



TOWN OF MACEDON POLICE DEPARTMENT

General Order: 535	Effective Date: November 1, 2020
Subject: Communications	
Reference Standards: 43.2, 43.3, 55.1, 55.3, 55.4	
Rescinds:	
Page 1 of 13	Attachments: None

I. PURPOSE

The purpose of this General Order is to enhance police officer safety by establishing a directed communication procedure and to regulate the use of:

1. Voice radio frequencies,
2. The Mobile Data Terminals (MDT)
3. The Voice Mail System
4. The Electronic Mail (Email) System, and
5. The E-Justice Portal

II. MOBILE DATA TERMINALS

A. POLICY

It is the policy of the Macedon Police Department to utilize the Mobile Data-Laptop Terminal (MDT) in an efficient and professional manner to enhance official police communications. Only authorized department employees for official police business in accordance with current departmental training and procedures will conduct communications over the MDT-laptops.

Note: All broadcasts and assignments made by the Wayne County E-911 Dispatcher are to be considered **departmental orders**.

B. USE AND OPERATION

1. Police vehicles will be operated in a safe manner in accordance with General Order 325.
2. At the start of a shift, officers will advise the E-911 Dispatcher that they are "in-service" verbally by radio and by logging on to their assigned MDT.
3. Officers will use their radio/badge number.

4. The officer is now logged on for the remainder of his/her tour of duty until the E-911 Dispatcher is advised, by radio and MDT, that the officer is out of service.
5. Logging on to the MDT will be performed in the appropriate manner in compliance with all-current and future training and procedures.
6. **Employees will under no circumstance utilize another individuals log on name/password, other than their own, to log on to an MDT terminal.**

Note: Whenever possible, prior to operating the MDT, officers will bring their police vehicles to a full stop. Officers should understand the hazards of operating the MDT while their police vehicle is in motion.

7. Officers will keep the E-911 Dispatcher advised of their "service" status via radio or through MDT Commands. (ARRIVE, UNAVAILABLE, etc.)
8. Voice dispatched assignments will be acknowledged by a voice transmission. MDT assignments will be acknowledged by utilizing the officer "ENROUTE" button.
9. When an Officer arrives at the assigned location, he/she will advise the E-911 Dispatcher via radio and by the ARRIVE button.
10. Whenever an officer goes "UNAVAILABLE" for any reason except in response to a dispatched assignment, the officer will notify the E-911 Dispatcher via MDT, radio, and/or phone.
11. Officers will clear all calls with the correct action codes on the MDT at the completion of the call.
12. TRAFFIC STOPS:
 - a. Officers will initiate a voice transmission to the E-911 Dispatcher for every traffic stop.
13. EMERGENCIES:
 - a. When emergency calls are broadcast, be attentive.
 - b. All information will be broadcast as it becomes available.
 - c. Officers should request fire response, ambulances, or other emergency responses via the voice radio and not through MDT MESSAGING.
 - d. In an OFFICER IN TROUBLE or hazardous situation use the voice radio in preference to the MDT.

14. MDT USAGE and OPERATIONS:

- a. Officers will use the MDT's to execute their own status changes, to do data inquiries, and to get CR #'s.
- b. Officers should not send messages to the Dispatcher requesting that they do something the officer can easily perform themselves on the MDT.

15. PENDING CALLS:

- a. Any officer who is responding on multiple calls, (assigned to one, then breaking to assist another officer or take a higher priority call) the first call assigned becomes pending for that officer.
- b. Officers must advise the Dispatcher by voice if they do not believe they will be able to return to the original assignment so that it may be re-assigned to another officer.
- c. Failure to advise the Dispatcher to re-assign the call will cause the incident be left on the originally assigned officer's pending list.

Note: When the Dispatcher frees an officer from an assignment (Code 35), the officer is no longer responsible for the call. If an officer preempts himself or herself he/she is still responsible for notifying the Dispatcher to re-assign the call.

16. CALLER REQUEST FOR CONFIDENTIALITY:

- a. Officers should be aware that when reading an event, where there is a "**DNI**" (**Do Not Identify**) next to the complainant's name, this caller has requested anonymity.
- b. The caller does not wish to be interviewed nor have his/her identity or location revealed.
- c. The MDT system is intended for **OFFICIAL** law enforcement purposes only.
 - (1) Employees are prohibited from releasing information obtained through the MDT system to any outside source unless the information is to be utilized for **OFFICIAL** Law Enforcement purposes, in accordance with **NYSPIN Rules and Regulations** and Section 535-VII of this Order.

17. WARRANTS:

- a. Officers should not take an individual into custody **SOLELY** on the basis of information received from a MDT inquiry.
- b. For officer safety purposes, it is reasonable to secure the individual being checked until verification can be made.

- c. Wants & Warrants must be **VERIFIED** with the originating agency through the E-911 Dispatcher.

18. MESSAGING

- a. All communications sent through the MDT system will be professional in nature. Communications transmitted over the MDT system will be free of any obscene, derogatory, racial, demeaning, or sexual remarks.

C. SYSTEM AUDIT & CONTROL

- 1. The MDT system maintains a complete record of all messaging activity indefinitely. It shall be the responsibility of the Administrative Sergeant to ensure proper use of the system and the adherence to policy and procedures.

III. RADIO COMMUNICATIONS

- A. Police channels are public service frequencies that are subject to monitoring by the public.
- B. Employees will observe all federal, county, and departmental regulations and procedures with regards to the use of police radios and MDTs.
- C. The primary responsibility for dispatching both emergency and non-emergency information to officers of the Macedon Police Department will fall under the authority of the Wayne County E-911 Center.

NOTE: A Dispatcher is the employee of E-911, controlling, coordinating and monitoring police units from a base radio station or Mobile Data Terminal. All broadcasts and assignments made by E-911 Dispatchers are to be considered departmental orders.

- D. Any discrepancy regarding an assignment, other than clarification needed to interpret a message, should be reported to the Road Patrol Sergeant after responding to the call.
- E. Officers are responsible for all calls and assignments given to them until the completion of same or until relieved by the oncoming shift.
- F. Officers have no authority to cancel or pass on an assignment.
- G. Officers may inform the Dispatcher if reassignment is considered necessary but the Dispatcher retains the authority in this case for any reassignment.
- H. A supervisor may cancel, reassign, or pass on a call if necessary. In such case, the supervisor must notify the Dispatcher.
- I. On duty supervisors will monitor radio communications and correct deficiencies if needed.

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- J. Personnel may be directed to perform police tasks without regard to the specific assignment (post, platoon, diversion, etc.), as needs dictate.
 - K. All radio transmissions shall be conducted in a way that reflects a professional image and makes efficient use of airtime--be brief, clear, and concise.
 - L. All employees will use plain language and the phonetic alphabet.
 - M. All employees will properly identify themselves when using police radios (assigned car/call numbers).
 - N. No personal conversations, non-essential discussions, or interference with communications are allowed.
 - O. When called by the Dispatcher, personnel will respond with their assigned car assignment number (ex. "281").
 - P. Officers responding to an incident will advise the Dispatcher of arrival on the scene using the appropriate language or by MDT.
 - Q. Officers who call out at one location will notify the Dispatcher when changing to a new location.
 - R. Officers will advise the Dispatcher of changing frequencies.
 - S. Officers requesting another unit to change to an alternate frequency will use the following procedure (e.g., "281 to 286, Channel 5").
 - T. Officers completing an assignment or otherwise returning to service will utilize the MDT whenever possible.
 - U. Officers calling out of service for non-dispatched assignments will advise the E-911 Dispatcher.
 - 1. The Dispatcher will be advised of the following: the location and the reason for calling out of service (administrative, follow-up, violator, walk-up complaint, etc.).
 - 2. When calling out with any situation, notify the Dispatcher using the assigned car number and the situation encountered (e.g., "Wayne 281, out with a suspicious vehicle").
 - 3. Personnel should wait for acknowledgement from the Dispatcher if possible before taking further action.
 - 4. When necessary, due to perceived circumstances, officers may request that the Dispatcher "HOLD THE AIR" until such time that any possible physical threat have been investigated.
 - V. Officers calling out with a violator stop will notify the E-911 Dispatcher using the assigned car/badge number and give their location and then the license plate
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number (e.g., "Wayne 281, traffic stop/violator").

- W. Personnel should wait for acknowledgement from the Dispatcher if possible before taking further action.
- X. Personnel will not request that the Dispatcher advise an ambulance or fire department to "expedite" or "hurry up."
 - 1. Personnel will notify the Dispatcher of a change in the situation that may require a different type of response.

IV. PORTABLE RADIOS

- A. The radios will be carried in the issued case or a belt attachment and affixed to the officer's person.
- B. Police personnel assigned to the non-uniformed units in the department will carry their issued radios appropriate to their assignments.
 - 1. They will carry the radios in a careful manner.
- C. The general care of the radio and its accessories is the responsibility of the officer to which it is issued.
- D. The radio and charger will be stored in a safe place.
- E. The officer will use the radio while on duty. The radio will be charged and ready for use when the officer reports for duty.
- F. Repairs/modifications to the radios will be made by authorized personnel **ONLY**.
 - 1. Personnel requesting radio repairs/modifications will notify their immediate supervisor of same.
- G. Personnel without their issued radio may use a department spare radio when available.
 - 1. In this event, the radio will be returned after its use to the department charger.
 - 2. It will not be taken home when off duty.
 - 3. Exceptions to this procedure may be made by an on-duty supervisor.
- H. Portable radios should be turned off or positioned in such a way to avoid radio feedback while in the police vehicle and transmitting on the car radio.
- I. Personnel requiring the use of their portable radio while off duty to alert the E-911 Dispatcher of an incident, will use the following procedure: the officer will give his/her radio/badge number, the nature of the incident, and the location

(e.g., “Wayne 281, I need assistance with an injury accident at Route 31 and Wayneport Road”).

- J. Non-emergency requests will be made via telephone.
- K. The Chief of Police must approve the use of department issued radios while employed outside the Macedon Police Department. Permission to use it will be requested in writing.

V. TELEPHONE COMMUNICATIONS

A. Purpose

- 1. The purpose of Part V, Telephone Communications, is to establish and regulate the use of the department telephones by department employees.
- B. All telephone communication should be made in a businesslike manner. It is incumbent on all personnel to represent the department in a professional fashion.
- C. Any calls received for services not provided by the department will be referred to the proper agency.
- D. Numerous personal telephone calls during working hours can limit productivity and can be distracting to others. Employees are encouraged to limit personal telephone calls to their breaks and lunch times.

VI. CELLULAR TELEPHONES

A. Purpose

- 1. The purpose of Part VI, Cellular Telephones, is to establish and regulate the use of the department issued cellular telephones by department employees.
- B. “Cellular Telephone” refers to the cellular telephones purchased by the department issued for use to police personnel.
- C. Department issued cellular telephones and their corresponding cellular telephone accounts are to be considered work tools and will be utilized in a professional manner consistent with department policy.
- D. Cellular Telephones may be issued to those employees within the department, designated by the Office of the Chief of Police, whose communication has been deemed essential for operations of the department.
- E. Use of department issued cellular telephones should be limited to

incidental personal use that does not interfere with the performance of work duties.

F. Personal Cellular Telephones

1. Use of a personal cellular telephone while on-duty must be limited so as to not interfere with the performance of work duties.

G. All telephone communication should be made in a businesslike manner. It is incumbent on all personnel to represent the department in a professional manner.

H. In compliance with G.O. 602 II-D, Agency Property, "Personnel will be held accountable and responsible for any property or equipment assigned to them."

I. Department issued cellular telephones are to be considered a work tool that is designed to benefit the department in completing its mission.

1. Department personnel issued a cellular telephone may be responsible for unauthorized and/or excessive expenses attributed to the issued cellular telephone.

2. The Office of the Chief of Police may at any time revoke the issuance and/or use of a department issued cellular telephone.

J. While NYS Vehicle & Traffic Law Section 1225-c-3 exempts police officers from the prohibitions of cellular telephone use while in the operation of a motor vehicle while in the performance of their duties it is strongly suggested that officers refrain from utilizing cellular telephones while operating a motor vehicle as a matter of safety.

VII. VOICE MAIL SYSTEM

A. All fulltime employees of the Macedon Police Department will be assigned a **Voice Mailbox**.

B. Each employee will be responsible for maintaining his/her assigned Voice mailbox making sure that his/her personal message is up to date and in proper working order.

C. Each employee will make sure that his/her assigned Voice mailbox address number is included in the Police Department Directory Listing.

D. It is mandatory that each employee checks their assigned Voice Mail Box for messages on assigned duty days a minimum of two times a day:

1. At the beginning of shift assignment
 2. At the end of shift assignment
- E. Employees will be held responsible for retrieving and answering their messages.

VIII. MISDIRECTED CALLS FOR SERVICE

- A. In the event a non-emergency or emergency call for service is somehow misdirected directly to the Macedon Police Department, whether by telephone, teletype or radio, the person receiving such call will immediately notify the caller of same.
1. Employees will provide the necessary assistance to properly route the call, including making direct contact with the proper agency if necessary.
- B. Emergency Calls:
1. When an emergency call for service is directed to the Macedon Police Department, rather than the E-911 Center, employees will record the pertinent information necessary to expedite assistance in the event that the caller is disconnected. The caller will then be directed to the E-911 Center.

IX. ELECTRONIC MAIL (E-MAIL)

- A. It is mandatory that each employee checks their assigned E-Mail Inbox for subpoenas, correspondence or other messages on assigned duty days a minimum of two times a day:
1. At the beginning of shift assignment
 2. At the end of shift assignment

X. TELETYPE COMMUNICATION

- A. The E-Justice Portal Code of Ethics
1. Conflicts of Interest
 - a) No member or employee authorized to access information available via the E-Justice Portal should have any interest, financial or otherwise, direct or indirect, or engage in any business or transaction or professional activity or incur any obligation of any nature, which is in substantial conflict with

the proper discharge of his duties associated with accessing the E-Justice Portal.

- B. Members and employees of an agency authorized to access the E-Justice Portal information should not:
1. Accept any employment or engage in any business or professional activity that will require him/her to disclose confidential information gained through the E-Justice Portal.
 2. Disclose confidential criminal justice information acquired during official duties nor use such information to further his/her personal interests.
 3. Use or attempt to use the ability to access the E-Justice Portal to secure unwarranted privileges or exemptions for him/herself or others.
 4. By conduct, give reasonable basis for the impression that any person can improperly influence him/her or unduly enjoy his/her favor in the performance of official duties associated with the E-Justice Portal, or that the kinship, rank, position, or influence of any party or person affects him.
- C. The E-Justice Portal system is for official use and may only be used for criminal justice purposes.
- D. Messages of a private, personal, or social nature are prohibited. Transmissions of judicial or other subpoenas are prohibited.
- E. Death notification and funeral arrangement messages may be sent if the following conditions are met:
1. Death notification or funeral arrangement messages may only be sent for active and retired criminal justice officers.
 2. Generally, such messages should be restricted to the region of origin, unless the message is of specific interest to other areas of the state.
 3. Notifications may not be sent outside New York State except for police officers killed in the line of duty.
 4. A copy of all death notification and funeral arrangement messages must be sent to the New York State Police, Albany NY.
- F. Messages may only be sent and inquiries may only be made on the authority of a member of an agency assigned an agency identifier (ORI).

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- G. Inquiries to the E-Justice Portal may only be made for criminal justice purposes.
 - H. No printed material obtained via the E-Justice Portal may be delivered to persons or agencies outside criminal justice except as directed by an appropriate court or other proper legal authority.
 - I. It is recognized that in the normal course of official duty it may become necessary to lawfully disseminate information (other than Criminal History Repository Information) received from the E-Justice Portal to persons or agencies not associated with the administration of criminal justice, including private citizens.
 - 1. In all instances, such dissemination must be secondary dissemination from an official agency report or record, including blotter entries but not printed material (or copies thereof).
 - 2. Some examples of authorized secondary dissemination include but are not limited to:
 - a) Release of registrant information obtained from the E-Justice Portal to a towing company when a vehicle was impounded at police request.
 - b) Release of operator or registrant information obtained via the E-Justice Portal from an MV-104A, police accident report.
 - c) All Teletype messages will be sent under the authorization of the officer requesting the message to be sent or who took the report generating the message.
 - J. All HINQ's and HIQR's must contain proper coding.
 - 1. If the message is the result of an arrest, the reason code must be "ARR". and the first letter of the identification number must be an "A" followed by the CR#.
 - 2. If the message is the result of an investigation, the reason code must be "CRI".
 - 3. In no case, will a criminal history be run without a CR#.
 - K. The only persons authorized to utilize the E-Justice Portal are certified officers, certified office staff and the DCJS Terminal Coordinator and Point of Security Contact.

1. If for any reason they are unable to send a message, the on duty supervisor is to assign an on duty officer who is E-Justice Portal certified to send the message in question.
- L. Criminal history inquiries will only be sent upon presentation of an official police record that has been assigned a Macedon Police Department CR #.
 1. Any officer requesting a criminal history record must be able, upon demand, to show good cause for the inquiry.

By Order of the Chief of Police

John P Colella

John P Colella (Nov 2, 2020 08:23 EST)

John P. Colella

Chief of Police

Dated this 1st day of November 2020

MACEDON POLICE DEPARTMENT
PHONETIC ALPHABET

A.....Adam
B.....Boy
C.....Charles
D.....David
E.....Edward
F.....Frank
G.....George
H.....Henry
I.....Ida
J.....John
K.....King
L.....Lincoln
M.....Mary
N.....Nora
O.....Ocean
P.....Peter
Q.....Queen
R.....Robert
S.....Sam
T.....Tom
U.....Union
V.....Victor
W.....William
X.....X-Ray
Y.....Young
Z.....Zebra

Plain Language:

Stand By

Out of Service

Repeat

Location

Time

On Scene

In Service

Available by phone