

# Communication Operations

## 800.1 PURPOSE AND SCOPE

The basic function of the communications system is to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies. The latter situation places the greatest demands upon the communications system and tests the capability of the system to fulfill its functions. Measures and standards of performance are necessary to assess the effectiveness with which any department uses available information technology in fulfillment of its missions.

### 800.1.1 FCC COMPLIANCE

Union City Police Department radio operations shall be conducted in accordance with Federal Communications Commission (FCC) procedures and guidelines.

## 800.2 COMMUNICATION OPERATIONS

The ability of citizens to telephone quickly and easily for emergency service is critical. This department provides 24-hour telephone service to the public for information or assistance that may be needed in emergencies. This Department provides access to the 911 system for a single emergency telephone number. This department has two-way radio capability providing continuous communication between our officers and our primary dispatchers at the Fremont Police Communications Center.

### 800.2.1 COMMUNICATIONS LOG

It is the responsibility of Fremont Police Departments Communications Center to record all relevant information on calls for criminal and non-criminal service or self-initiated activity, and to elicit as much information as possible to enhance the safety of the officer in anticipating conditions to be encountered at the scene. Desirable information would include, at a minimum, the following

- Control number
- Date and time of request
- Name and address of complainant, if possible
- Type of incident reported
- Location of incident reported
- Identification of officer(s) assigned as primary and backup
- Time of dispatch
- Time of the officer's arrival
- Time of officer's return to service
- Disposition or status of reported incident

# Union City Police Department

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### **800.3 RADIO COMMUNICATIONS**

Operations are more efficient and officer safety is enhanced when dispatchers, supervisors, and fellow officers know the status of officers, their locations and the nature of cases.

#### **800.3.1 OFFICER IDENTIFICATION**

Identification systems are based on factors such as beat assignment and shift. Employees should use their entire call sign when initiating communication with the dispatcher, which allows a brief pause so that the dispatcher can acknowledge the appropriate unit. Employees initiating communication with other agencies should use their entire call sign unless emergency circumstances dictate otherwise. This requirement does not apply to continuing conversation between the employee and dispatcher once the employee has been properly identified.

### **800.4 REVISIONS**

Adopted: November 15, 2017