOCOL**

3.4 Non-Acknowledged MDT Transactions:

Should an MDT equipped unit not respond to an MDT transaction requiring a response, the dispatcher shall attempt verbal contact with the unit and request that they "Acknowledge MDT". If the personnel are not in the vicinity of their MDT, other means of communication may be necessary. If the unit does not respond to their MDT or verbal status checks, the dispatcher should initiate a police response and notify the Battalion Chief or equivalent.

3.5 Incident Recording:

As with non-MDT equipped units, the dispatcher shall record all pertinent information verbalized by any MDT equipped unit.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 726 MEDIC DISPATCH PROCEDURES

1.0 PURPOSE/REFERENCES:

To establish a uniform method of dispatching paramedic units.

CALEA Standards: 6.3.2

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the King County EMS Criteria Based Dispatch Emergency Medical Guidelines and the following procedures when utilizing medic resources in response to medical calls for service.

3.0 PROCEDURE:

3.1 Medical calls for service will be interviewed as outlined in SOP #702, FireEMS Incident Interview. The call receiver will determine whether an ALS response is required using the CBD Emergency Medical Guidelines.

3.2 A Medic response shall also be initiated anytime a qualified requesting party on location determines the need for an ALS response, regardless of whether detailed patient information can be provided. Qualified requesting parties would be firefighters, EMTs from Valley Com agencies or surrounding agencies, ambulance company personnel, and Boeing Fire Department personnel (this does not include staff members from health care clinics or doctor's offices). These personnel are familiar with the King County EMS System and are qualified to determine the need for an ALS response. If the qualified requesting party **is not** on location, Criteria Based Dispatch information must be provided to warrant an ALS dispatch. With any Medic request, the responsible fire department should be dispatched along with the Medic Unit unless the request meets the criteria for "Medic Only Dispatch" below.

3.3 Medic unit recommendations will be generated by the CAD system any time an incident is entered using a fire typecode requiring an ALS response.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 726 MEDIC DISPATCH PROCEDURES

3.4 Medic units will be dispatched, monitored and have pertinent times recorded using the same procedures established for all other fire units as outlined in SOP #710, Fire Dispatching Procedures.

3.5 Medic Dispatching Procedures:

3.5.1 Informational medic units (i.e. M5I) will be generated by the CAD system for every medic response to ensure a second medic is dispatched if the primary medic unit is unavailable. If the primary medic unit is available, no informational broadcast will be required and the informational medic unit need not be added to the CAD incident. For example, if the CAD system recommends E77, M5 and M5I for a RESPMD incident at 19623 124 Ave SE, the informational medic unit should be omitted and dispatched as follows:

EXAMPLE: E77, Medic 5 on Fire Two, Respiratory Difficulty, 19623 124th Ave SE (repeated once) , Map Box 7715, Fire One clear at 1537

3.5.2 If the primary medic unit is unavailable, an informational alphanumeric page will be sent (automatic when the informational unit is dispatched to the CAD incident) for the primary medic unit while simultaneously dispatching the next available medic unit. For example, if the CAD system recommends E77, M5I and M11, for a RESPMD incident at 19623 124th Ave SE, it would be dispatched (D E77 M5I M11) and verbalized as follows:

EXAMPLE: E77, Medic 11 in place of Medic 5 on Fire Two, Respiratory Difficulty, 19623 124th Ave SE (repeated once), Map Box 7715, Fire One clear at 1537

3.5.3 If the primary and the secondary medic units are not available, each of them will be sent an informational alphanumeric page (automatic when the informational units are dispatched to the CAD incident) and a third

medic unit will be dispatched to the incident as well. Also, the medic supervisor (MSO1) will be added to the incident and toned for information only. The CAD system will not generate the third medic unit or the medic supervisor automatically. The fire dispatcher must identify the third medic unit in the station order list provided by CAD. This technique would be continued to the next medic if the third medic unit was unavailable and a fourth (fifth or sixth) medic unit needed to be started. For example, if the CAD system recommends E77, M5I and M11I, for a RESPMD incident at 19623 124th Ave SE and the next medic unit in the station order list was M6, the dispatcher would type M6 and MSO1 after the recommended units in the command line and dispatch (D E77 M5I M11I M6 MSO1), then verbalized as follows:

EXAMPLE: E77, Medic 6 in place of Medic 5 on Fire Two, Respiratory Difficulty, 19623 124th Ave SE (repeated once), Map Box 7715, Fire One clear at 1537

- 3.5.4** In all cases where a primary medic unit is paged for information, the secondary medic unit will continue to respond until informed otherwise. Once the initial dispatch has been broadcast, the primary medic unit shall advise the dispatcher of their status, either unavailable, responding, on a delayed response or splitting crews. The following actions will be taken:
 - 3.5.4.1** If the primary medic unit is unavailable, the dispatcher will repeat their status and record the information in CAD.
 - 3.5.4.2** If the primary medic unit is responding, the dispatcher will repeat their response, cancel (code green) the secondary medic unit and record the information in CAD.
 - 3.5.4.3** If the primary medic unit will be delayed, but able to respond, the dispatcher should repeat their delayed status, cancel (code green) the secondary medic unit and record the information in CAD.

3.5.5 Medic units are staffed by 2 paramedics. Occasionally, a single paramedic from a medic unit on location of an incident will respond to another incident alone and team up with a firefighter if necessary. This is called splitting crews. When the primary medic unit advises they will split crews and respond to the incident, the dispatcher will repeat the split crew information, code green the secondary medic unit (unless the primary medic advises to have them continue) and record the information in CAD. Each medic unit has a split crew medic identifier in CAD (i.e. M6's split crew ID is M6A) which will be added to the CAD incident to record the split crew medic's response. Generally, the paramedic remaining at the first incident will identify themselves with the original medic designator, such as Medic 6, and the paramedic responding to the second incident will assume the split crew designator, such as Medic 6A.

3.6 Redirection of Medic Units:

3.6.1 Periodically, medic units may determine, based on their proximity to the incident location, that an alternate medic unit would reach the patient quicker. The dispatcher shall identify the next available medic and tone in place of the original medic unit. The original medic unit shall be placed back in service. For example, if Medic 5 advises that they are out of position and the next due medic is M11, the dispatch would be broadcast as follows:

EXAMPLE: Medic 11 in place of Medic 5 on Fire Two, Respiratory Difficulty, 19623 124th Ave SE (repeated once) , Map Box 7715, Fire One clear at 1537

3.6.2 Also, medic units periodically swap calls, whereby one unit will advise that they are taking the other units call and the other unit should be directed to take their call. The dispatcher need only confirm the other unit has received the change in assignment and exchange the units in the CAD system.

3.7 Requests for a Medic Unit Only (Without Fire Department Personnel):

Fire department personnel must be dispatched with medic units to all incidents unless a request for a medic unit only response meets one of the following criteria:

3.7.1 A request from a hospital to transport an unstable patient. This DOES NOT include doctor's offices or multi-care clinics.

3.7.2 A request from another public safety communications center for an incident in their service area.

3.8 Requests for an Additional Medic Unit:

Additional medic units may be requested by medic, fire or police personnel. Upon receipt of such a request, the next due medic unit will be dispatched and the medic supervisor toned for information.

3.9 Self Initiated Responses:

Medics may respond on a still alarm or on-view an incident. A still alarm means the incident was reported directly to the medic quarters or a walk-in patient has arrived at the medic quarters. The dispatcher shall create an incident, ensuring the address is verified through the CAD system and dispatch fire department personnel if necessary. If the location of the on-view incident is not within Valley

Com's jurisdictional boundaries, the incident will be overridden using the medics CAD control group (M1) and appropriate fire department personnel will be dispatched if necessary.

3.10 Outside Agency Advisements:

In the event a medic unit is requested for a medic meet by an ambulance company and the location of the meet is not within Valley Com's jurisdiction, the

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dispatcher will notify the respective fire jurisdiction of the medic response into their area.

3.11 Medic Supervisor Notifications:

The Medic Supervisor (MSO1) will be toned and advised anytime the following situations occur:

- 3.11.1** Any incident requiring multiple medic units.
- 3.11.2** Any Multiple Casualty Incident (MCI).
- 3.11.3** Any tactical fire operation for which medic resources have been requested by the Incident Commander for rehab duties.
- 3.11.4** Any Hazmat incident for which medic resources have been requested by the Incident Commander for rehab duties.
- 3.11.5** Any incident involving prolonged patient extrication or entrapment.
- 3.11.6** Any incident requiring a medic response in the King County Medic One service area for which no other medic resources are available.
- 3.11.7** Any incident in which King County Medic One personnel have been injured.
- 3.11.8** Any time two or more medic units have been toned for information. MSO1 should be toned simultaneously with the third medic.
- 3.11.9** Any time there are split-crew medic responses initiated in the field.
- 3.11.10** Any time there are medic responses due to lethal force incidents,

such as, stabbings, shooting, etc. Also, at the discretion of the dispatcher, any type of incident in which Medic One personnel may be exposed to violence as a result of their response.

- 3.11.11** Any time a Medic vehicle is out of service due to mechanical problems or has been involved in an accident, with or without injury.

3.12 Paging Harborview Doctors

Medics may request a Harborview Doctor contact them by phone or on the radio. It is crucial that the specific Doctor requested is paged as the Doctors handle different types of patients. The Fire One Dispatcher will perform the following:

- 3.12.1** Upon request for the Trauma Doctor, the unit “TRADOC” will be paged through CAD, including which Medic Unit and whether the request is by phone or talkgroup.

EXAMPLE: PG TRADOC, TRAUMA DOC CONTACT MEDIC 4 ON HARBORVIEW TALKGROUP

- 3.12.2** Upon request for the Medic One Doctor, the unit “MEDDOC” will be paged through CAD, including which Medic Unit and whether the request is by phone or talkgroup.

EXAMPLE: PG MEDDOC, MEDIC ONE DOC CONTACT MEDIC 5 BY PHONE

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POLICY NUMBER: 730 **AMBULANCE RESPONSE**

1.0 PURPOSE/REFERENCES:

To establish requirements for ambulance notification; as well as guidelines and response methods for ambulance requests.

2.0 POLICY:

Ambulance companies relying on notification from Valley Communications Center are required to obtain the necessary equipment to receive alphanumeric pages generated by the Computer Aided Dispatch System (CAD) and to call Valley Com immediately with a location from which they are responding or estimated time of arrival (ETA) for each request for service.

Valley Communications Center personnel shall adhere to the following established guidelines and methods for ambulance requests.

3.0 PROCEDURE:

3.1 The dispatcher shall initiate a response from an ambulance company at the request of any Fire, Police, and/or Medic personnel.

3.2 Based on standing direction from individual fire departments to automatically request an ambulance for all EMS incidents (Automatic AMB Response), an ambulance response shall be initiated automatically for all EMS related incidents, with the exception of CPR in progress or an “obvious” patient:

3.2.1 If CPR is initiated by fire department personnel on scene after the ambulance has been dispatched, the ambulance will be cancelled and the fire department unit on scene will be advised of the cancellation.

3.3 When an ambulance is automatic for the individual fire department, or requested from the scene, the dispatcher shall use the AMB command with the jurisdiction code of the requesting agency to determine the recommended ambulance company (Example: E81 AMB C/F43). The next ambulance in the rotation list will be identified when performing this command, as well as any special instructions for

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ambulance dispatching that may apply for that specific fire agency.

- 3.4** Once the ambulance company has been determined, the dispatcher shall identify the associated CAD ID for paging. There are three unit designators in CAD for each ambulance company, identified by their company ID and followed by a 1, 2, or 3 (for example AMR1, AMR2, and AMR3 for AMR Ambulance). Refer to CAD for all ambulance company identifiers.
- 3.4.1** For a fire/EMS response the dispatcher shall add the unit designator for the ambulance company to the incident with the A (Assist) or D (Dispatch) command, which will send a page. (Example: A E51 AMR1; or D AMR1 when the incident is displayed in the CAD dispatch window).
- 3.4.2** Should the request for an ambulance include special instructions, such as response mode (code red or yellow); routing instructions; or a need to stage upon arrival, the dispatcher is responsible for telephone contact with the ambulance company to relay those instructions.
- 3.4.3** Several fire agencies have included the unit “AMRINF” in their run card for all aid responses. The pager is activated for the ambulance company on the initial dispatch as a notification that a request for an ambulance response may follow. Upon request for an ambulance from the field procedure will be followed as stated in 3.4.2.
- 3.5** The ambulance company is required to call the non-emergency line immediately upon receipt of a page to advise the location from which they are responding or ETA. The call receiver will supplement the appropriate incident with this information and the dispatcher will relay it to the requesting unit. The ambulance unit will be cleared so that it is available for dispatch to another incident if needed.
- 3.6** If the ambulance company does not acknowledge the page immediately the dispatcher will place a telephone call to their dispatch. It will be determined if the page was received and whether a response will be provided.

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- 3.7** The dispatcher shall not instruct the ambulance company to respond code yellow or red unless specifically instructed to do so by the requesting agency. If no specific instructions have been given by the requesting agency, the dispatcher shall only advise the ambulance company to respond in the manner agreed to between the ambulance company and the requesting agency.
- 3.8** The dispatcher shall not decide for a field unit if the responding ambulance is out of position. The information supplied by the ambulance company will be relayed to the field unit to determine if another ambulance company should be requested for a quicker response. If the field unit decides that another ambulance company should be dispatched, the responding ambulance will be cancelled and the next ambulance company in the rotation list notified. If no further companies are listed in the rotation list, the dispatcher will ask the field unit which ambulance company should be contacted.

 - 3.8.1** Ambulance companies that are cancelled due to their proximity to an incident or not used after being dispatched shall not be placed back on top of the rotation list.
 - 3.8.2** Ambulance companies that are taken from the top of the rotation list in error will be placed back on top of the rotation list.
- 3.9** Should an ambulance company call, stating that they have received a private request to a previously created incident, the dispatcher will obtain the location from where the ambulance is responding and advise the appropriate responding unit. If another ambulance company was notified, they should be cancelled and advised of the private request. This information shall be recorded in the CAD incident.
- 3.10** If an ambulance is the initial responder to an emergency call or on-views an incident within our response area and they notify us, an incident shall be created, and the appropriate fire department/EMS units shall be dispatched. If the location is within a jurisdiction that requires an automatic ambulance response, the responding ambulance that reported the incident will be sufficient and no other company will be contacted.

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- 3.11** If an additional ambulance is requested from an incident location, the ambulance company that sent the original ambulance will be requested until they no longer have resources available to send. If the original ambulance company cannot supply the number of ambulance units requested, the next company on the rotation list will be contacted. Requests for additional ambulances will be made via phone to avoid confusion.

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POLICY NUMBER: 737 **FIRE DEPARTMENT MUTUAL AID**

1.0 PURPOSE:

To establish a uniform method of requesting Mutual Aid for Fire Departments dispatched by Valley Com and responding to requests for Mutual Aid from an outside agency.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when requesting Mutual Aid or responding to requests for Mutual Aid.

3.0 PROCEDURE:

3.1 Mutual Aid from Outside Agencies:

- 3.1.1** Outside agency apparatus can be recommended by the CAD system or a fire department supervisor may request outside agency apparatus from the field,
- 3.1.2** When a mutual aid recommendation is generated through the CAD system, the fire dispatcher will include the mutual aid unit(s) in the dispatch verbiage. Eastside Communications will receive an automated page when one of their agency apparatus designators is dispatched to an incident. The page will include the requested apparatus, address of call, and type of incident. Once the dispatch has been completed for any mutual aid unit, telephone contact will be made with the appropriate dispatch center for the mutual aid agency (this can be determined by using the UR OJ command) to request response or confirm receipt of the page. The dispatch center will be advised of the mutual aid request and which talkgroup the unit should switch to once they respond to allow them to communicate with the Valley Com unit.
- 3.1.3** When mutual aid is requested by a fire department supervisor in the field, the fire dispatcher will contact the appropriate dispatch agency for the mutual aid agency and relay the request and talkgroup information. Eastside Communications apparatus will be dispatched to the existing call so that a page will be generated. The fire dispatcher will place a follow up phone call

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as soon as possible to confirm receipt of the page and provide additional information as needed.

- 3.1.4 Should the mutual aid agency contacted be unable to send the requested apparatus, the fire dispatcher will request the next due unit based on the station order at Valley Com (no substitutions should be made by outside agencies). If the request was from the field and the mutual aid agency is unable to send the requested apparatus, the dispatcher shall notify the requesting unit and follow their direction. If the mutual aid unit was to be the only apparatus dispatched to an incident and cannot respond, the next due unit based on the station order at Valley Com will be dispatched.

3.2 Outside Agency Requests for Mutual Aid:

- 3.2.1 Should a piece of apparatus from a Valley Com agency be requested to respond to an area outside Valley Com's jurisdiction, the dispatcher shall create an incident using the typecode MUTUAL and override the location using the requested agency's CAD control group (i.e. Auburn FD = A9). Eastside Communications will send an alphanumeric page requesting specific apparatus, type of call, address and talkgroup. A MUTUAL incident will be created and the requested apparatus dispatched. Eastside will follow up with a telephone request as soon as possible. By using the MUTUAL typecode, the appropriate chief tones will be activated when the apparatus is dispatched to the incident which ensures the fire department supervisor is notified of the mutual aid response. The fire dispatcher shall indicate the requesting agency after the unit(s) being dispatched in the verbiage:

EXAMPLE: E33 with Enumclaw Fire, on Fire 10, Structure Fire, 1300 Griffin Ave.

- 3.2.2 Once responding, the fire dispatcher will provide any additional information available to the apparatus, such as routing instructions.
- 3.2.3 If the apparatus requested is not available, the fire dispatcher will

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immediately re-contact and advise the requesting agency (no substitutions should be made without consent from the requesting agency).

3.2.4 See SOP 743 Port of Seattle Mutual Aid for procedures when responding to a request for mutual aid from the POS.

3.3 Battalion Chief Notifications:

When the Battalion Chief (or equivalent supervisor) with overall responsibility for their jurisdiction is working on a tactical talkgroup (Fire 2 – 7) handling another incident and a mutual aid incident is occurring in their jurisdiction, they will be advised to insure they are aware of the activity in their jurisdiction.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 744 **MULTIPLE CASUALTY INCIDENT (MCI) PROCEDURES**

1.0 PURPOSE:

To provide a uniform method of dispatching appropriate resources to an incident involving multiple casualties (MCI).

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when fire department or medic personnel request an MCI response, or the dispatcher determines an MCI response is necessary prior to their arrival.

3.0 PROCEDURE:

3.1 Initiating an MCI:

Normally, an MCI shall be declared by the Incident Commander or the first unit on scene based on the number of patients involved. However, the dispatcher controlling the incident may upgrade to a level one MCI response prior to the first unit on scene if reports indicate multiple patients are involved. The dispatcher may not upgrade an incident beyond a level one MCI without approval of the Incident Commander, even if the number of patients is greater than ten. The MCI system is a predetermined response based on a patient count, therefore, the requesting unit must identify the number of patients involved when declaring an MCI.

3.2 MCI Response:

Upon receiving the declaration of an MCI, the fire dispatcher will accomplish the following actions:

3.2.1 Refer to the MCI Matrix:

The dispatcher shall locate the MCI Matrix in the MCI/Strike Team Book stored at the primary fire position (FD23). The dispatcher shall use the matrix to determine the **MCI Level** that corresponds to the number of patients identified by the requesting unit (Example: 8 Patients = Level 1).

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3.2.2 Balance the CAD Incident:

The typecodes for the MCI Levels are **MCI1F**, **MCI2F**, **MCI3F** and **MCI4F**. Using the balance command (BAL), balance the incident in the CAD system using the appropriate MCI Level typecode (Example: BAL E71 T/MCI1F). This will generate a recommendation from the CAD system.

3.2.3 Dispatch Recommended Units:

Once the CAD system recommends units for the MCI Level, they will be dispatched to the CAD incident to activate the appropriate pagers. Once the tones have been activated, the dispatcher will state the dispatch broadcast 2 times. For example:

“E51, E13, M6 and MSO1 on (appropriate talkgroup), respond with E71 on location of an Eight Patient MCI at (location)”

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 750 **FIRE DEPARTMENT NOTIFICATIONS**

1.0 PURPOSE/REFERENCES:

To establish a method of notifying fire departments of special situations occurring within their jurisdictions.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when a special situation arises that requires notification of the affected fire department.

3.0 PROCEDURE:

3.1 Bomb Threat Notification:

When a report of a bomb threat is received, a notification to the responsible fire department is required. The fire dispatcher shall accomplish the procedures outlined in SOP #503, Bomb Threats.

3.2 Road Closures:

When notified of a road closure, the call receiver will obtain the name and telephone number of the caller, as well as the location of the closure, type of closure, direction of travel affected, whether emergency access is possible, beginning times and ending times. An incident will be created using type code ADVISE and group X9. The dispatcher will accomplish the following actions:

3.2.1 During daytime hours (0700 - 2200), notify the fire stations and medic quarters within close proximity of the restriction by telephone. If the station is equipped with a CAD printer, the incident may be routed to their printer to save time, however, a telephone call will still be required to direct their attention to the information on the printer. If the unit is out of their quarters, relay the information by radio or MDT.

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- 3.2.2 During nighttime hours (2200 - 0700), route the incident to stations equipped with CAD printers. Telephone notification will not be required, however, if the unit is on the air for any reason, the information will be relayed by radio or by MDT.
- 3.2.3 Once notification has been made, the dispatcher will add unit FDINFO to the call, "MI" who was advised and clear the incident.

3.3 Out of Service Fire Alarms/Fire Watch Notification:

- 3.3.1 When notified of a fire alarm that will be out of service requiring a fire watch, the call receiver will perform the following depending upon the time of date and day of week:
 - 3.3.1.1 During business hours of 0800 to 1700, Monday through Friday, the caller will be transferred to the headquarters station and no further action is necessary.
 - 3.3.1.2 During non-business hours, 1700 to 0800, the call receiver will obtain the name and telephone number of the caller, as well as the business name, address of alarm location and details of the situation, including whether a fire watch is in place. A CAD incident will be created using type code ADVISE and Group X9 for entry.
- 3.3.2 The dispatcher will accomplish the following:
 - 3.3.2.1 Advise the Battalion Chief (or equivalent) of all the details. Attempt contact by telephone or Alpha/VCAP page prior to toning on Fire One.
 - 3.3.2.2 Once notified, the fire dispatcher will add FDINFO to the call and make a notation as to the name of the person notified.

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3.4 House Transports:

When notified of a house that is being transported by trailer on roads in Valley Com's jurisdiction, the call receiver will obtain the name and telephone number of the caller, as well as the route to be traveled, the size of the house and beginning times and ending times. An incident will be created using the type code ADVISE and Group X9. The dispatcher will accomplish the following actions:

- 3.4.1** Notify the fire stations and medic quarters within close proximity of the route by telephone. If the station is equipped with a CAD printer, the information may be routed to their printer to save time, however, a telephone call will still be required to direct their attention to the information on the printer. If the unit is out of their quarters, relay the information by radio or MDT.
- 3.4.2** Advise the Battalion Chief (or equivalent) of all the details. Attempt contact by telephone or Alpha/VCAP page prior to toning on Fire One.
- 3.4.3** Once notifications have been made, the dispatcher will assign unit FDINFO to the call and note who was advised. The department unit will not be assigned to the call, unless an actual response is required, so that an agency case number is not generated.

3.5 Valley Wide All Call:

At the discretion of the on-duty supervisor, a Valley wide All Call page is available. This page will be activated only by the supervisor, should be used sparingly and only if other methods of notification are not adequate.

3.6 Inclement Weather Warnings/Snowfall Notifications:

When in receipt of an Inclement Weather Warning (normally received via ACCESS), the supervisor of each department and the MSO shall be notified. Snow is a difficult problem for emergency vehicles. If there is no snow, they compromise their response times and may damage their equipment by using chains, so they must be notified immediately when the snow actually begins to fall. Normally, dispatchers

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receive reports from officers or other sources that snow has begun to fall. When a report is received that snow is falling anywhere in our service area, the on-duty supervisor should be advised. The on-duty supervisor will coordinate notification to each fire department's supervisor and the MSO.

3.7 Miscellaneous Fire Notifications:

When receiving notification of a business or residence that will be burning off propane tanks or any activity that may result in reports of fire, the call receiver will obtain the location, name and telephone number of the caller as well as the circumstances. An incident will be created using the type code ADVISE and Group X9. The incident will be routed to the call receiver group and the fire dispatchers. The fire one dispatcher will accomplish the following actions:

- 3.7.1.** During daytime hours (0800 - 1700), notify the fire station within close proximity of the activity by telephone. If the station is equipped with a CAD printer, the incident may be routed to their printer to save time, however, a telephone call will still be required to direct their attention to the information on the printer. If the unit is out of their quarters, relay the information by radio or MDT.

- 3.7.2** During nighttime hours (1700 - 0800), route the incident to stations equipped with CAD printers. Telephone notification will not be required, however, if the unit is on the air for any reason, the information will be relayed by radio or by MDT.

- 3.7.3** Once notification has been made, the dispatcher will add unit FDINFO to the call, "MI" who was advised and clear the incident.

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POLICY NUMBER: 755 **FIRE/EMS MANUAL DISPATCHING**

1.0 PURPOSE/REFERENCES:

To establish a method of manually dispatching fire department/EMS calls for service (without the ability to utilize the CAD system).

CALEA Standard: 6.3.1

2.0 POLICY:

It is the policy of Valley Communications Center to maintain an accurate and uniform method of manually dispatching fire department/EMS calls for service. Employees shall have a thorough working knowledge of the materials required for manual dispatching.

3.0 PROCEDURE:

3.1 Zetron Tone Panel:

CAD is interfaced to the Zetron tone panel making apparatus alerting automatic when dispatched through CAD. When the CAD system becomes unusable, the primary fire dispatcher shall switch the Zetron CAD/Local switch to the Local position to deactivate the interface, allowing the Zetron tone panel to be utilized manually by pushing a button to set off the corresponding tones.

3.2 Alphanumeric Paging Network:

CAD is interfaced to the Alphanumeric Paging Network making apparatus alerting automatic when dispatched through CAD. When CAD becomes unusable, the primary fire dispatcher shall utilize the backup alphanumeric paging application called "PageGate" (found on any fire dispatch CAD PC) to manually send messages to apparatus being dispatched. There is no switch to deactivate the interface between CAD and the Paging Network. To activate PageGate, locate the black CAD mouse and click on the minimized PageGate window in the task bar at the bottom of the CAD window. If the minimized PageGate window isn't visible, minimize CAD by clicking on the left button (-) in the upper right corner, then double click on the PageGate Icon. If no Icon appears, click on "Start", "Programs", "PageGate" then "PageGate Client" to launch the application.

3.3 CAD Off-Line Notification:

3.3.1 Zetron Notification:

If an unscheduled CAD outage is experienced that is not expected to be resolved immediately, the primary fire dispatcher shall consult the on-duty supervisor to determine if a notification should be made to all departments based on the circumstances at the time (ie. time of day, etc.). If it is determined that the notification should be made, the primary fire dispatcher shall activate the Checkerboard tones by pushing the two buttons on the Zetron tone panel labeled “Checkerboard” and “Checkerboard 2”, then state the following 2 times:

“All Valley Agencies, CAD is off-line, Fire One will be dispatching manually until further notice.”

3.3.2 Alphanumeric Paging Network Notification:

The same message shall be sent to all fire pagers on the backup alphanumeric paging application “PageGate”. The fire dispatcher must select each “All-Call” paging group in the list (if the list isn’t visible, click on the “Clear” button to restore it). To select from the list, double click on each pager group (ie. FWFD All Call) and it will add the group to the “Recipient” side (right). When all of the All Call groups have been moved to the Recipient window, click in the “Message Text” field (lower half) to move the cursor. Type the same information and click “Send”:

“All Valley Agencies, CAD is off-line, Fire One will be dispatching manually until further notice.”

3.4 Manual Call Receipt:

The procedures outlined in SOP #702, Fire Incident Interrogation, will be followed at all times, regardless of the status of the CAD system. The Manual Incident Form shall be utilized to record information pertaining to fire/EMS calls for service. The employee receiving the call will enter all necessary information in the spaces

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provided on the form and forward to the fire dispatcher. Any additional information will be forwarded on a separate form with the same incident location for reference.

3.5 Manual Dispatch of the Incident:

3.5.1 Once the Manual Incident Form has been received from the call receiver, the fire dispatchers (or others as assigned) shall locate the map box number that corresponds to the location of the incident by utilizing the Geo-File Printouts (hanging files grouped by department) located behind the fire consoles. Once the correct district is located, turn to the street or avenue of the location and find the hundred block range that corresponds to the location address. A fire box number (column labeled "FBOX") will be listed for each hundred block range (ie: 10900 - 10999 SE. 240 ST, KEN = KF7425).

3.5.2 The fire dispatcher shall then consult the department's Response Matrix in the Manual Fire Procedures Book to determine the appropriate response based on the circumstances of the incident (the matrix identifies various response levels) and the appropriate paging method (Zetron and/or PageGate).

3.5.3 Once the response level has been identified, the fire dispatcher shall locate the fire box number (FBOX) in the list of Station Orders in the Manual Fire Procedures Book and determine the order of stations/medic quarters to be dispatched. The fire dispatcher shall dispatch the response via:

3.5.3.1 Zetron:

For the stations/units that require a Zetron tone, the fire dispatcher shall activate the corresponding buttons on the Zetron tone panel. At the conclusion of the tones, the fire dispatcher shall broadcast the incident:

Station 74 and Medic 11, on Fire Three, Injury Accident at 10900 SE 240 ST (repeat once), Map Box 7425, Fire One clear at 1927.

3.5.3.2 PageGate:

For the stations/units that require an alphanumeric page, the fire dispatcher shall select the appropriate pager groups in PageGate and enter the dispatch information:

Station 74 and Medic 11, on Fire Three, Injury Accident at 10900 SE 240 ST, Map Box 7425.

- 3.5.4** If the response includes an outside agency, the fire dispatcher shall call the appropriate dispatch agency and make the request. If it becomes necessary to specify the type of apparatus for the outside agency, discretion shall be used depending on the type of incident being dispatched. If unclear, an engine shall be requested from the outside agency.
- 3.5.5** If additional apparatus are requested from the field, locate the next station in the station order and follow the procedures above to dispatch them to the incident.
- 3.5.6** If a second alarm is requested, follow the procedures above with the exception of referring to the second alarm information on the Response Matrix.
- 3.5.7** All times, unit status and pertinent information shall be recorded on the back of the Manual Incident Form. Once all units have cleared the incident, the form will be forwarded to the supervisor for disposition.
- 3.5.8** If the Zetron Tone Panels or PageGate applications are unusable, all departments shall be contacted in the most expeditious manner and advised to maintain a radio watch. During the radio watch, personnel from every apparatus must monitor Fire One for direct dispatches, as alerting capability is unavailable.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 766 **EOC ACTIVATIONS**

1.0 PURPOSE:

To establish a method of notifying participating agencies when requested to establish an Emergency Operations Center.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when responding to a request to activate an agency Emergency Operations Center.

3.0 PROCEDURE:

3.1 A request to activate an Emergency Operations Center will be made by a representative with the City or Department which operates the EOC. Currently, only the Cities of Federal Way and Renton have made arrangements for Valley Communications to begin the notification process.

3.2 Federal Way:

3.2.1 Upon request, the Valley Communications Center employee will enter an incident using the typecode **EOC**. RP information and the reason for the activation will be obtained and included in the incident.

3.2.2 The fire dispatcher will dispatch the unit **WFEOC** to the call which will activate the appropriate pagers.

3.2.3 The incident will remain open until notification is received that the EOC has been terminated.

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3.3 Renton:

- 3.3.1** Upon request by radio or phone, the dispatcher or call receiver will enter an incident using the typecode **EOC**. RP information and the reason for the activation will be obtained and included in the incident.

- 3.3.2** The fire dispatcher shall dispatch the **Battalion Chief** or equivalent to the incident and relay all relevant information.

- 3.3.3** The incident will remain open until notification is received that the EOC has been terminated.

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES
POLICY NUMBER: 800 **800 MHz TALKGROUPS**

1.0 PURPOSE:

To define and establish procedures for the use of Talkgroups on the King County, Pierce County and Snohomish County Regional 800 MHz Radio Systems.

2.0 POLICY:

It shall be the policy of Valley Communications Center to adhere to the following procedures when utilizing the 800 MHz Radio Systems.

3.0 PROCEDURE:

Today's technology allows many different radio users to share the same radio frequencies through trunking, or assigning frequencies on demand. Valley Com utilizes the King County Regional 800 MHz Radio System, which offers the shared frequency technology. When a user keys the microphone of their radio, the system assigns them a frequency to transmit their communication to others on the same "talkgroup". A talkgroup is a group of radios with access to each other's transmissions. Only radios that are given access to a specific talkgroup when programmed will be able to transmit or receive on that talkgroup. Talkgroups can also be "patched" together to allow all radios on one or more talkgroups to communicate as though they were all on the same talkgroup. Talkgroups can be localized or widely used. The system used by Valley Com offers individual department talkgroups for administrative functions, primary and tactical dispatch talkgroups, city common talkgroups, inter-governmental talkgroups, common talkgroups shared by all Valley Com agencies and common talkgroups shared by all agencies within King County (and some Snohomish/Pierce County departments). Systems in Snohomish County and Pierce County also have mutual aid talkgroups available to King County radio users. The King County System also provides a method to communicate with non-800 MHz radio users. Valley Com records many talkgroups 24 hours per day, however some less frequently used talkgroups are only recorded on demand when someone makes a specific request. Talkgroups not directly related to Valley Com operations are not recordable. The talkgroups listed in this document are categorized by to the level of access to the talkgroup as follows:

3.1 Valley Com Police Talkgroups:

All police agencies dispatched by Valley Com have access to these talkgroups. The common approach used by police departments is to have the talkgroups of the closest neighboring departments programmed into their radios to avoid the delay of patching during frequent mutual responses. As the distance between the departments increase, the probability that they will use the other's talkgroup is less, so the talkgroups are not always programmed into their radios because patching during infrequent mutual responses is an acceptable delay.

3.1.1 Algona/Pacific/Black Diamond PD Primary (ALG-PAC):

Monitored and recorded 24 hours a day, Algona/Pacific/Black Diamond PD Primary is used as the primary dispatch talkgroup for Algona PD, Pacific PD and Black Diamond PD. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Auburn PD Primary for purposes of combining dispatch operations on a single dispatch console.

3.1.2 Algona/Pacific/Black Diamond PD Tactical (A-P TAC):

Monitored and recorded 24 hours a day, Algona/Pacific/Black Diamond PD Tactical is used as the tactical talkgroup for Algona PD, Pacific PD and Black Diamond PD. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Auburn PD Tactical for purposes of combining dispatch operations on a single dispatch console.

3.1.3 Auburn PD Primary (AUBURN):

Monitored and recorded 24 hours a day, Auburn PD Primary is used as the primary dispatch talkgroup for Auburn PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments

may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Algona/Pacific/Black Diamond PD Primary for purposes of combining dispatch operations on a single dispatch console.

3.1.4 Auburn PD Tactical (APD TAC):

Monitored and recorded 24 hours a day, Auburn PD Tactical is used as the tactical talkgroup for Auburn PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Algona/Pacific/Black Diamond PD Tactical for purposes of combining dispatch operations on a single dispatch console.

3.1.5 Des Moines PD Primary (DES MOINES):

Monitored and recorded 24 hours a day, Des Moines PD Primary is used as the primary dispatch talkgroup for Des Moines PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Tukwila PD Primary for purposes of combining dispatch operations on a single dispatch console.

3.1.6 Des Moines PD Tactical (DMPD TAC):

Monitored and recorded 24 hours a day, Des Moines PD Tactical is used as the tactical talkgroup for Des Moines PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Tukwila PD Tactical for purposes of combining dispatch operations on a single dispatch console.

3.1.7 Federal Way PD Primary (FED WAY):

Monitored and recorded 24 hours a day, Federal Way PD Primary is used as the primary dispatch talkgroup for Federal Way PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.8 Federal Way PD Tactical (FW TAC):

Monitored and recorded 24 hours a day, Federal Way PD Tactical is used as the tactical talkgroup for Federal Way PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.9 Kent PD Primary (KENT):

Monitored and recorded 24 hours a day, Kent PD Primary is used as the primary dispatch talkgroup for Kent PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.10 Kent PD Tactical (KPD TAC):

Monitored and recorded 24 hours a day, Kent PD Tactical is used as the tactical talkgroup for Kent PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.11 Renton PD Primary (RENTON):

Monitored and recorded 24 hours a day, Renton PD Primary is used as the primary dispatch talkgroup for Renton PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.12 Renton PD Tactical (RPD TAC):

Monitored and recorded 24 hours a day, Renton PD Tactical is used as the tactical talkgroup for Renton PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary.

3.1.13 Tukwila PD Primary (TUKWILA):

Monitored and recorded 24 hours a day, Tukwila PD Primary is used as the primary dispatch talkgroup for Tukwila PD only. All routine dispatching functions occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Des Moines PD Primary for purposes of combining dispatch operations on a single dispatch console.

3.1.14 Tukwila PD Tactical (TPD TAC):

Monitored and recorded 24 hours a day, Tukwila PD Tactical is used as the tactical talkgroup for Tukwila PD only. Urgent dispatching functions requiring a dedicated talkgroup occur on this talkgroup. Other Valley Com police departments may switch to this talkgroup if necessary. Currently, this talkgroup is patched together with Des Moines PD Tactical for purposes of combining dispatch operations on a single dispatch console.

3.1.15 Police Administrative Talkgroups:

In addition to primary and tactical talkgroups, police agencies have an administrative talkgroup (commonly referred to as “Admin”) to use for internal communication not involving the dispatcher. These talkgroups cannot be monitored by the dispatcher and are not recordable.

3.2 Valley Com Police Common Talkgroups:

All police agencies dispatched by Valley Com have access to these talkgroups and must have access to their assigned primary and tactical talkgroups to support dispatch operations.

3.2.1 Special Operations (SPECOPS1 through SPECOPS5):

Recorded 24 hours per day, these talkgroups are used by Valley Com police agencies for special operations, such as detectives/narcotics operations, Emergency Response Teams/Units, festival/event security and department training. These talkgroups are not monitored by a dispatcher. Special arrangements should be coordinated with Valley Com in advance if a dispatcher is required. Based on the request from a police representative, the dispatcher shall assign SPECOPS talkgroups starting with SPECOPS1 and working down the list for actual incidents. The SPECOPS talkgroups will be assigned for training starting with SPECOPS5 and working upward (operational incidents will take precedence over training if special operations talkgroups are needed).

3.2.2 Data (DATA):

Recorded 24 hours a day, this talkgroup is used by Valley Com police agencies to run data inquiries when a data position is staffed by a dispatcher.

3.3 Valley Com Fire/EMS Talkgroups:

All fire/EMS agencies dispatched by Valley Com must have access to these talkgroups to support dispatch operations. These talkgroups are common talkgroups for all fire/EMS agencies dispatched by Valley Com.

3.3.1 Fire One (FIRE-1):

Monitored and recorded 24 hours a day, Fire One is the primary paging/toning talkgroup. Fire One is also occasionally used for monitoring routine incidents.

3.3.2 Fire Two (FIRE-2):

Monitored and recorded 24 hours a day, Fire Two is the primary talkgroup for monitoring EMS related incidents. Fire Two may also be used as a dedicated talkgroup for large-scale incidents as assigned by the fire dispatchers.

3.3.3 Fire Three (FIRE-3):

Monitored on demand and recorded 24 hours a day, Fire Three is used as a dedicated talkgroup for large-scale fire/EMS incidents as assigned by the fire dispatchers.

3.3.4 Fire Four (FIRE-4):

Monitored on demand and recorded 24 hours a day, Fire Four is used as a dedicated talkgroup for large-scale fire/EMS incidents as assigned by the fire dispatchers.

3.3.5 Fire Five (FIRE-5):

Monitored on demand and recorded 24 hours a day, Fire Five is used as a dedicated talkgroup for large-scale fire/EMS incidents as assigned by the fire dispatchers.

3.3.6 Fire Six (FIRE-6):

Monitored on demand and recorded 24 hours a day, Fire Six is used as a dedicated talkgroup for large-scale fire/EMS incidents as assigned by the fire dispatchers.

3.3.7 Fire Seven (FIRE-7):

Monitored on demand and recorded 24 hours a day, Fire Seven is used as a dedicated talkgroup for large-scale fire/EMS incidents as assigned by the fire dispatchers.

3.3.8 Operational Talkgroups (OPS-1 through OPS-3):

There are three common operational talkgroups for Valley Com fire/EMS agencies recorded 24 hours a day. They are referred to as “OPS” talkgroups. They are designed to supplement a primary fire talkgroup for operations associated with the overall incident, but requiring a separate talkgroup. Based on a request from the incident commander, the dispatcher shall assign OPS talkgroups starting with OPS 1 and working down the list for working incidents. The OPS talkgroups are also used for drills and assigned by the dispatcher starting with OPS 3 and working upward. OPS talkgroups are not monitored by a dispatcher unless in use and then only as a secondary talkgroup to the primary talkgroup associated with the incident. Dispatchers do not monitor drills without prior coordination and based solely on availability of staff.

3.3.9 Zone 3 Emergency Alert Talkgroup (EMER Z-3):

Each mutual aid zone within King County has one communications center identified as the zone com center. Valley Com is the Zone 3 com center. Each zone also has an Emergency Alert Talkgroup for fire/EMS personnel to alert the zone com center (EMER Z-3 for Zone 3). This talkgroup is monitored and recorded 24 hours a day. When personnel are in a life threatening situation and cannot communicate with Valley Com, they can

activate the emergency button on their radio which will alert Valley Com. This activation will also automatically switch them from the talkgroup they were using to EMER Z-3 to establish a dedicated talkgroup for direct communication with the dispatcher regarding their emergency.

3.3.10 Fire Administrative Talkgroups:

In addition to the talkgroups associated with dispatch operations, fire departments have an administrative talkgroup (commonly referred to as “Admin” or “Prevention”) to use for internal communication not involving the dispatcher. These talkgroups cannot be monitored by the dispatcher and are not recordable.

3.4 Fire/EMS Mutual Aid Talkgroups:

All fire/EMS agencies in King County must have access to these talkgroups to support mutual aid dispatch operations (except mutual aid for the Port of Seattle, Pierce County and Snohomish County, see details below).

3.4.1 King County Mutual Aid (MA ZONE1, MA ZONE3 & MA ZONE5):

Each mutual aid zone within King County has a mutual aid talkgroup to provide communication between resources from different zones (Bellevue/Eastside is Zone 1 = MA ZONE1, Valley Com is Zone 3 = MA ZONE3 and Seattle is Zone 5 = MA ZONE 5). The zone making the request will utilize their zone’s mutual aid talkgroup for the incoming resources to use for communication. Personnel responding from another zone within King County or from Pierce/Snohomish Counties will switch to the requesting zone’s mutual aid talkgroup and the requesting zone’s communication center will patch that talkgroup into the tactical talkgroup assigned to the incident if appropriate. 24 hours a day, Valley Com monitors and records MA ZONE3.

3.4.2 Pooled Mutual Aid (MA POOL1 & MA POOL2):

Seattle Fire Department Communications Center maintains two “pooled” mutual aid talkgroups that can be assigned for use in any zone in King County requiring more mutual aid talkgroups than they have available to them. A request will be made by the zone’s communications center to SFD Communications for assignment of a pooled mutual aid talkgroup. Once SFD has assigned the talkgroup, it is used the same as the zone’s mutual aid talkgroup. Pooled mutual aid talkgroups are not monitored or recorded by Valley Com, but can be on demand.

3.4.3 Port of Seattle/Seatac Airport Mutual Aid (MA POS):

The Port of Seattle 800 MHz system is not connected to the regional system. All fire radios in the County that have the potential to be involved in providing mutual aid to the Port of Seattle will need to have this talkgroup so they can communicate with Port of Seattle FD dispatch and units. This talkgroup is not monitored or recorded at Valley Com. (Note: Zone 3 departments are also required to have the Port of Seattle Fire Tactical Talkgroups POS FTAC1 and POS FTAC2 in their radios due to proximity to the airport.)

3.4.4 Pierce County VHF (MA PIERCE):

This talkgroup is not programmed into department radios, but is programmed into the consoles at Valley Com to be patched and multi-selected with the appropriate fire/EMS talkgroup when mutual aid communication is required between Valley Com departments on 800 MHz and non-800 MHz mutual aid units from Pierce County. MA PIERCE is VHF frequency 154.2200 MHz. This talkgroup is monitored on demand, but not recorded (the fire/EMS talkgroup is recorded which will record traffic on MA PIERCE when patched).

3.4.5 Pierce County 800 MHz Mutual Aid (MA PC1 & MA PC2):

This 800 MHz System serves all of Pierce County. The system includes two mutual aid talkgroups to provide a communications link for King County resources responding into Pierce County to communicate directly with Pierce County resources (MA PC1 and MA PC2). Personnel responding from King County switch to the Pierce County mutual aid talkgroup identified by the communications center and the communication center will patch that talkgroup into the tactical talkgroup assigned to the incident if appropriate. Valley Com does not have the capability to monitor or record MA PC1 or MA PC2.

3.4.6 Snohomish County 800 MHz Mutual Aid (MA SNO1 & MA SNO2):

This 800 MHz System serves all of Snohomish County. The system includes two mutual aid talkgroups to provide a communications link for King County resources responding into Snohomish County to communicate directly with Snohomish County resources (MA SNO1 and MA SNO2). Personnel responding from King County switch to the Snohomish County mutual aid talkgroup identified by the communications center and the communication center will patch that talkgroup into the tactical talkgroup assigned to the incident if appropriate. Only departments that are located north of I-90 are required to have MA SNO1 and MA SNO2, but any department may opt to program them into their radios. Valley Com does not have the capability to monitor or record MA SNO1 or MA SNO2.

3.5 Public Safety Mutual Aid Talkgroups:

Public safety agencies within King County have access to several mutual aid talkgroups for communication between public safety disciplines (police, fire/EMS, etc.).

3.5.1 City Public Safety Talkgroups:

Each city has a public safety talkgroup for internal public safety communication (i.e. Tukwila has TUK PS for Tukwila PD and FD cross discipline communications internal to the city). A dispatcher does not monitor these talkgroups and they cannot be recorded.

3.5.2 Valley Com Public Safety Talkgroup (VCC PS):

Valley Com has a common public safety talkgroup for cross discipline and cross jurisdiction communication by all public safety agencies dispatched by Valley Com. This talkgroup can be monitored by a dispatcher and recorded by demand only.

3.5.3 County Wide Public Safety Talkgroups (PSOPS S1/S2/N1/N2):

There are four talkgroups for regional public safety cross discipline communication. Two are identified for primary use in the north end of King County, PSOPS N1 (Public Safety Operations North One) and PSOPS N2. Two are identified for primary use in the south end of King County, PSOPS S1 and PSOPS S2. Although primarily identified for north and south use, all of these talkgroups can be used by public safety agencies anywhere in King County if needed. This talkgroup can be monitored by a dispatcher and recorded by demand only.

3.5.3.1 Pierce County Public Safety Talkgroups (PSOPS S3/S4):

This system includes two talkgroups for public safety cross discipline communication within Pierce County. King County units responding into Pierce County switch to the talkgroup identified by the communication center to be patched into the tactical talkgroup if appropriate. Valley Com does not have the capability to monitor or record PSOPS S3 or PSOPS S4.

3.5.3.2 Snohomish County Public Safety Talkgroups (PSOPS N3/N4):

This system includes two talkgroups for public safety cross discipline communication within Snohomish County. King County units that respond into Snohomish County switch to the talkgroup identified by the communications center and will be patched to the tactical talkgroup if appropriate. Only departments that are located north of I-90 are required to have PSOPS N3 and PSOPS N4, but any department may opt to program them into their radios. Valley Com does not have the capability to monitor or record PSOPS N3 or PSOPS N4.

3.5.4 King County Mutual Aid Talkgroup (MARS):

MARS is the talkgroup used in King County for regional cross discipline communication requiring a link to VHF radio users. MARS is not recorded by Valley Com and dispatchers will only monitor MARS on demand. This talkgroup is monitored by dispatch at position PD32 for emergencies.

3.5.5 Law Enforcement Radio Network (LERN):

LERN is the talkgroup used to connect with the statewide network used by Washington State Patrol for mutual aid communications. LERN is not recorded by Valley Com and dispatcher will only monitor LERN on demand. This talkgroup is monitored by dispatch at position PD32 for emergencies.

3.5.6 Port of Seattle PD Mutual Aid Talkgroup (MA POS PD):

The Port of Seattle 800 MHz system is not connected to the regional system. Police radios that have the potential to be involved in providing mutual aid to the Port of Seattle may need to have this talkgroup so they can communicate with Port of Seattle PD dispatch and units. This talkgroup is not monitored or recorded at Valley Com.

3.6 Intergovernmental Mutual Aid Talkgroups:

Governmental agencies within King County have access to a mutual aid talkgroups providing common communications for various levels of government.

3.6.1 City Common Talkgroups:

Governments have a common talkgroup for all departments to utilize for internal communications (i.e. various departments such as PD, FD and Public Works within the City of Kent use KENT CITY to communicate internally). Dispatchers cannot monitor these talkgroups and they cannot be recorded.

3.6.2 Valley Com Common Talkgroup (V-COMMON):

All agencies associated with Valley Com have access to the common talkgroup used for general purposes. V-COMMON is not monitored or recorded by Valley Com, but can be on demand.

3.6.3 Government Regional Talkgroups (LOGGOV N/S & ALLGOV):

Governments in King County have access to common regional talkgroups for cross government communication. LOGGOV N (Local Government North) is primarily for use by governments in the north end of King County. LOGGOV S is primarily for use by governments in the south end of King County. Although primarily identified for north and south use, both of these talkgroups can be used by governments anywhere in King County if needed. ALLGOV (All Government Common) serves the same purpose, but is not primarily designated for a geographic area in King County. None of these talkgroups are monitored by a dispatcher, but can be on demand. These talkgroups are not recordable.

3.6.4 Incident Command System Talkgroups (IMS S, IMS N & IMS ALL):

Command level government personnel in King County have access to common regional talkgroups for communication associated with incident management. IMS N is primarily used in the north end of King County and IMS S in the south end of King County. IMS ALL serves the same purpose, but is not primarily designated for a geographic area in King County. These talkgroups can be monitored by a dispatcher and recorded on demand only.

3.7 King County Emergency Management Talkgroups:

The Office of Emergency Management has several talkgroups used primarily to coordinate responses to disaster situations or other emergency events in King County. None of these talkgroups are monitored by a dispatcher or recorded by Valley Com.

3.7.1 KC Emergency Operations Center Common (KC EOC):

This is a common talkgroup that is monitored by King County Emergency Management during Emergency Operations Center (EOC) activations. It is used for contacting emergency management agencies or broadcasting emergency information affecting emergency management agencies. Coordination activities will be switched to an alternate talkgroup to keep this talkgroup clear for emergency radio traffic.

3.7.2 KC Emergency Operations Center Operations (KC EOC OPS):

This is a common talkgroup used for coordinating emergency management functions.

3.7.3 KC Emergency Management Zone 3 (KC EM 3):

Each mutual aid zone in King County has a designated emergency management talkgroup. King County Emergency Management and Zone 3 use KC EM 3 for coordinating emergency management functions.

3.8 Tri-County Interoperability (TRIS)

After 9-11, the Department of Justice funded communications voice interoperability enhancements in the 25 “highest risk for terrorism” cities, which included Seattle. In Puget Sound, it resulted in TRIS. Partner agencies include public safety agencies in King, Pierce and Snohomish Counties, Port of Seattle, IWN (Federal Integrated Wireless Network) and WSP.

The IWN is a statewide system that continues to serve a growing number of Federal law enforcement agencies, such as the FBI in Seattle, ATF (Alcohol, Tobacco and Firearms), the US Marshall Service, Immigration and Customs Enforcement, DEA (Drug Enforcement Agency), and TAC Enforcement Group (Treasury).

The TRIS system adds system-to-system links between the large regional radio systems to provide patching capabilities, as well as additional low-band VHF, UHF, 800MHz and 900 MHz base stations and control stations (Washington DOT, Coast Guard, Aviation).

Only dispatch centers which are directly connected to the individual trunked radio system “switches” can initiate and terminate patches using TRIS. Valley Com is the primary PSAP for King County System. An intercom connects all of the participating PSAPs for coordinating interoperability patching. At Valley Com the TRIS INTERCOM talkgroup is monitored by dispatch at FIRE1, FIRE2, and FIRE 3 positions.

3.8.1 Requests to Activate a TRIS Link

To activate a TRIS link an authorized field user will contact the appropriate dispatch center by radio or telephone and request a patch be set up between users on two separate radio systems.

3.8.1.1 Activating the TRIS Link

The dispatch supervisor may need to suggest the talkgroup or channel resources to be used unless following a pre-existing mutual aid plan. The initiating dispatch center uses the intercom to contact the target dispatch center, and each center selects the appropriate TRIS resource and patches them into their respective talkgroups. Each dispatch center then announces that the TRIS patch is in place.

3.8.1.2 Disabling the TRIS Link

At the conclusion of the patch, each dispatcher will disable the respective patches and return the talkgroups to normal operation.

3.8.2 Limitations of TRIS Links

3.8.2.1 Encrypted resources are linked to unencrypted links and talkgroups, resulting in a non-secure environment.

3.8.2.2 Users must stay within their own radio system coverage area to use TRIS.

3.8.2.3 If there are two talkgroups involved in a permanent patch you cannot connect them to a distant user through TRIS.

3.8.2.4 Any given channel or talkgroup may only be patched once time in a system.

3.8.2.5 Any problems with capacity or coverage within a coverage area remain when TRIS links systems.

3.8.2.6 Capacity is currently limited to two patches between any two systems.

3.9 Conventional 800 MHz Interoperability Repeaters (ICALL & ITAC):

Conventional (non-trunked) 800 MHz repeaters are located at key positions in the region to allow communication with radios from different 800 MHz systems. Occasionally there may be personnel working in our service area from an agency that does not use the regional 800 MHz system. To communicate with Valley Com or the agencies on the regional 800 MHz system, radios from other systems would have to communicate using these conventional channels. This is possible because these 800 MHz frequencies are used across the US and Canada as common emergency frequencies. Anyone with an 800 MHz government radio in the coverage area of a site, regardless of where they are from in the state, could be connected (patched) to Valley Com talkgroups and communicate with Valley Com agencies. Features such as Emergency Buttons and Radio Identification are not available, but they can call or “hail” an emergency communications center like Valley Com who can assist them or establish a communications link (patch) to the appropriate talkgroup. They could even be patched into a county wide common talkgroup (i.e. PSOPS S1) to communicate with an agency dispatched from another com center like Bellevue.

3.9.1 ICALL:

The single “hailing” frequency is ICALL and is monitored by Valley Com and KCSO. The Squak Mountain Site is monitored and recorded 24 hours a day by Valley Com with coverage across King County from high in the Cascades. The Sobieski, Snoqualmie and Grass Mountain Sites are monitored by KCSO with coverage in north King County, Snoqualmie Pass and the Enumclaw area. This talkgroup is monitored by dispatch at position PD33.

3.9.2 ITAC:

The four tactical frequencies are called ITAC1 through ITAC4 and each are associated with a geographic area. These are monitored by dispatch at position PD33.

3.9.2.1 ITAC1 at the Cambridge Site in Kent provides coverage for southwest King County.

3.9.2.2 ITAC2 at the Horizon Hill Site in Bellevue provides coverage for upper Renton and the eastside cities.

3.9.2.3 ITAC3 at the Capitol Hill Site in Seattle provides coverage for Seattle and the eastside cities.

3.9.2.4 ITAC4 at the Crista Site in the Shoreline area provides coverage for northwest King County.

3.10 Conventional Simplex/Talk-Around Channels (State Ops):

These conventional (non-trunked) 800 MHz channels are established as non-repeater channels (no tower to repeat signal) used in the “talk around” mode so 800 MHz radios can communicate when out of the range of their parent 800 MHz system. These channels provide individual radios direct communication in a very limited area. When users roam beyond the coverage of the system or are working in an area with low coverage from the system, they can switch to these channels as a group and continue to communicate in close proximity to one another. Valley Com has no capability to monitor these channels except in the vicinity around the actual dispatch facility.

3.10.1 STATEOPS1:

Primarily used for tactical Fire and EMS operations. Fire/EMS agencies have determined this channel will be the primary means to communicate with Airlift NW at a LZ.

3.10.2 STATEOPS2:

Primarily used for tactical Law Enforcement operations.

3.10.3 STATEOPS3:

Primarily for tactical Local Government use and a State-wide “common” channel.

3.10.4 STATEOPS4:

Primarily used for tactical Fire and EMS operations.

3.10.5 STATEOPS5:

Primarily used for tactical Law Enforcement operations.

3.11 Site Trunking

For a variety of reasons we occasionally lose our link to the King County Regional 800 MHz System and go into a condition known as “Site Trunking”. During Site Trunking episodes we are limited to our portion of the system and not able to use the Eastside or Seattle portions. When this occurs all trunked icons will display an “X” on the Radio CRT. Because the Radio CRT console connections are lost, dispatchers must switch to transmitters that only use our portion of the system (Site Trunking Control Stations). Also, field personnel must switch to a talkgroup that doesn’t allow roaming (Site Trunking Talkgroups) to make sure they stay on our portion of the system. When a Site Trunking alarm is received and instructions are given to move the field units and radio consoles into Site Trunking, the following method will be followed:

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- 3.11.1** Make an announcement “We have received a Site Trunking Alarm, switch to your Site Trunking Talkgroups”, repeating once.
- 3.11.2** Click on the folder “Site Trunking” on the radio CRT.
- 3.11.3** Select the appropriate control station, for example “VC-AUB-CS”.
- 3.11.4** Make the announcement “We have received a Site Trunking Alarm, switch to your Site Trunking Talkgroups”, repeating once.
- 3.11.5** If the CentraCom Elite Dispatch Radio CRT is not functioning, the following procedure will be used:
 - 3.11.5.1** Locate the control station on the bottom left side of the monitor platform. Confirm the control station is on “NRM” with the desired talkgroup displayed, for example “NRM AUB”, which means normal condition (wide area/roaming capable) for the Auburn talkgroup.
 - 3.11.5.2** To go into Site Trunking, depress the “Zone” button on the upper left side of the control station.
 - 3.11.5.3** Turn the gray button on the right side of the control station until the display indicates the Site Trunking talkgroup, for example SITE AUB.
 - 3.11.5.4** Plug your headset into the control station jack mounted near the control station (not the console jack).
 - 3.11.5.5** Make the announcement “We have received a Site Trunking Alarm, switch to your Site Trunking Talkgroups”, repeating once. The control station foot pedal must be used with the control station.
 - 3.11.5.6** When securing from Site Trunking, announce on the

Control Station “We are securing from Site Trunking, switch back to your normal Talkgroup”, repeating once.

3.11.5.7 Plug back into the console and again repeat the announcement.

3.11.6 When securing from Site Trunking reconfigure the console and announce “We are securing from Site Trunking, switch back to your normal Talkgroup”, repeating once.

3.11.7 Confirm that all necessary patches are in place.

3.12 Failsoft

Failsoft is a “last option” fallback condition when the radio system experiences one or more critical system failures. Consoles will not work on the trunked system, and all trunked icons will display an “X”. The radio will also display FAILSOFT, and there will be a sound like an open carrier with a set of 2 beeps approximately every ten seconds. The dispatcher will hear a “bonk”, the same as heard when in Site Trunking.

When in Failsoft, the control stations located under the monitor platform must be used as in site trunking. All radios will automatically switch to their Failsoft channel, which will combine many of our departments onto a single channel (unlike our current console configuration). 800MHz Talkgroups will not function in this situation, therefore channels that field units are accustomed to using will not be working (such as ADMIN).

3.12.1 When in Failsoft the users will move to a Failsoft channel based on which talkgroup they are on. The following plan has been designed for the police positions:

3.12.1.1 Tukwila, Renton and Des Moines Police will share a single channel. The Tukwila/Des Moines Dispatcher should take responsibility for all three cities on their back-up control

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station, which will free the Renton dispatcher to report to the supervisor and assist as directed according to need.

3.12.1.2 Kent Police will be with their primary and tac.

3.12.1.3 Auburn, Algona, Pacific, and Black Diamond will share a single channel with their primary and tac.

3.12.1.4 Federal Way is by themselves with their primary and tac.

3.12.2 When in Failsoft the following plan has been designed for the fire positions:

3.12.2.1 When in Failsoft Fire 1 will default to its own channel..

3.12.2.2 Fire 2 through Fire 7, MAZONE3, EMERZ3, and the OPS Talkgroups all default to one shared channel. The Fire 2 dispatcher should take control of all Fire groups other than Fire 1. The Fire 3 dispatcher should report to the supervisor to be assigned where needed.

3.12.3 PSOPS will be on one channel with other mutual aid talkgroups.

1.0 PURPOSE:

To provide policy and procedure for the retention of Off-Line data of incident/unit history information. The retention of the tapes will be for the purpose of court evidence or other reasons.

2.0 POLICY:

- 2.1** The General Records Retention Schedule and Destruction Authorization Reference: RCW 40.14.070 and WAC 414-24-050, automated reference tapes should be kept on file three (3) years. Computer tapes for dispatch systems which contain records relating to calls for police services are included in the automated reference files.
- 2.2** Valley Communications Center CAD system has one (1) year of incident history On-Line. Three (3) years of Off-Line incident/unit history will be stored on TK52 tape cartridges. Each tape will contain data in one (1) month increments. Tapes will be stored at Valley Com.
- 2.3** All requests will be handled in a prompt and timely manner.
- 2.4** All requests must be in writing on the Valley Communications Center Request for Inspection or Disclosure of Public Record form.
- 2.5** The form may be completed by any Valley Communications Center employee or user agency member and then forwarded to the Director or designee.
- 2.6** A fee will be charged to any requester that is not associated with a Valley Communications Center customer agency. This fee will be based on the hourly rate of pay of the employee performing the incident history tape request plus any additional costs incurred.

1.0 PURPOSE:

To establish procedures to follow when Valley Com experiences failure of critical systems, a disaster situation or communications personnel must evacuate for any reason.

CALEA Standard: 6.9.4, 6.9.5

2.0 PLAN:

A plan shall be maintained to provide communications personnel with guidelines in the event of an emergency whereby the Center can no longer sustain operations. The plan will be reviewed and updated periodically to ensure it meets the Center's changing needs. The plan will be accessible to all supervisory personnel.

3.0 RESPONSIBILITY:

As part of overseeing the disaster preparedness function for the Center, the Assistant Director is responsible for planning for unusual occurrences. The Assistant Director shall oversee the development and updating of the Continuity of Operations Plan.

1.0 PURPOSE:

The policies and practices outlined in this document will allow Valley Communications Center and the customer agencies it serves to provide reasonable monitoring access to members of the media who so desire, while still maintaining a reliable and competent system infrastructure for the public agencies who use the system in delivering services to the region.

2.0 POLICY:

- 2.1** Valley Com agencies on the regional trunked radio system via the Valley Communications Center Subregion will designate, either collectively or individually, specific Talkgroups on the system that are authorized for receive-only programming in radios owned by media agencies. The System Manager from either the Valley Com or King County Subregions will be authorized to program these Talkgroups into appropriate radios if all other conditions outlined below are met and a proper Access Agreement has been executed by the owner of the radio.
- 2.2** Media organizations requesting monitoring programming must request this in writing on the letter head of the organization. Individuals requesting monitoring programming must present media credentials or have their request submitted for them by a media organization. Recognized media organizations would include all electronic broadcast media, and local or regional print publications. On receipt of written request, the Director of Valley Com will prepare and route to the requestor the appropriate Media Access Agreement.
- 2.3** Upon receipt of an executed Media Access Agreement and execution by the Director of Valley Com, a copy of the executed agreement will be returned to the requesting organization or individual and copies will be sent to the Valley Com and King County System Managers. Only approved mobile and portable radios will be authorized for this use. These radios will be programmed so they cannot transmit on the system and do not roam beyond the King County/Valley Com simulcast subsystem.

- 2.4** Owners of monitoring radios will be required to pay all costs associated with the programming or reprogramming of their radios. Charges for this service will be based on the current hourly shop rate of King County Radio Communications Services (KCRCS) at the time the work is done. Programming will typically take 1 to 1.5 hours for the first radio of a particular model and approximately 10 minutes for each successive radio of the same model programmed at the same time.
- 2.5** Owners of monitoring radios will be required to keep their radio in proper operating condition and in conformance with Motorola's equipment standards. No modifications to the functionality of the radio or the programming will be allowed unless the modification is made by the System Manager. Maintenance services will be available on a contract or time-and-material basis from KCRCS or Motorola.
- 2.6** The Valley Com and King County System Managers will coordinate and conduct an annual audit of all monitoring radios with Valley Com customer agency Talkgroups in them to verify that their programming parameters are proper. Charges for this service will be based on the current hourly shop rate of King County Radio Communications Services (KCRCS) at the time the work is done. The owner of the radio will be responsible for the cost of this audit, which is expected to take about ½ hour per radio. KCRCS will perform this audit at no charge if the radio has subscribed to annual maintenance through KCRCS.
- 2.7** If a radio or group of radios are subject to audit by another Subregion, the audits will be coordinated by the System Managers to minimize the impact on the owner of the radio.
- 2.8** Radios that do not comply with the annual audit will be de-activated on the system until the radio is accounted for.
- 2.9** Monitoring radios will not be charged an access fee to the system.
- 2.10** Any violation of this policy will result in revocation of access to the system.

1.0 PURPOSE:

The policies and practices outlined in this document will allow Valley Communications Center and the customer agencies it serves to provide reasonable monitoring access to members of the public who so desire, while still maintaining a reliable and competent system infrastructure for the public agencies that use the system in delivering services to the region.

2.0 POLICY:

Public agencies on the regional trunked radio system via the Valley Communications Center Subregion will designate, either collectively or individually, specific Talkgroups on the system that are authorized for receive-only programming in radios owned by the public. The System Manager from either the Valley Communications Center or King County Subregions will be authorized to program these Talkgroups into appropriate radios if all other conditions outlined below are met and a proper Access Agreement has been executed by the owner of the radio.

3.0 PROCEDURE:

3.1 The individual requesting monitoring programming must request this in writing with a brief description of their intent for use of the information obtained via the radio system. Individuals making this request must submit proof of their identity in the form of a copy of a valid picture identification (preferably WA driver's license) that includes full name and date of birth and current address so that a cursory background check can be conducted. Upon receipt of the written request and after satisfactory verification of identity/background check, the Director will prepare and route to the requestor the appropriate Public Access Agreement.

3.2 The requesting individual shall execute the agreement by signature and return to Valley Communications Center. Upon receipt of a signed agreement, the Director shall also sign to complete the execution of the agreement. A copy of the executed agreement will be returned to the requesting individual and to the King County System Manager. Only approved mobile and portable radios will be authorized for this use. These radios will be programmed so they cannot transmit

on the system and do not roam beyond the King County/Valley Com Simulcast Subsystem.

- 3.3** Owners of monitoring radios will be required to pay all costs associated with the programming or reprogramming of their radios. Charges for this service will be based on the current hourly shop rate of King County Radio Shop (KCRS) at the time the work is done. Programming will typically take 1 to 1.5 hours for the first radio of a particular model and approximately 10 minutes for each successive radio of the same model programmed at the same time.
- 3.4** Owners of monitoring radios will be required to keep their radio in proper operating condition and in conformance with equipment standards. No modifications to the functionality of the radio or the programming will be allowed unless the modification is made by the System Manager. Maintenance services will be available on a contract or time-and-material basis from KCRS.
- 3.5** The Valley Communications Center and King County System Managers will coordinate and conduct a periodic audit of all monitoring radios with Valley Communications Center customer agency Talkgroups programmed in them to verify that their programming parameters are proper. Charges for this service will be based on the current hourly shop rate of King County Radio Shop (KCRS) at the time the work is done. The owner of the radio will be responsible for the cost of this audit, which is expected to take about ½ hour per radio. KCRS will perform this audit at no charge if the radio has subscribed to annual maintenance through KCRS.
- 3.6** If a radio or groups of radios are subject to audit by another Subregion, the audits will be coordinated by the System Managers to minimize the impact on the owner.
- 3.7** Radios that do not comply with the audit will be de-activated on the system until the radio is accounted for.
- 3.8** Monitoring radios will not be charged an access fee to the system.

3.9 Any violation of this policy will result in revocation of access to the system.