



The Aberdeen Police Department Policies & Procedures Manual Chapter Contents



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Chapter 24 Communications
Section 01 Communications Procedures

GO 22-001, 03/29/2022
Supersedes GO 19-043

A. Policy

1. This Department is authorized by the Federal Communications Commission to transmit communications relating to public safety and the protection of life and property, and communications essential to official public safety activities. (81.2.4a)

B. Definition

1. Plain Talk - the use of the English vocabulary in radio transmissions without the use of codes and/or signals.

C. Requirements of Using the System

1. It is the responsibility of the state, county, or municipal departments holding radio licenses to ensure that the system is operated in accordance with FCC Rules and Regulations.
 - a. The FCC requires that any person operating a radio transmitter be familiar with its rules.
 - b. A copy of these rules shall be available for access on the computer in the Communications Office, using the following suggested link for *Title 45, Chapter 1, Subchapter D, Part 90 (eCFR 90)*:
http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title47/47cfr90_main_02.tpl.
2. Prohibited transmissions using Department radio transmitters include false calls, fraudulent distress signals, superfluous and unidentified communications, obscene, indecent, profane language and the transmission of unassigned call signals.
3. All personnel shall keep strict confidentiality of radio communications.
 - a. The contents of a radio communication shall not be divulged to any person or party other than to whom it is addressed.
4. Unauthorized communications equipment are prohibited from being used in the Communications Office and areas accessible to and/or in the view of the public.
 - a. Supervisors will be held strictly accountable for the presence of any communications equipment in any area adjacent to the communications center that would cause inattention or disruption to the police communications officers.

D. Definitions

1. PCO - Police Communications Officer, person operating base or fixed communications equipment. (81.2.4a)
2. Mobile Unit Operator - The police officer operating a radio transmitter from a Department vehicle or hand-held unit. (81.2.4a)
3. Plain Talk - The use of the English vocabulary in radio transmissions without the use of codes and/or signals.

E. Operating Procedure

1. All Department users shall speak in plain talk only.
 - a. PCOs shall utilize "plain talk" conversational English to verbally assign police units.
2. Utmost professionalism shall be used when transmitting on Department radio frequencies.



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- a. Courtesy, tone of voice, and manner of presentation are integral factors to consider prior to transmitting.
 - b. Every broadcast is an advertisement to listeners, both within the communications system and on the outside to the listening public, many of whom have receivers tuned into the Aberdeen Police Department frequencies.
 - c. Words or voice inflections which, when broadcast, reflect irritation, disgust, or sarcasm, shall not be used.
 - d. Relations with other PCOs must remain cordial at all times.
 - e. PCOs shall remain absolutely impersonal during transmissions.
3. PCOs are not permitted to leave the operating position at the control desk unless absolutely necessary, and then only when a relief PCO is available.
4. Technical adjustments shall not be made to the radio equipment except to adjust volume, frequencies and squelch control.
5. The loss of time due to the transmission of superfluous words can be considerable in the course of a day. PCOs shall:
- a. Eliminate all unnecessary talking.
 - b. Critically review the construction of a message before transmitting it, and if necessary reduce it to telegram brevity.
 - c. Use military (2400 hours) time for communications.
 - d. Avoid familiarity and the use of "I".
 - e. Use proper names and titles or unit identifiers.
 - f. Use definite time whenever possible, e.g. "September 10" instead of today, yesterday or tomorrow.
 - g. Define definite hour and minute instead of "a few minutes ago," etc.
 - h. Repeat numbers individually first and then as the whole number.
 - 1) Example, 1,527,617, is transmitted "1,5,2,7,6,1,7 (pause), one million, five hundred twenty-seven thousand, six hundred seventeen."
 - i. Pronounce the number "0" as "zero".
 - j. Avoid filling the air with incessant calls.
 - 1) After calling an installation or car twice and no reply is received, call again in about a minute.
6. PCO's shall answer calls promptly.
- a. If information is requested and it cannot be supplied directly, the PCO should request a Standby.
 - b. The PCO will send the information as quickly as possible. If a message can be taken, the PCO will say "go ahead."
 - c. A PCO shall never allow a call to go unheeded.



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7. Non-APD personnel are prohibited from using the Communications Office telephones for outgoing or incoming telephone calls.
8. Frequently, one may be asked to respond by telephone or use the computer terminal.
 - a. The judgment of the PCO must be exercised in determining which function is the most important and it should be given priority.
9. “Officer Needs Assistance” is an urgent emergency call and should be answered promptly disregarding all others. (81.2.4g)
10. Misdirected Emergency Calls (81.2.11)
 - a. The PCO shall promptly transfer a misdirected call to the intended agency.
 - b. The PCO shall:
 - 1) Tell the caller he/she will be transferred to the intended agency;
 - 2) Dial the correct number to the intended agency;
 - 3) Listen for the phone to ring; and
 - 4) Hang up the phone to complete the transfer.

F. Radio Messages

1. Messages generally, may be classified as:
 - a. Directed – Those transmitted from Communications to a mobile unit; or
 - b. Broadcast – Those addressed to all units.
2. A message has three parts:
 - a. Preamble – Identifies the recipient;
 - b. Text – The body of the message containing information to be transmitted; and
 - c. Signature – The police department responsible for originating the message, in other words, the authority.
3. PCOs shall not change a single word in a formal message which is received for relay purposes. The message shall be recorded and broadcasted exactly as given.
 - a. Long messages should be broken into phrases and each phrase repeated once before going to the next phrase of the message.
 - b. At the end of two or three phrases of a long message, the PCO should break the transmission.
 - 1) This will reduce the number of repeats.
 - 2) If the receiving PCO misses any part of a message the PCO may have missed the entire meaning of the message.
 - c. When the text and signature have been completed in this manner, PCO shall wait for acknowledgment or fill in whatever portion of the message as requested by the receiving officer.



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4. Federal law states that messages are the property of those who originate them and a cancellation may only be made by the originating authority.
 - a. Direct messages may only be delivered to those to whom they are addressed.
 - b. Exception to this may be made only with the permission from the department originating the message.
5. News media must be referred to the Department originating the message for any release of information.
 - a. Example: The Aberdeen Police Department will not release any information to the media based upon information received from another department, relative to events within the jurisdiction of that department.
6. Broadcast Messages
 - a. The following procedures shall be used by all PCOs for broadcasting messages:
 - 1) Broadcasts of offenses that might endanger life shall be promptly transmitted to neighboring law enforcement agencies;
 - 2) If assistance is desired, specific instructions shall be prepared and conveyed to the department from whom assistance is requested; and
 - 3) Proper notation is to be entered into the CAD System for every broadcast message.
 - b. The supervisor shall ensure compliance.

G. Obtaining and Recording Information

1. Police Communication Officers shall record and retain the following information from every call for service or self-initiated activity:
 - a. Incident Report Number, generated from CAD; (81.2.3a)
 - b. Date and Time any request for service is received; (81.2.3b)
 - c. Name, Address, and Telephone Number of the reporting person; (81.2.3c)
 - d. Type of incident reported; (81.2.3d)
 - e. Location of the incident reported; (81.2.3e)
 - f. Identification of officers assigned as primary and backup; (81.2.3f)
 - 1) The primary officer:
 - a) First officer who is dispatched to the call; and
 - b) Coded in CAD: DSP;
 - 2) The backup officer:
 - a) Next officer or officers who respond after primary officer is notified; and
 - b) Coded in CAD: 09;
 - g. Time of dispatch; (81.2.3g)
 - h. Time Police Officer arrived; (81.2.3h)



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- i. Time Police Officer returned to service; and (81.2.3i)
- j. Disposition or status of the incident. (81.2.3j)

H. Responsibilities of Police Communications Officers

1. PCOs are responsible to monitor the operational frequency.
2. Only in emergency situations should a PCO interfere with a transmission which is in progress.
3. It is the responsibility of each PCO reporting for duty to read the CAD event entries and become familiar with any activity called to his attention by the PCO going off duty.
4. METERS Messages should be removed from the machine as promptly as possible and the content checked to ensure that patrols are alerted in the matter of criminal activity.
5. PCOs shall, in accordance with FCC and APD regulations:
 - a. Enter every radio transmission into CAD event;
 - b. Know the capabilities and limitations of their communication system;
 - c. Know the frequencies, station call letters and locations to be monitored;
 - d. Know the streets, businesses, and important areas the department serves;
 - e. Know the organization of the Aberdeen Police Department in order to route communication traffic properly; and
 - f. Know the applicable rules and regulations of the Federal Communications Commission (FCC).
6. PCOs shall not allow the interception, use, or publication of the content of a radio message without permission of the proper authority.
7. PCOs shall advise their immediate supervisor of any message they are requested to dispatch or of any act they are requested to perform, which in their opinion, may reasonably cause a violation of the Rules and Regulations of the FCC or the Aberdeen Police Department.
 - a. PCOs who are again requested to perform the act shall immediately do so, and shall enter relative comments about such message into the CAD System.
8. PCOs shall follow Department procedure when officers request Criminal History information. (82.1.7)
 - a. Officers shall come to the Communications Section to request a criminal history check.
 - b. The PCO shall perform the check.
 - c. If there is no history, the PCO shall inform the Officer, and no further action is required from the PCO.
 - d. If there is a history, the PCO shall complete the Dissemination Log before printing out and giving the criminal history to the Officer.
9. PCOs shall comply with METERS/NCIC regulations about entries, clears, and cancels.



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I. The Mobile Unit

1. Every uniformed police officer of the Department shall maintain radio communications while his/her vehicle is in service.
2. PCOs shall become familiar with all communications procedures in this chapter and of the capabilities of the total communications system within the Aberdeen Police Department.
3. The mobile operator is prohibited from censuring the police communications officer, regardless of how trivial the matter.
 - a. All complaints must be forwarded through channels.
 - b. Police Communications Officers are to report infractions of this rule through channels to the Administrative Lieutenant.
4. When using the mobile radio, the microphone should be held approximately one inch from the lips.
 - a. The microphone button shall be held down firmly and the transmission shall be spoken slowly, clearly and in a normal voice.
 - b. The microphone shall be held slightly to the side of the mouth at an angle so that the transmission is across the face of the microphone instead of directly into it.
5. PCOs should not transmit:
 - a. During a Civil Defense Test;
 - b. Within 200 yards of blasting operations or where blasting caps are stored;
 - 1) These areas are usually posted;
 - c. When advised by Communications to stand-by due to interference with other communications which may not be heard;
 - d. Whenever a Stop Transmission is in effect; or
 - e. When the transmission will obviously interfere with communications in progress or such communication will obviously make the transmission unintelligible.
6. If an officer responds to a call within Aberdeen, and investigation reveals that the incident occurred in another jurisdiction, the officer shall close the CAD Report and have the PCO indicate the incident occurred in another jurisdiction.

J. Procedures for Reporting Vehicle Stops and All Other Calls for Service

1. The following procedure shall be used by police personnel when stopping vehicles or when reporting other incidents.
2. These procedures deal with the safety and self-protection of police personnel, therefore, strict compliance with this subsection is essential.
3. Prior to making a traffic stop or reporting any other calls for service to Communications, the officer shall notify Communications of the intent and purpose of the stop or service.
 - a. Communications shall request a location from the officer.
 - b. The officer shall then notify Communications of the location.



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c. Vehicle Stop

- 1) Communications shall ask for license tag.
 - 2) The officer shall provide tag information and further description of the vehicle and its occupants, i.e. year, make, model, color and number of occupants and occupant's description.
4. If, after a reasonable time (2 minutes), the officer has not called in, every attempt must be made to contact the officer.
 5. If there is ever any question about the officer's safety, Communications shall dispatch other patrol units to the stop location immediately.
 6. Communications shall create an event for all calls for service.

K. Communications with Interacting Agencies (81.2.4d)

1. Aberdeen Police and interacting agencies may use the appropriate 800 MHz channel to communicate with each other.

L. Victim and Witness Requests for Information/Assistance (81.2.6c)

1. If a crime victim or witness contacts Communications or any Officer or Detective personally and expresses an interest in assistance related to an investigation, the officer shall provide whatever service is practical under the situation at any time.
2. If the call is a routine victim's assistance request, the Communications shall:
 - a. Initiate a record of the request with the victim's/witness's name and contact information; and
 - b. Tell the victim that an officer or detective will contact him/her.
3. The Communications Center shall contact the appropriate officer and relay the request.

M. Immediate Playback of Recorded Communications

1. Radio transmissions and incoming telephone conversations, except for designated private lines, shall be recorded.
2. The Police Communication Officer may review a recording, when information is needed immediately, for assistance with responding to a complaint or incident that has just occurred. (81.2.7c)

N. Security and Retention of Immediate Playback Recordings

1. Access to the Immediate Playback Recordings is limited to Police Communication Officers.
2. Immediate Playback Recordings, recorded onto a queue, self-delete after 20 minutes of the call or radio transmission. (81.2.7b)

O. Security and Retention of Complete Recordings

1. Access to the complete (continuous) recordings is limited to the Administrative Lieutenant and the Administrative Supervisor.
2. Complete recordings of calls and radio transmissions are retained on a secured server for at least 30 days. (81.2.7a) (81.2.7b)



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P. Requests for Copies of Recording (81.2.7c)

1. All requests for copies of any recordings will be handled in accordance with the Maryland Public Information Act, in *Chapter 07.04* of this manual.

Q. Radio Logs

1. The Federal Communications Commission requires the Department to maintain records for the use of Department radio equipment.
2. Records shall be made by computer entry.
3. It is the responsibility of the Administrative Lieutenant to permit properly identified representatives of the FCC to access computerized radio logs and to ensure compliance with FCC requirements.
4. The Computerized Radio Log is the required log that is kept for the purpose of recording the receipt and dispatch of all radio transmissions.
5. Log Maintenance
 - a. Radio logs shall be generated by the CAD System, beginning at 0001 and ending 2400 hours of the same day.
 - b. Corrections to the log may be made only by the CAD System Administrator.
 - c. PCOs should be familiar with the Rules and Regulations of the FCC, but it is the responsibility of the Administrative Lieutenant to ensure that all communication records and procedures comply with FCC directives.
 - d. Records shall be retained in accordance with Department filing and retention schedules.
 - e. Communications records shall be made available for inspection to an FCC representative at any time.

R. Equipment Maintenance

1. All equipment maintenance, repairs or adjustments shall be made by electronic services contract personnel unless otherwise authorized by the Administrative Lieutenant.

S. Frequency Distribution (81.2.4d)

1. Main Operation Channel - A-1 (APD 1)
2. Secondary Channel- A-2 (ATAC 1)
3. CID Channel-A-4 (ACID)
4. Municipal Aid Channel-A-4 (PDMA-1)
5. Direct Talk - Portable to Portable Channel C2 & 3 (PD-D)
6. Outside agency frequencies and channels can be located with the Emergency Operations Center Fleet Map. (81.2.4c)



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T. Prohibitions in the Communications Section

1. All personnel are prohibited from performing or engaging in any of the following personal communications, unrelated to department business, in the Communications Section without prior written permission from the Administrative Supervisor, Administrative Division Commander, or the Chief of Police:
 - a. Making, sending, or receiving video messages on Face Time, Marco Polo, e-mail, instant messaging, Twitter, or any other electronic technology or platform;
 - b. Video recording; or
 - c. Photographing.



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Chapter 24 Communications
Section 02 General Terminology and Codes

GO 24-015, 06/03/2024
Supersedes Original Policy

A. Policy

1. All radio communications by this Department and the Harford County Department of Emergency Services shall be conducted using common terminology (plain speak) and the few established miscellaneous codes.

B. Terminology and General Communications

1. Clinical Priority Levels
 - a. Officers are not required to prioritize patients but should be familiar with the terminology and their meanings.
Priority 1 — Critically ill or injured person requiring immediate attention; unstable patients with potentially life-threatening injury or illness.
Priority 2 — Less serious condition, requiring emergency medical attention but not immediately endangering the patient's life.
Priority 3 — Non-emergent condition, requiring medical attention but not on an emergency basis.
Priority 4 — Deceased.
2. Approved Miscellaneous Code
 - a. SIGNAL 13: OFFICER NEEDS ASSISTANCE
3. Permission to Transmit Restricted Message (formerly Code 67)
 - a. Dispatchers shall request permission from an officer by stating:
 - 1) Is your radio secure?
 - b. Restricted messages may include the following situations:
 - 1) Unconfirmed/Confirmed Warrants;
 - 2) Suspended License;
 - 3) Caution Indicators;
 - 4) Hazards/Previous Histories for addresses* and
 - 5) *Ex-Parte*/Protective Orders.
4. Identify sides of structures in a clockwise rotation:
 - a. Alpha;
 - b. Bravo;
 - c. Charlie; and
 - d. Delta.
5. Identify floors of a structure:
 - a. Ground FloorDivision 1;
 - b. Second Floor.....Division 2, and so on
 - c. Basements.....Subdivision 1, and so on.



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6. Exposure buildings - Any building or structure that is adjacent to the primary incident address.
 - a. A row of townhomes for example:
 - 1) The first structure left of the primary building is Bravo Exposure 1, then 2, and so on.
The first structure to the right is Delta Exposure 1, and so on.

Ten Codes are in the APPENDIX for reference.



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APPENDIX

Ten Signal Codes – For Reference

10-0 Caution	10-33 Emergency
10-1 Unable to copy	10-34 Riot
10-2 Signal Good	10-35 Major Crime Alert
10-3 Stop Transmitting	10-36 Correct Time
10-4 Acknowledge (ok)	10-37 (Investigate) Suspicious Vehicle/Person
10-5 Relay	10-38 Stopping Suspicious Vehicle/Person
10-6 Busy	10-39 Urgent, Use Lights & Siren
10-7 Out-Of-Service	10-40 Silent Run, No Lights & Siren
10-8 In-Service	10-41 Beginning Tour of Duty
10-9 Repeat	10-42 Ending Tour of Duty
10-10 Fight In Progress	10-43 Information
10-11 Dog Case	10-44 Permission To ...
10-12 Stand By (stop)	10-45 Animal Carcass at ...
10-13 Weather Report	10-46 Assist Motorist
10-14 Prowler	10-47 Emergency Road Repair at ...
10-15 Civil Disturbance	10-48 Traffic Standard Repair at ...
10-16 Domestic Disturbance	10-49 Traffic Light Out at ...
10-17 Meet Complainant	10-50 Motor Vehicle Crash (Injury, Property damage, Rescue, pedestrian struck)
10-18 Quickly	10-51 Wrecker Needed (next on the list/owners request)
10-19 Return To ...	10-52 Ambulance (EMS) Needed
10-20 Location	10-53 Road Blocked at ...
10-21 Call ... By Telephone	10-54 Livestock on Highway
10-22 Disregard	10-55 Intoxicated Driver (DWI or DUI)
10-23 Arrived At Scene	10-56 Intoxicated Pedestrian
10-24 Assignment Completed	10-57 Hit & Run Accident (PD, PI, PED)
10-25 Report In Person (meet)	10-58 Direct Traffic
10-26 Detaining Subject, Expedite	10-59 Convoy or Escort
10-27 Drivers License Information	10-60 Squad /Unit in Vicinity
10-28 Registration Information	10-61 Personnel in Area
10-29 Check for Wanted/Warrants	10-62 Reply to message
10-30 Unnecessary Use of Radio	10-63 Prepare to Make Written Copy
10-31 Crime In Progress	
10-32 Man with a Gun	



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10-64 Message For Local Delivery	10-82 Reserve Lodging
10-65 Net Message Assignment	10-83 Work School Crossing at ...
10-66 Message Cancellation	10-84 If Meeting ... Advise ETA
10-67 Clear Net For Message – <i>Is Your Radio Secure?</i>	10-85 Delayed Due to ...
10-68 Dispatch Information	10-86 Officer/Operator on duty
10-69 Message Received	10-87 Pick-up/Distribute Checks
10-70 Fire Alarm	10-88 Present Telephone Number of ...
10-71 Advise Nature of Fire	10-89 Bomb Threat
10-72 Report Progress of Fire	10-90 Alarm at ...
10-73 Smoke Report/Alarm	10-91 Pick-up Prisoner/Subject
10-74 Negative	10-92 Parking Violation
10-75 In Contact with ...	10-93 Blockade
10-76 En route to ...	10-94 Drag Racing
10-77 Estimated Time of Arrival	10-95 Prisoner/Subject in custody
10-78 Deputy/Officer Needs Assistance	10-96 Mental Subject
10-79 Notify Coroner	10-97 Check (test) Signal
10-80 Chase/Pursuit in Progress	10-98 Prison/Jail, Break, Escape
10-81 Intoximeter Operator/Report	10-99 Wanted/Stolen Indicated



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Chapter 24 Communications
Section 03 Telephone Use

GO 14-031, 04/14/2014
Supersedes Original Policy

A. Introduction

1. The impressions we make over the telephone are important. In business, our voices reflect our real personalities.
2. A friendly voice will help build good will for the Department.

B. Telephone Procedure

1. Proper application of the following tips will not only make telephone conversations more pleasant, but will help callers realize they are being given efficient service.
 - a. Answer promptly.
 - 1) Give the caller immediate attention.
 - 2) Do not put the caller on hold and forget.
 - b. Be ready.
 - 1) Keep a pad and pencil handy.
 - 2) Be attentive, take notes as the caller talks.
 - 3) Jot down the caller's name and use it.
 - c. Identify yourself and Department by stating, "Aberdeen Police, PCO (Name), May I help you?"
 - d. Taking calls for others.
 - 1) When the identity of the caller must be determined, simply state, "May I ask who's calling, please?" or "May I tell Officer Jones who called?" Never ask, "Who's this?" or "Who's calling?"
 - 2) Offer to help or take a message. When taking a message, be sure it's complete; verify important details; date, time, and sign.
 - e. Have someone answer calls when out of the office or when away from the phone. Leave word regarding expected return or where to be reached.
 - f. Explain delays by stating, "Will you hold the line, please, while I check our records?" Put the telephone down gently. Upon return, use some introductory remark to get the caller's attention, such as, "Mr. Baker?" or "I have that information now." Apologize for unusual delays.
 - g. When transferring a call.
 - 1) Tell the caller what is going to transpire and why, such as, "Sergeant Smith can help you. I will transfer your call."
 - 2) Make certain the transfer is to the right person.
2. Telephones shall be answered promptly and courteously, and writing material shall be readily available.
3. All messages for members not present shall be sent via Departmental E-Mail/Voice Mail.
4. Complaints.



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When a complaint is received, the recipient shall obtain all information required to complete and enter required complaint into CAD system.

C. Telephone Logs

1. The Administrative Lieutenant will review monthly telephone bills and take appropriate action if discrepancies are discovered.

D. Telephone Policy

1. The purpose of this policy is to provide guidance to all Department employees concerning authorized and prohibited use of APD telephones. Employees are advised to follow the guidelines listed below:
 - a. Limit work number to emergency and important matters only.
 - b. Avoid unnecessary calls.
 - c. Keep time of calls to a minimum.
2. Authorized Use of the Aberdeen Police Department Telephone Systems.
 - a. The use of APD telephone systems, including calls from cellular telephones, shall be limited to the conduct of official business, except as noted below.
 - b. The use of APD telephone systems for personal or emergency calls may be authorized if such use satisfies the following criteria:
 - 1) It does not adversely affect the employee's performance of duty.
 - 2) It is of reasonable duration and frequency.
 - 3) It reasonably could not be made at another time.
 - c. Examples of circumstances that may constitute authorized use, when consistent with the criteria in Section 2, Paragraph b, regardless of calling area, are:
 - 1) Calls to notify family, doctor, etc., when an employee is injured on the job.
 - 2) Calls within the local commuting area (the area from which the employee regularly commutes) to advise family of a change in schedule or to make alternate arrangements for child care when an employee is required to work overtime or otherwise alters his work schedule without advance notice.
 - 3) Calls to locations within the local commuting area that can be reached only during working hours, such as a government department or physician.
 - 4) Calls to locations within the local commuting area to make arrangements in an emergency.
 - 5) Calls to check on a family member.
 - 6) Calls of an emergency nature to or from a hospital, doctor, school, day care, etc.
 - d. Employees should be particularly sensitive to personal use of APD telephone services. If possible, outgoing personal calls should be made from a public telephone. Abuse of APD telephone services may result in disciplinary action.
3. Prohibitions - The following actions in this subsection are prohibited:



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- a. Use of any commercial network where the City pays for a call for other than official business except as noted in Section 2, paragraph d.
- b. Use of any APD telephone service, equipment or facility for approved personal calls that significantly interfere with the conduct of official business.
- c. An unauthorized telephone call with the intent to reimburse the APD later.
- d. Listening-in or recording of telephone conversations, except as specified by a legitimate law enforcement function.
- e. Use of telephone call detailed data in other than an authorized fashion.

E. Cellular Telephones

1. Cellular telephones have proven to be valuable tools for enhancing employee efficiency and productivity.
2. All requests for cellular telephones must be forwarded through channels to the Chief of Police. Denied requests will be returned through channels to the employee.
3. Cellular telephones should be restricted to employees who must be accessible at all times.
4. In reviewing requests for cellular telephones, use of pagers in lieu of cellular telephones shall be considered.
5. The use of cellular telephones will be limited. Routine telephone calls will be made by use of the Aberdeen Police Department non-mobile telephone system.
6. The use of cellular telephones is subject to policies and procedures found elsewhere in this section.
7. Use of personally owned cellular telephones by sworn personnel while on duty:
 - a. Requires compliance with established telephone use guidelines and policies.
 - b. Will not interfere with assigned duties, responsibilities and job performance or create unsafe situations.
 - c. Will not be used to circumvent or supplant existing communication requirements, i.e. direct requests for tow service, ambulance or other official requests or notifications which are not in compliance with established policies.
 - d. Personnel will not collect any form of compensation while permitting others to use a personally owned cellular telephone while performing law enforcement or related activities.
 - e. Installation of personally owned or leased cellular telephones other than phones that plug into a cigarette lighter is prohibited.
 - f. Use of a cellular telephone and/or charging system or device which would cause an APD vehicle to be inoperable is prohibited.
 - g. Cellular telephone transmissions are not to interfere with police radio signals or equipment.



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- h. The APD will not be responsible for the replacement or repair of any personally owned cellular or mobile telephone equipment that is lost, damaged, or stolen while in an APD vehicle.



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Chapter 24 Communications
Section 04 METERS-NCIC

GO 15-057, 03/23/2015
Supersedes GO 15-024

A. Policy

1. This Department shall use METERS (Maryland Electronic Telecommunications Enforcement Resource System) and NCIC (National Crime Information Center) computer networks to enter and retrieve information about crimes and criminals.

B. Security of Criminal History Information (82.1.7)

1. Information contained in METERS/NCIC is confidential criminal justice information. (82.1.7)
2. Authorized users of METERS/NCIC shall have completed a required course of instruction before accessing any information from METERS/NCIC, and shall recertify at in-service training every two years. (33.7.2)
3. Only authorized users shall have password access to METERS/NCIC.
4. Authorized users shall have a legitimate law enforcement need to access those files.

C. Prohibited Use

1. Personnel are prohibited from releasing any criminal history information outside of the Criminal Justice System. (82.1.7)
2. Any user, who obtains and misuses information from METERS/NCIC, whether accidentally or intentionally, will be subject to criminal and/or administrative penalties.
3. Discipline will be evaluated and determined on a case by case basis.

D. Terminal Agency Coordinator (TAC)

1. The Administrative Division Lieutenant is designated as the Aberdeen Police Department Terminal Agency Coordinator (TAC).
2. The TAC will ensure the Department meets all mandates and guidelines as established by METERS/NCIC. The responsibilities include:
 - a. Ensuring that monthly validations are performed.
 - b. Maintaining quality control.
 - c. Ensuring that PCO's and appropriate sworn personnel are METERS/NCIC certified to use the system. (82.1.7)
 - d. Distributing the METERS/NCIC/NLETS Newsletter.
 - e. Assist State and NCIC auditors during Department audits.
 - f. Serving as METERS/NCIC Coordinator for the Department.

E. Message Numbering

1. The following is a list of file classifications and numbers which will be utilized for the various incidents:

FILE 1 Stolen Vehicle - Motorcycles
FILE 2 Requests for MVA Information Tags, Licenses, VIN, etc.
FILE 3 Fatal and Department Vehicle Accidents and Unusual Occurrences



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- FILE 4 Hit and Run Accidents - Property Damage and Personal Injury
- FILE 5 Wanted Persons
- FILE 6 Missing Persons and Runaways
- FILE 7 Burglary - Breaking and Entering and Larceny
- FILE 8 Bank Robbery - All Types
- FILE 9 Lost Property
- FILE 10 Stolen Property
- FILE 11 Assault - Including Rape
- FILE 12 Homicide (includes motor vehicle fatalities)
- FILE 13 Police Information - Persons in Custody
- FILE 14 Administrative
- FILE 15 Record Requests - Gun Registration Checks - Crime Alerts - Property Held
- FILE 25 Miscellaneous - e.g. Attempt to Locate, etc.
- FILE 26 Weather and Highway Reports - Traffic Reports

F. METERS/NCIC Message Filing

1. The following instructions will be strictly observed by all employees of the Aberdeen Police Department. No deviation will be permitted except as may be specifically authorized.
 - a. Messages Sent: One copy of all messages sent will be filed in this file. They should be filed behind the appropriate divider with the latest message always filed to the front of the file.
 - b. Retention: Messages that originated from the department shall be retained until they are canceled or have served their purpose.
 - 1) Directed messages to a terminal, whereby some action is required immediately or at some future time, shall remain in the file until canceled or action has been taken.
 - 2) APB messages not originated by this Department are to remain in file for at least fifteen days and may be retained for longer periods, depending on the content.
2. Copies of messages for other designated personnel should have one copy of all messages for their review.
 - a. Criminal Investigators should have one copy of messages which might require some action by them.
 - b. A copy of a message that originated from the Department should be placed in the applicable case file.
3. Obtaining Copies of Lost Messages - Requests for lost messages will be directed to the Maryland State Police Tele-Communications Division giving as much information as possible concerning the message, such as, message number, file number, date it was sent, and any other particulars.



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G. METERS/NCIC Computer Check-Off Sheets

1. Prior to making entries into METERS/NCIC, PCO's will obtain a copy of the full police report. This report is required in order to make complete and accurate entries into METERS/NCIC.
2. Using the investigative report, PCO's will complete an appropriate APD Form 59 thru 62 (A through I) METERS/NCIC Computer Check-Off, depending on the type of entry.
 - a. All available information in the report or other sources (MVA, METERS, CCH/CCJ, WINTEL5000, Etc.) will be entered on the appropriate APD form.
 - b. A copy of all documents used to make the entry will be attached to the form.
3. The National Crime Information Center (NCIC) Missing Person File, Data Collection Entry Guide will be completed for all missing persons to be entered into NCIC.
 - a. Copies of the guide are on file in the Communications Office.
4. The copy of the METERS/NCIC entry, with METERS/NCIC entry conformation number, will be attached to the appropriate APD Form 59 thru 62.
 - a. After making the entry, the PCO will perform a 10-29 to verify the entry.
 - b. A copy of the 10-29 will also be attached to the form.
5. The form will be submitted to the shift supervisor.
 - a. The supervisor will review the APD Form 59 thru 62 for completeness and accuracy, using the attached report and other source documents.
 - b. The supervisor will sign the form in the Quality Control Check block.

H. Clearing or Canceling Entries

1. When a METERS/NCIC entry is cleared or canceled, the clearing PCO will remove the APD Form 59 thru 62 from the file. The reason, date, and authorized by blocks will be completed.
2. The removing PCO will enter the date, PCO ID#, and reason in the WINTEL5000 Incident File USER DEFINED tab. A 10-29 will be initiated to verify the removal.
 - a. The 10-29 verification will be attached to the APD Form 59 thru 62.
3. The APD Form 59 thru 62 and all supporting documents will be forwarded to Administrative Services for filing.

I. METERS/NCIC VALIDATIONS:

1. Maintaining the Integrity of NCIC Records
 - a. The Aberdeen Police Department is responsible for the accuracy, timeliness, and completeness of all records it enters into METERS/NCIC.
 - b. To ensure that records meet these requirements, records are periodically validated and audited by METERS/NCIC representatives.
 - 1) All records must be checked for accuracy.
 - c. All entries and cancellations must be timely.
 - 1) Timely entry is as soon as possible after the report is taken.



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- 2) Timely removal is upon confirmation that the person or property is no longer being sought.
- d. All records must be complete.
 - 1) Complete means that all known information is entered into the data fields.
2. METERS/NCIC will send a validation printout to the Terminal Agency Coordinator. The printout will contain a list of all entries to be validated.
3. The Validation Report will be completed for each item on the validation printout. This verifies that the entries are current.
4. If errors are found during the validation process, corrections will be immediately initiated. All actions taken will be documented on the validation form.
 - a. If entries are cleared or canceled, the reasons will be documented.
5. Any new information obtained during the validation process will be forwarded to the assigned investigating officer.
 - a. This includes any information on the status of wanted/missing persons, stolen property, or additional information obtained from a victim.
6. When validating a warrant, the appropriate court will be contacted to ensure that the warrant is still valid. If the warrant has been re-called, the METERS/NCIC entry will be canceled..
7. The validation form will be attached to the APD Form 59 thru 62 in the Communications Office.
 - a. If the validation results in the person or property being cleared or canceled, the validation form and the APD Form 59 thru 62 file will be forwarded to Administrative Services.
8. A copy of each printout item will be attached to the Validation Certification.

J. Messages Modified

1. Certain METERS Messages currently being sent will be modified to contain the information as noted.
2. Criminal Records Checks
 - a. Purpose
 - b. List information in alphabetical order by name, race, sex, and DOB
3. Stolen Property
 - a. Stolen property METERS Messages will not be sent unless the property is of an unusual nature or possesses some unusual characteristic by which it may be easily identified.
 - 1) It should be noted that stolen property messages would be in addition to and would not supplant the requirements for entry of stolen property data into METERS.
 - b. When utilized, these messages should give the following information:
 - 1) APB if applicable.



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- 2) Location item stolen from.
 - 3) Owned by.
 - 4) Name and address.
 - 5) Date and time.
 - 6) Articles.
 - 7) Total value (if known).
 - 8) Wanted for investigation (if known).
 - 9) Warrant (yes/no), will extradite (yes/no).
4. Wanted Persons
- a. Wanted person METERS Messages should not be sent unless positive identification is possible.
 - 1) It should be noted that wanted person messages would be in addition to and would not supplant the requirements for entry of wanted person data into METERS.
 - b. When utilized, these messages should give the following information:
 - 1) Crime.
 - 2) Time and location.
 - 3) Name of person and full description (if known) include vehicles used and any other descriptive data that might assist the apprehending officer.
 - 4) Indicate if armed or dangerous.
 - 5) Warrant (yes/no), will extradite (yes/no).
5. Missing Persons
- a. Missing persons METERS Messages should not be sent unless there is a definite address to be checked, or if unusual circumstances indicate that special efforts should be made to locate such person in a specific area.
 - 1) It should be noted that missing person messages would be in addition to and would not supplant the requirements for entry of missing person data into METERS.
 - b. When utilized, these messages should give the following information:
 - 1) Name of person and full description and address.
 - 2) Date and time missing.
 - 3) Any known addresses where subject may visit.
6. Unusual Occurrence METERS Messages
- a. Unusual occurrence messages will be sent when there is an apparent need to inform other departments or when it involves an obvious news value event.
 - b. They should include, but not be limited to incidents such as:



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- 1) Major Crime
 - a) Homicide, rape, aggravated assault, serious cases of assault on a police officer, kidnapping, deaths or suicide of prominent individuals, large drug raids
- 2) Unusual Incidents
 - a) Correctional facilities disorders, riots, strikes, bombings, explosions, aircraft accidents, serious train derailments, large fires, extended pursuits, cave-ins, electrocutions, serious traffic tie-ups
- 3) Weather Related
 - a) Hurricanes, tornadoes, floods, road washouts, snow storms.
- c. The following information will be furnished when sending unusual occurrence METERS Messages.
 - 1) Title of incident.
 - 2) Date and time.
 - 3) Location.
 - 4) Name, race, DOB, address of victim(s) or accused.
 - 5) Resume.
 - 6) Investigating officer.
- d. METERS Messages advising of persons being arrested for major crimes or unusual type offenses should contain the following information:
 - 1) Accused name, age, address, and employment.
 - 2) Charges.
 - 3) Location where being held.
 - 4) The identity of the investigating and arresting department and if appropriate, the length of the investigation.
 - 5) Circumstances surrounding the arrest including the time and place of arrest, resistance, pursuit, possession and use of weapons, and a brief description of property seized at the time of arrest.

K. METERS Fatal Accident Map

1. The METERS Fatal Accident Map was developed to insure uniformity in the gathering and reporting of fatal motor vehicle collision data to the Central Accident Records Division.
 - a. The METERS Fatal Accident Map will be used when there are no more than two vehicles involved and no more than three persons killed/seriously injured.
 - b. In circumstances where fatalities or the number of vehicles exceed the capabilities of the map or a follow-up message is needed, a METERS message must be prepared in free from using the respective captions in the same order as they appear in the fatal map.



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- 1) The group code "FAOO" can be used.
2. Instructions for completing the METERS Fatal Accident Map are provided in the METERS manual at each installation.
 - a. The form will be completed by the investigating officer and submitted to the patrol supervisor for review and approval.
 - b. Upon approval, the form will be given to the Police Communications Officer to transmit as a METERS message.



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Chapter 24 Communications
Section 05 Calls for Service

GO 19-051, 09/20/2019
Supersedes GO 18-002

A. Policy

1. Police Communications Officers (PCO's) shall:
 - a. Receive incoming calls;
 - b. Screen and prioritize the calls;
 - c. Try to judge the characteristics of the caller; and
 - d. Dispatch officers according to procedures.

B. Definitions

1. Emergency Call: (41.2.1b)
 - a. In-progress or has just occurred;
 - b. Time may be a critical factor; and
 - c. Priority 1 and 2.
2. Non-Emergency (Non-Priority) Call: (41.2.1a)
 - a. Not in-progress or has not just occurred;
 - b. Time may not be a critical factor; and
 - c. Priority 3 or greater.

C. Receiving Calls for Service

1. The PCO shall try to determine whether an emergency (Priority 1 or 2) or a non-emergency (non-priority) response is required.
2. The PCO shall obtain the following information while judging the characteristics of the caller: (81.2.6a)
 - a. Suspects:
 - 1) Number of persons involved;
 - 2) Number of suspects involved;
 - 3) Male or female;
 - 4) Race;
 - 5) Height;
 - 6) Build;
 - 7) Clothing, head covering;
 - 8) Facial hair; and
 - 9) Any other information the victim remembers.
 - b. Weapons:
 - 1) Whether a weapon was used;
 - 2) The type of weapon; and
 - 3) Size and color.



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- c. Vehicle:
 - 1) Type, Make, Model;
 - 2) Color;
 - 3) Body style (2-door, 4-door, hatchback, station wagon, van, truck, etc.);
 - 4) New or older model;
 - 5) State of license plate (MD, DE, VA, etc.);
 - 6) License plate number; and
 - 7) Damage, dents or markings.

D. Dispatch of Two or More Officers (81.2.4e)

1. A PCO shall dispatch two officers to these types of calls, unless otherwise directed by the Patrol Supervisor:

a. Any in-progress crime;	i. Trespassing;	q. Loud party/music;
b. Alarm calls;	j. Cross burnings;	r. Assault and battery;
c. Fights or riots;	k. Robberies;	s. Wanted person(s);
d. Intoxicated persons;	l. Disorderly subjects;	t. Sexual offenses;
e. "Man down" calls;	m. CDS use/distribution calls;	u. Cardiac arrests;
f. Sound of shots;	n. Suspicious person/vehicle/act;	v. Dwelling/structure fires; and
g. Homicide;	o. Mental subject;	w. Hold-ups.
h. Spousal abuse;	p. Accidents with injuries/ fatalities;	
2. PCOs may dispatch two officers to any other call where the circumstances may appear to need the presence of a second officer.

E. Supervisor Needed at the Scene (81.2.4f)

1. Officers shall direct the PCO to dispatch a patrol supervisor to the scene when a supervisor is needed to assume command.
2. Circumstances that require the presence of a supervisor to assume command may include but will not be limited to:
 - a. Officer's requesting the supervisor be called to the scene;
 - b. Complainant's or victim's requesting the supervisor be present;
 - c. Serious bodily injury incidents or threats; and
 - d. Certain life-threatening incidents or situations.

F. Procedures for Selected Calls

1. For Motor Vehicle Accidents the PCO shall obtain the following information:
 - a. Exact location of the accident;
 - b. Any possible injuries (if any, contact the EOC); and,
 - c. The number of vehicles involved and descriptions.



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2. For a Hit and Run the PCO shall:
 - a. Obtain a description and direction of travel of the striking vehicle; and
 - b. Advise the victim not to move the struck vehicle.
3. For Alarms the PCO shall:
 - a. Obtain location of the Alarm:
 - 1) Name;
 - 2) Address; and
 - 3) Phone number.
 - b. Obtain type of alarm:
 - 1) Hold-up;
 - 2) Exterior;
 - 3) Interior; and
 - 4) Other type of alarm.
 - c. Obtain alarm company information and enter into appropriate CAD entry:
 - 1) Name;
 - 2) Phone number; and
 - 3) Reporting person.
 - d. Ask caller to check all alarms.
 - e. Ask caller if an alarm is accidentally set off.
 - f. Advise responding officers about the type of alarm.
 - g. The first officer on the scene shall decide whether to place the radio channel on a Stop Transmission status.
 - 1) If officer places the radio channel on Stop Transmission status, PCOs should not check the officers' welfare;
 - 2) Officers shall notify Communications if they need additional assistance.
 - h. The patrol supervisor shall decide whether officers will respond non-emergency call.
4. For Breaking and Entering/Burglary, in progress, the PCO shall: (81.2.4e)
 - a. Dispatch two officers;
 - b. Keep the complainant on the telephone;
 - c. If the complainant is in the building, tell the complainant to stay in that location;
 - d. Continue talking to the complainant and act as a calming influence; and
 - e. Obtain as much information as possible about:
 - 1) The suspect;
 - 2) The driver and/or vehicle; and
 - 3) The direction of travel.



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5. For Breaking and Entering/Burglary (Occurred Earlier) the PCO shall: (81.2.4e)
 - a. Dispatch two officers;
 - b. Ask the caller if they have been inside the location;
 - c. If not inside, advise the caller to remain outside until an officer arrives; and
 - d. Enter all appropriate stolen property into METERS/NCIC.
6. For CDS (Controlled Dangerous Substances) the PCO shall: (81.2.4e)
 - a. Dispatch two officers;
 - b. Obtain the kind of drugs are being sold or used; and
 - c. Obtain the number and description of suspects.
7. For Information Only the PCO shall: (43.1.1b)
 - a. Dispatch one officer; and
 - b. Record in CAD the words, “Tip Sheet”, and any additional information about:
 - 1) Prostitution;
 - 2) Drugs;
 - 3) Illegal use/sale of alcoholic beverages;
 - 4) Pornographic materials; or
 - 5) Organized criminal activities (extortion, fencing, loan sharking, etc.).
8. For Cross Burning the PCO shall:
 - a. Dispatch two officers; and
 - b. Notify the on-duty supervisor and Fire Department. (81.2.4e)
9. For Domestic Violence the PCO shall: (81.2.4e)
 - a. Dispatch two officers;
 - b. Obtain the following information:
 - 1) Whether the participants have been drinking or using drugs;
 - 2) Whether weapons are involved or located in the residence, and locations;
 - 3) What the problem is; and
 - 4) How many people are involved (including names if available).
 - c. As time permits, obtain a warrant check on the names;
 - d. Advise responding officers of any outstanding warrants or possible violent behavior; and
 - e. Check officer welfare every 2 minutes.
10. For High Speed Chase (Pursuits) the PCO shall: (41.2.2f)
 - a. Obtain the location (with cross-street) and direction of travel;
 - b. Notify the patrol supervisor;



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- c. Place the channel on Stop Transmission status;
 - d. Notify E.O.C. of the pursuit and the Stop Transmission status;
 - 1) Request E.O.C. to place Alert tones on APD Channel 1;
 - e. Notify all Aberdeen officers not directly involved with the pursuit to switch to Aberdeen Channel 2 for all non-pursuit related communications;
 - f. Have the pursuing officer update his or her location every 10 to 30 second; or if not possible,
 - 1) Ask his or her position every 10 to 20 seconds;
 - g. Repeat the location for other responding officers;
 - h. Notify adjoining jurisdictions of any chases coming in their direction:
 - 1) Relay the directions of the chase and actions to E.O.C. for dissemination to those agencies;
 - i. Hold the jurisdiction on the line, relaying the directions of the chase; and
 - j. Repeat important broadcasts to other responding officers:
 - 1) Direction of Travel;
 - 2) Vehicle/Suspect descriptions;
 - 3) Suspect actions; and
 - 4) Other pertinent information.
11. For pursuits that Travel Outside Aberdeen PD Jurisdiction:
- a. The PCO shall notify E.O.C., which shall then take over APD Channel 1 and run communications for the pursuit.
 - 1) All other agencies assisting shall change to APD Channel 1 for communications.
 - 2) All Aberdeen officers not involved with the pursuit shall remain on APD Channel 2.
 - 3) The PCO shall:
 - a) Monitor the pursuit communications;
 - b) Run Channel 2; and
 - c) Make notifications as necessary
 - 4) Personnel shall resume normal communications only at the conclusion of the pursuit and request of the on-duty supervisor.
12. For a Hostage/Barricade Situation the PCO shall:
- a. Notify the patrol supervisor immediately;
 - 1) The supervisor shall assign appropriate officers and persons;
 - b. Obtain the following information:
 - 1) The location of the hostages;
 - 2) Whether anyone is injured;



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- a) If someone is injured, alert EMS personnel, but do not request EMS deployment until advised by the on-scene supervisor;
 - 3) A description of the hostage(s) and suspect(s);
 - c. Log all information on the CAD System as accurately as possible;
 - d. Give no information to the media; and
 - e. Refer all media inquiries to the Public Information Officer (PIO).
13. For Impounds the PCO shall:
- a. Check all property or vehicles with serial numbers through METERS/NCIC.
14. For Persons under the Influence of Drugs/Alcohol/Mental the PCO shall: (81.2.4e)
- a. Dispatch two officers;
 - b. Obtain the following information:
 - 1) Whether the person(s) are violent toward themselves or others; and
 - 2) If known, what type of drugs the person may be taking;
 - c. Check the officer's welfare every 2 minutes.
15. For Rapes or Sex Assaults the PCO shall: (81.2.4e)
- a. Dispatch two officers;
 - b. Try to keep the victim on the phone until the officers arrive on the scene, reassure and calm the victim;
 - c. Obtain the following information:
 - 1) Current location of the victim and suspect;
 - 2) Whether anyone is injured;
 - 3) If injuries, request EMS personnel;
 - 4) The place of occurrence and approximate time of the offense;
 - 5) A description of the suspect, and whether the suspect is armed and, if known, type of weapons; and
 - 6) The last known location of the suspect, and direction of travel;
 - d. Ask the victim not to take a shower or bath or otherwise try to clean the bodily area that was the subject to the offense, not to drink anything, not to touch anything in the area where the offense took place, and not to change clothes; and
 - e. Transmit the lookout to neighboring jurisdictions.
16. For a Recovered Stolen Auto the PCO shall: (81.2.4e)
- a. If the vehicle is occupied, send two officers;
 - b. When a computer "hit" is obtained, advise the officer to "Clear for Warrant information;"
 - 1) Wait until the officer states "go ahead" before informing or giving the specifics of the "hit;"



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- c. If the vehicle was reported stolen to this Department, remove the vehicle from METERS/NCIC;
 - d. If the vehicle was reported to another jurisdiction, send a “locate and recovery” message;
 - 1) That jurisdiction is responsible for removing the vehicle from METERS/NCIC; and
 - 2) The recovering officer shall be responsible for contacting the vehicle owner with the recovery and retrieval information.
17. For a Robbery the PCO shall: (81.2.4e)
- a. Strong Armed:
 - 1) Dispatch two officers;
 - 2) Find out the current location of the victim;
 - 3) Get a description of the suspect and direction of travel;
 - 4) Establish whether the victim is injured;
 - a) If yes, advise EMS personnel; and
 - 5) Give the lookout to adjoining jurisdictions.
 - b. Armed Robbery (any type of weapon):
 - 1) Dispatch two officers;
 - 2) Get the same information as described in a. above; and
 - 3) Get a description of the weapon.
18. For Shots Fired the PCO shall: (81.2.4e)
- a. Dispatch two officers;
 - b. Obtain the location of the complainant, and relative direction of the shots to that address;
 - c. Ask the caller how many shots were heard and if they were loud, sharp, muffled, etc.;
 - 1) The first officer to arrive on the scene shall determine whether a Stop Transmission is needed and will notify Communications;
 - d. Not automatically place Stop Transmission upon arrival without the request of an officer;
 - e. Place the channel Stop Transmission when the first officer arrives on the scene; and
 - f. Advise officer of any additional complaints received.
19. For Stolen Auto the PCO shall:
- a. Find out where the vehicle was parked, the vehicle description (including the tag number), and when it was last observed;
 - b. Check the impound book to see whether the vehicle was impounded by this Department;



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- c. Check the wrecker log through CAD to see whether the vehicle was reported impounded, repossessed, or towed by a private company; and
 - d. Enter into METERS/NCIC all reported stolen vehicles during his or her tour of duty upon receiving required documentation from the officers.
20. For Traffic Stops the PCO shall: (81.2.4e)
- a. Obtain:
 - 1) Exact location of the traffic stop;
 - 2) Tag number and state of the stopped vehicle;
 - 3) Type, make, and color of the stopped vehicle; and
 - 4) Number of occupants in the vehicle;
 - b. If more than two occupants, dispatch a second officer.;
 - c. Immediately check to determine whether the vehicle has been reported stolen and obtain registration information;
 - d. If there is a “hit” on the vehicle or occupants, ask officer if his or her radio is secured; (81.2.4e)
 - 1) Wait for the officer to state “go ahead;”
 - 2) Then, transmit the information; and
 - 3) If the initial stop was made by a single officer, dispatch backup; and
 - e. Check officer welfare every 2 minutes.
21. For Notifications (Requests received from another police or government agency asking the Department to make an emergency or other notification) PCOs shall:
- a. Record these requests as a call for service;
 - b. Immediately forward emergency, death or serious injury notifications to the patrol supervisor for assignment and any special instructions; and (81.2.11)
 - c. Notify the requesting agency of the disposition of its request.

G. Stop Transmission

1. The first officer who arrives at the scene shall determine:
 - a. Whether a Stop Transmission is necessary; and
 - b. How a Stop Transmission will be broadcast.
2. The officer may request backup.
3. The officer may wait for backup before broadcasting Stop Transmission.
4. When the officer has broadcasted Stop Transmission:
 - a. All officers not involved in the incident shall switch radios and operate on channel A-2;
 - b. The PCO shall notify E.O.C. of the Stop Transmission and alert tones requested on the affected channel; and
 - c. The PCO shall monitor both channels A-1 and A-2.



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5. If further assistance is required, the PCO will receive instructions to notify the officers that are on A-2.
6. The first officer is responsible to direct the PCO to lift the Stop Transmission.
7. The PCO shall notify all officers to return to channel A-1 after receiving direction from the first officer.

H. Patrol Supervisor Responsibilities

1. The patrol supervisor shall make the PCO aware of his or her location at all times, and be immediately accessible.

I. Access and Security Provisions (81.3.1a)

1. Access to the Communications Office is limited to the following authorized personnel, except with the permission of the Administrative Supervisor:
 - a. Chief of Police;
 - b. Deputy Chief;
 - c. Commanders;
 - d. PCO and relief PCO or officer;
 - e. Patrol Supervisor;
 - f. Administrative office staff;
 - g. Equipment service technicians; and
 - h. Non-sworn observers authorized by the Chief of Police.
2. Authorized personnel shall limit the length and volume of their conversations in the Communications Section.
3. PCO will ensure that the METERS terminal screen cannot be observed by persons in the lobby, or by persons in the Communications Office who have no need to know.

J. Communications Section Operations

1. All PCOs answering incoming telephone calls shall use the following response:
 - a. "Aberdeen Police. This line is recorded. What is the location of your emergency?"
 - b. All PCOs shall process all calls for service in a prompt and courteous manner.
2. The PCO shall maintain an orderly flow of communications on all channels, avoiding unnecessary or lengthy conversations.
 - a. The Administrative Commander shall ensure that PCOs have 24-hour access to:
 - 1) The Patrol Supervisor; (81.2.5a)
 - 2) All employee home telephone numbers; and (81.2.5c)
 - 3) Updated patrol schedules. (81.2.5b)
3. The Patrol Supervisor is ultimately responsible for overall shift operations and may overrule the PCO's decision. (81.2.4e)
4. The PCO shall perform the following functions, but not limited to:



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GO 19-051, 09/20/2019
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- a. Operating telecommunications equipment serving as the point of contact between the public and the Police Department;
 - 1) This includes the operation of a multi-channel radio communications system and the METERS/NCIC data information system;
- b. Recording the location and status in CAD of all officers (except for undercover officers), whether in service or out of service; (81.2.4b)
- c. Using communications equipment to identify patrol officers during communications and at other duty times: (81.2.4c)
 - 1) Note officers' verbal identification when they radio in or call in;
 - 2) Use radio monitor to identify officer and time of officer's call;
 - 3) Use radio map monitor to locate officer during communications; and
 - 4) Use GPS monitor to locate officer on duty;
- d. Performing "welfare checks" on patrol officers that have not checked in (except for undercover officers);
- e. Acquiring a thorough knowledge of patrol boundaries, obtaining essential facts quickly and accurately, and making prompt assignments of complaints and requests for service in a courteous and helpful fashion;
- f. Maintaining proper records and required logs;
- g. Acting as a calming influence on persons who are emotional and excited who contact the station via telephone or in person;
- h. Providing information to the public, other police departments and City officials, with tact, courtesy and competence;
- i. Handling telephone calls, recording information, determining priority assignments, and relaying information and messages to the proper persons while remaining calm and professional;
- j. Assisting citizens in the station lobby;
- k. Ensuring that citizens are quickly and accurately transferred to the correct office for assistance;
- l. Ensuring that all telephone messages are transferred to appropriate voice-mail or e-mail; and
- m. Informing the caller of the Department's response, such as sending an officer or referring the caller's information to another agency. (81.2.6b)

K. Dispatching an Emergency Priority 1 or 2 Call

1. The PCO shall call the primary patrol officer and/or back-up officer, and ask the officer to "Copy a (type of call)".
2. Wait for the officers to respond before providing the address and type of call, and any other pertinent information about the incident.
 - a. Example:



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“Dispatch to A76 and A23 copy for a Physical Domestic” (wait for response). “A76 and A23, respond to the Knights Inn, 744 Old Philadelphia Blvd. Room 6 for a report of a physical domestic in progress.”

- b. Receive an acknowledgment from the primary and backup patrol officer.

L. Dispatching a Non-Emergency Priority 3+ Call

1. Dispatch one officer;
2. Regardless of priority, PCOs shall dispatch all calls for service with the same radio cadence described below:
 - a. Call the primary patrol officer and/or back-up officer, and ask them to “Copy a (type of call)”;
 - b. Wait for the officers to respond before providing the address and type of call, as well as any other pertinent information about the incident;
 - c. Example:

“Dispatch to A76 copy for a barking dog complaint” (wait for response). “A76 respond to 52 Liberty Street for a report of a barking dog in the back yard;”
3. Non-Priority calls include, but are not limited to, parking complaints, and report of calls for crimes which occurred earlier.
 - a. These calls may be held while officers are busy on other priority calls.
 - b. These calls should be dispatched to the appropriate patrol officer.
4. If the patrol officer is busy on another call and is going to remain busy, the PCO shall notify the patrol supervisor and request permission to hold or re-assign the call to another patrol officer.
5. PCOs shall dispatch a non-priority call for two or more officers in the same manner as a priority call;
 - a. Primary patrol officers identified by the PCO shall be responsible for clearing the call and submitting any reports (if required), regardless of who arrives on the scene first.
 - 1) Exception: the initial assignment of the call is amended by the patrol supervisor.
6. Emergencies that cause a need for extra assistance for a PCO;
 - a. Any Department employee is authorized, as requested by a PCO, to render assistance.
 - b. The caller is free to remain anonymous, but the PCO should always advise the caller that it would be beneficial to have a call-back number, or if possible, the name of the complainant.

M. Vehicle Towing

1. When an officer requests that a vehicle be towed, the PCO shall:
 - a. Select the next towing service on the Tow List; and
 - b. Call that service to remove the vehicle as instructed by the officer at the scene.
2. When the officer requests multiple tows for a single incident, the PCO shall select the next towing service on the Tow List to tow all the vehicles.



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3. When the officer reports that the tow service is unable to remove all vehicles from the single incident, the PCO shall select the next towing service on the Tow List to tow the remaining vehicle(s).



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Chapter 24 Communications
Section 06 Computer Aided Dispatch (CAD)

GO 18-074, 10/12/2018
Supersedes Original Policy

A. Policy

1. This Department operates and maintains a Computer Aided Dispatch (CAD) system

B. Definition

1. CAD (Computer Aided Dispatch) system – the primary source of information of reported incidents and activities, and the status of any reports that may be required in connection with those incidents and activities.

C. Computer Aided Dispatch (CAD)

1. The CAD System controls the processing and flow of reported incidents or activities.
2. The CAD System identifies:
 - a. What incidents have been reported;
 - b. To whom they were assigned;
 - c. Type of reports that will be submitted with individual incidents or activities; and
 - d. Status of required reports.
3. The CAD System maintains a record of the receipt and disposition of required reports.
4. The CAD System records source data of reported incidents and activities.
 - a. It is the source document for data needed to generate information used in analyzing patrol-related activities.
 - b. It serves as a control document to ensure that all required activities are properly recorded and reported
 - c. It serves in many instances, when additional reports are not required, as a complete report of action taken in connection with a reported incident or activity.

D. CAD Report

1. The CAD Report covers minor incidents and activities warrant no further investigation and require no additional reports. Examples of minor incidents include but are not limited to:
 - a. Disabled/unattended vehicles;
 - b. Minor complaints when the parties gone on arrival;
 - c. Relays;
 - d. Civil cases requiring no police action;
 - e. House checks; and
 - f. Security contacts.
2. Incident Report Numbers are automatically assigned in sequential order by the CAD System. (82.2.3)

E. PCO (Police Communications Officer) Procedures

1. The PCO will complete a CAD Report for each complaint or police activity which is reported to the Department.



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2. The PCO will enter into the CAD system incidents and activities which require an Incident Report.
3. An officer who receives original information about an incident or police activity will immediately notify Communications so that, when applicable, a CAD Report can be prepared and a number assigned.
4. Every incident report or activity covered by the CAD System shall be properly recorded to protect the Department and the officer from unwarranted accusations that improper or inadequate police action was taken.
5. PCOs will not issue a CAD Report for activities not specifically covered in this chapter.
6. If the PCO receives multiple calls for the same incident, the PCO will *not* utilize the “DUP” feature in the command line.
 - a. The PCO will:
 - 1) Review each call to verify each call is truly a duplicate call with all pertinent information documented on the designated Incident Report;
 - 2) Refer all duplicate calls to the designated incident report number; and
 - 3) Document, in the remarks of the duplicated calls, that the duplicate calls were referred to the incident report number.
 - b. When the PCO has related and documented all the duplicate calls, the PCO will use the “End CAD” function on the duplicate calls.

F. Incidents

1. The assignment to or involvement of an officer in any of the incidents or activities listed here will require the PCO to initiate a CAD Report and complete the appropriate incident report forms.
2. Incidents and activities listed are grouped into three categories which generally relate to the Federal Bureau of Investigation Uniform Crime Reporting system.
 - a. **Part I Incidents**
 - 1) Criminal Homicide
 - 2) Rape
 - 3) Robbery
 - 4) Aggravated & Non-Aggravated Assault
 - 5) Burglary, Breaking and/or Entering
 - 6) Theft (Except Auto Larceny)
 - 7) Auto Larceny
 - b. **Part II Incidents**
 - 1) Suicide
 - 2) Attempted Suicide
 - 3) Forgery and Counterfeiting



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- 4) Fraud
- 5) Bad Checks
- 6) Weapons-Illegal (Carrying, Possession, etc.)
- 7) Handgun Permit Violations
- 8) Sex Offenses (Except Rape)
- 9) Offenses Against Family and Children - any incident involving non-support and neglect or abuse of family or children.
- 10) Drug Abuse Laws
- 11) Arson
- 12) Credit Card Offenses
- 13) Littering
- 14) Disorderly Conduct
- 15) Malicious Destruction of Property
- 16) Fugitives
- 17) Escapees (includes juvenile escapees reported on MPR)
- 18) Bombing
- 19) Bomb Threats
- 20) Misuse of Telephone
- 21) Unauthorized Use
- 22) Gambling
- 23) Untaxed Cigarette Violations
- 24) Liquor Law Violations
- 25) Trespassing
- 26) Vagrancy
- 27) Miscellaneous Fire Investigation
- 28) All other offenses - any incident involving the investigation of a reported violation of any criminal offense not specifically listed.

G. Part II Follow-Up

1. Follow-up investigation of a previously reported Part II incident.

H. Part III Incidents and Activities

1. Abandoned Vehicles - investigation or processing by an Officer of an abandoned vehicle as defined by the *Maryland Vehicle Law*
2. Accidents, Vehicles (MAARS Reported)
3. Animal Complaints - Dog Bite, Injured, Barking, etc.



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4. Assistance to Other P.D.'s - the activities of an officer assisting another police department in their handling of any incident or activity specified in this Section
5. Attempt to Locate - assignment to a specific attempt to locate, where the officer will not be normally available for other assignments or activities until he clears from the attempt to locate
6. Burglar Alarms
7. Crowd Control
8. Deceased Person (Not Homicide or Suicide)
9. Disabled/Unattended Vehicle - routine disabled or unattended vehicles; does not include abandoned vehicles
10. Disasters
11. Domestic Complaints
12. Escort
13. Firearms Complaint
14. Injuries (Accidental - Non-Traffic)
15. Lost and Recovered
16. Manpower Assignment Other Areas - assignment or involvement of an officer in an incident or activity in this Section outside of Aberdeen.
 - a. It does not include assignments to administrative or special activities.
17. Miscellaneous - activities of an officer not specifically covered in this Section but relate directly to a call or demand for police services where the assigned officer will not normally be available for other assignments or activities until he clears from the assigned incident or activity.
18. Missing Person (not juvenile escapees)
19. Notifications
20. Premise Checks - assignment to a specific residential or commercial premise check requested by a citizen, and self-initiated checks where an officer has reason for leaving his vehicle and would justify his being unavailable for other assignments.
21. Prowlers
22. Recovered Stolen Auto (From other area and/or P.D.) - A vehicle recovered in the same area will be coded 22- Part I Follow-up.
23. Relays - assignment to a relay as requested by a citizen.
 - a. It does not include relays of an administrative nature such as relay of another officer.
24. Roadside/Roadway Hazards
25. Sick or Injured - Assistance To
26. Suspicious Vehicle or Person
27. Talks



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28. Tampering with M/V
29. Traffic Complaints
30. Traffic Details - Covers the assignment of an officer to a specific traffic detail as requested by a citizen.
31. Unusual Occurrences (less than a disaster)
32. Vehicle Storage - Covers the storage of a vehicle when the activity is not otherwise captured.
 - a. When an incident involves the use of a Vehicle Impound Report (Form 7) to cover the storage of a vehicle, this code should be used to cover that part of the incident.
 - b. Examples would include the storage of a vehicle as a result of an accident investigation or a criminal apprehension.
 - c. When an incident is initially covered by using a Vehicle Impound Report (abandoned or recovered vehicle), this code should not be used.
33. DWI Arrests - Covers the activities of an officer involved in the arrest and processing of persons operating while intoxicated.
 - a. If the arrest arises out of another incident such as an accident, a separate CAD Report covering the processing of the DWI operator will be initiated at the appropriate time.
34. Warrant/Summons Service - Covers the activities involved in the service of warrants and summonses by officers.
35. Runaway - Juvenile
36. Accidents, Vehicles (Not meeting criteria for MAARS reporting by Department policy)
37. Community Policing - Foot Patrols - Bike Patrols



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Chapter 24 Communications
Section 07 Notification Procedures

GO 15-024, 02/26/2015
New Policy

A. Policy

1. An On-Call Lieutenant is available to provide assistance and/or advice twenty-four hours a day.
2. If the On-Call Lieutenant/s presence is required on the scene of a major incident or if a need exists to consult, the On-Call Lieutenant can be reached by land line telephone or cell phone if not physically on-duty.
3. The Deputy Chief shall produce the Monthly On-Call Lieutenants schedule.
4. Supervisors may notify directly or may advise the PCO to make the notifications.

B. During non-business hours

1. The supervisor shall be responsible for making major incident notifications to the appropriate On-Call Lieutenant.

C. During normal business hours

1. The supervisor shall notify the Patrol Commander first.

D. Notifying the On-Call Lieutenant (61.2.2)

1. The supervisor shall notify On-Call Lieutenant immediately when the supervisor has determined the need and one (or more) of the following incidents takes place:
 - a. Any incident or action that may be of immediate or heightened interest to the media or community, or may expose the Department or its employees to civil and/or criminal liability; (11.45) (70.1.7)
 - b. Homicides;
 - c. Questionable deaths;
 - d. Any crime resulting in serious or life-threatening injuries;
 - e. Fatal or serious life-threatening motor vehicle collisions; (61.2.2a)
 - f. Major fires, including all fires involving City of Aberdeen buildings and property or involving related injuries;
 - g. Major narcotic seizures;
 - h. Civil disorders (riots, demonstrations, strikes);
 - i. Floods;
 - j. Hazardous material incidents; (61.2.2e)
 - k. Officer involved shootings;
 - l. Any incident where an on-duty APD employee is injured and receives medical treatment;
 - m. Any incident where an off- duty APD employee is seriously injured or requires hospitalization;
 - n. Any incident where someone is injured by actions of APD personnel or while in the custody of APD personnel;



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New Policy

- o. Any incident where an APD employee is involved in a motor vehicle accident involving a city owned vehicle; (61.2.2d)
- p. Any incident where an on-duty City employee is the victim of a serious injury or death; and
- q. Any major incident involving City property and/or employees including all injury collisions. (61.2.2a) (61.2.3d)

E. Notifying the Chief of Police (11.3.3) (70.1.7)

1. When the On-Call Lieutenant is notified about the incidents described in this policy, the On-Call Lieutenant shall immediately notify the Deputy Chief of Police.
2. If the On-Call Lieutenant is unavailable or unreachable, the Supervisor shall be responsible for ensuring that the Deputy Chief of Police is notified.
3. The Deputy Chief shall notify the Chief of Police.

F. Notifying City Officials

1. The Chief of Police shall determine if additional notification is needed to the City Manager, Mayor, or to Council Members.