

 <p>Lexington Police Department</p>	<u>Subject:</u> Communication Center					<u>Policy Number:</u> 81A	
	<u>Accreditation Standards:</u> <u>Reference:</u> 74.1.3; 81.2.2; 81.2.3; 81.2.4; 81.2.5(a)(b)(e)(f); 81.2.6; 81.2.8; 81.2.11; 81.2.12; 81.2.14; 81.3.2					<u>Effective Date:</u> 3/11/13	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised	<u>Revision</u> <u>Dates:</u>	1/24/19	5/31/20				
<u>By Order of:</u> Mark J. Corr, Chief of Police							

The Municipal Police Institute, Inc. (MPI) is a private, nonprofit charitable affiliate of the Massachusetts Chiefs of Police Association. MPI provides training and model policies and procedures for police agencies. This policy is an edited version of MPI Policy 2.14, "Communications."

GENERAL CONSIDERATIONS AND GUIDELINES

The primary function of the communications center is to convey information. Communications personnel are a vital link for members of the public who request information or services, employees who respond to calls for assistance, and for other law enforcement, fire and public service agencies.

The speed and accuracy with which information flows through Communications to the person who needs it is a measure of the Public Safety Dispatch Centers capability to respond to the needs of our employees and the community we serve.

The Combined Public Safety Dispatch Center is the E-911 answering point for the Town of Lexington and the primary communications medium for Police, Fire, and EMS operations.

It is the policy of the combined dispatch center for the Town of Lexington to:

- Provide access to emergency services throughout the community.
- Maintain an efficient flow of information essential to the functions of the department(s) and the community it serves; and
- Continually assess the effectiveness with which the department utilizes available information technology in fulfillment of the department's missions.

PROCEDURES

A. Definitions

1. **Availability Status:** The ability of an employee to respond to a call for service at a given time (in service, out of service, off at a call, etc.).
2. **Public Safety Dispatcher/Telecommunicator:** Members within the Combined Dispatch Center handling and dispatching Police, Fire and EMS calls for assistance; this includes E-911 and Emergency Medical Dispatch (EMD). These Public Safety Dispatchers will be referred to as Dispatchers for the rest of this policy.
3. **Unit:** Type of Police, Fire or EMS personnel response, depending on the nature of the call.

B. Organization and Administration

1. The Combined Dispatch Communication Center for the Town of Lexington is located at 1575 Massachusetts Avenue and is continuously staffed to operate twenty-four hours per day. It is housed at the Police Station and is under the direct and immediate supervision of the Department's Commanding Officer on duty. The Police Chief and Fire Chief jointly share responsibility for policy, review and control. [\[74.1.3\(f\)\]](#)
2. Dispatcher
 - a. The dispatcher is responsible for performing the communications function. Although not a complete list, dispatcher duties include:
 - i. Answering business lines and E9-1-1 telephones;
 - ii. Providing emergency medical dispatch (EMD);
 - iii. Communicating with and providing information and resources to employees in the field;
 - iv. Monitoring Police, Fire and EMS status indicators in the Computer Aided Dispatch System;
 - v. Coordinating public safety response to calls for service;
 - vi. Advising the Commanding Officer of important incidents and unsafe situations;
 - vii. Fielding inquiries from the public and, where appropriate, responding to or directing them to the appropriate person or agency;
 - viii. Criminal Justice Information System (CJIS) operation;
 - ix. Keeping data bases associated with dispatch operations up-to-date,
 - x. Communicating with other public safety agencies and service providers; and

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- xi. Monitoring the furnace, water pumping station, and police station generator alarms located in the Communication Center. Shall any of these alarms activate, notify the Commanding Officer and appropriate facility department member.
- b. Dispatcher Resources: All communications personnel shall have immediate access to the following resources: **[81.2.5(f)]**
- i. Officer in Charge.
 - ii. Duty roster of Departmental personnel.
 - iii. Residential telephone numbers of all sworn and unsworn personnel.
 - iv. Maps detailing the Town of Lexington.
 - v. Officer status information via the in house computer.
 - vi. Procedures and telephone numbers for emergency external services to the agency, including, but not limited to:
 - National Grid (Gas)
 - Eversource (Electric)
 - Verizon
 - Comcast
 - vii. Town Departments and Officials
 - Department of Public Works (DPW)
 - School Department
 - Town manager
 - IT personnel
 - Fire Department
 - vii. The Department's Dispatch Emergency and Tactical Plans can be found in Policy 46A-All Hazards Plan. This plan can be located on the G: Drive and a hard copy can be located in the Commanding Officers Office.
 - viii. All telephone numbers for law enforcement agencies are located at each E-911 public safety answering point (PSAP). There are also law enforcement directories located the Combined Dispatch Center and Commanding Officer's office.

3. Commanding Officer

- a. The Commanding Officer oversees and supervises all aspects of Public Safety Dispatch and is immediately accessible to dispatch staff for questions and support.
- b. The Commanding Officer must monitor all radio transmissions to ensure that the appropriate resources (responses) are assigned. Any directions or assignments that flow through the communications personnel are a direct delegation from the Commanding Officer.

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- c. The Commanding Officer maintains direct contact with the Dispatch Center and has immediate access to the dispatch center in an emergency. The Commanding Officer also provides backup services during emergency situations. [81.2.5(a)]
 - d. The Commanding Officer provides dispatchers with personnel rosters through the ProPhoenix system. [81.2.5(b)]
 - e. The Commanding Officer ensures that dispatchers comply with policy and procedures.
 - f. The Fire Captain (shift Supervisor) provides dispatch with a current duty roster of fire personnel at the beginning of his/her shift through ProPhoenix.
4. Personnel in the Field: Police and Fire personnel in the field shall be responsible for:
- a. Monitoring all radio transmissions;
 - b. Answering promptly when called by the Dispatch Center;
 - c. Promptly advising Dispatch of any change in duty status (in service, out of service);
 - d. Keeping the Dispatch Center apprised of their location during those functions that may pose a danger to them or other emergency personnel responding to the scene;
 - e. Informing the Dispatch Center of the need for more or fewer units to respond; and
 - f. Relaying any information that may enhance responding personnel safety or assist in the proper response to a given call for service.

C. Receiving Service Requests

1. Generally

- a. Service requests are received by telephone, radio, persons walking in to the police station, or any other means.

2. Answering of Telephones

- a. The telephone should be answered promptly and courteously; priority shall be given to answering calls on E-911, before business lines.
- b. E-911:
 - i. Calls received on E-911 should be answered, **“9-1-1. This call is being recorded. What is your emergency?”**ⁱ
 - ii. Check the Automatic Location Identification (ALI) screen.
 - iii. Verify with the E-911 caller the ALI data & determine the exact location at which the caller needs emergency personnel dispatched.
 - iv. Do not pass the (Automatic Number Identification) ANI/ALI screen information along to the caller.

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- v. All 911 calls (landline/wireless/text/TTY) received will be handling using protocols established by Massachusetts Next Generation 911 Call (MA MG911) handling Protocols. Dispatchers are trained by MA NG911 prior to being authorized to answer 911. Dispatchers are responsible for staying current on protocols for hang ups, silent calls, texts and TTY. MA NG911 protocols are available online and on the G drive.
- c. Seven Digit Emergency Number or Business Line Calls
 - i. Emergency and business lines answered in the Communications Center should be answered, “**Lexington Police. This call is being recorded. How may I help you?**”
 - ii. If the call is for an emergency, obtain the location, caller’s name, phone number and the nature of the emergency.
 - d. If the call is a call for service, the dispatcher should note the priority of the caller’s needs in the event that another line rings.
 - e. When calls are received at another extension, the answering employee should answer the phone courteously by name, such as, “Detective Bureau. Detective Smith. May I help you?”
 - f. If a hang-up call is received on a business line we will not try to attempt a call back, as if it was an E-911 hang-up, unless the Dispatcher believes that an emergency could possibly exist.
3. Determining Call Priority: A number of factors must be considered in categorizing an incoming call’s priority level. Calls deemed to have a low priority level will be attended to in the order they are received and resources dispatched as they are available. High priority calls, those with pending imminent danger and need, will receive immediate attention and appropriate resources dispatched.
- a. Emergency Calls [\[81.2.6\(a\)\]](#)
 - i. Obtain sufficient information to determine if the call is an emergency:
 - (a) Is the call valid?
 - (b) Is the emergency “in progress” or a past event?
 - (c) Is there a potential for injury or death?
 - ii. Advise the caller of the Department’s response, including directing public safety services or transferring the call to the appropriate resource. [\[81.2.6\(b\)\]](#)
 - iii. Keep the caller on the line and ask the caller to stand by.

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- iv. Dispatch appropriate response resources, or transfer the call as appropriate.
- v. Continue to gather call details.
 - (a) Obtain additional and updated information.
 - (b) Advise responding units.
 - (c) Maintain contact with the caller until help arrives and responders make contact with the caller.

b. Fire Calls

- i. If the call is being placed from a location away from the fire, obtain the appropriate information and dispatch the fire response.
- ii. If the call is being placed from the building that is on fire the following information should be obtained:
 - (a) Ascertain the location and advise the caller that all persons in the building should leave immediately.
 - (b) Ask the caller to go to the nearest phone in a safe location and call back with details about the fire.
 - (c) Dispatch fire response with the information available.
 - (d) Obtain additional information as calls are received.

c. Emergency Medical System (EMS)/Emergency Medical Dispatch (EMD)

- i. Obtain sufficient information to determine if there is an emergency, warranting an EMS/EMD response.
- ii. Initiate EMD protocols and dispatch EMS, if appropriate.
- iii. Keep caller on the line depending on the nature of the call.
- iv. Advise units of updated status, if necessary.
- v. If caller is kept on the line do not disconnect the call until the appropriate personnel has arrived.

d. Non-Emergency Calls

- i. Handle non-emergency calls as promptly as possible.
- ii. Advise the caller that a unit will respond as soon as possible.
- iii. Explain the reason for any delays.
- iv. Advise the caller to call back if any situations change.

2. Multiple Calls

- a. Callers may be put on hold if necessary.
- b. Determine the priority of the call.
- c. Handle the calls in order of priority.
- d. Multiple calls may be received for a single incident. Advise additional callers as such.

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- e. Ensure that multiple callers do not have a different emergency from the one being handled.

3. Placing Calls on Hold

- a. Always preface putting a caller on hold with a brief statement and explanation of the reason why, if time allows.
- b. Get back to the original caller as soon as possible.
- c. Under busy conditions, this process may have to be repeated.
- d. Callers should not be put on "hold" for any longer than necessary.

4. Call Transfers of E-911 Calls [81.2.12]

- a. Calls first received at this Public Safety Answering Point (PSAP) may be transferred as appropriate.ⁱⁱ
- b. Calls received, as a transfer from another PSAP may not be transferred again. No E-911 caller shall be procedurally required to speak with more than two call takers, the primary PSAP and the remote agency call taker.ⁱⁱⁱ [81.2.12]
- c. When transferring a call to another agency or service provider, advise the caller that [s]he is being transferred and where [s]he is being transferred to, and stay on the line until the call is answered and the caller is being helped. [81.2.12]

5. Misdirected Calls [81.2.12]

- a. E-911 Calls: **Callers may be transferred only once.**
 - i. If the call was made directly to the PSAP, the call may be transferred to the appropriate agency.
 - ii. If the call was transferred to this PSAP, record the appropriate information and contact the correct agency that can best handle the caller's needs.
- b. Seven Digit Emergency Number or Business Line Calls
 - i. Emergency Calls: If the call is an emergency, take all pertinent information and transfer the call or relay the information to the appropriate agency. [81.2.12]
 - ii. Non-Emergency Calls: If the call is not an emergency, refer the caller to the appropriate agency. If possible, supply the caller with the appropriate telephone number.

D. Obtaining Service Request Information

1. Calls Not Requiring Police Response

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- a. Dispatchers may respond to caller requests for information, such as directions, hours of operations, and referrals to other agencies.
 - b. Dispatchers may respond to procedural questions for which they are knowledgeable or for which written procedures are readily available.
 - c. If the request involves police procedures, the dispatcher should forward the call to an officer in the station, if available, or take the caller's information for an officer to return the call.
 - d. Dispatchers are not authorized to give legal advice.
2. Information from the Reporting Party: Obtain as much of the following information as possible when a request for service or an officer's self-initiated activity is received: [\[81.2.3\]](#)
- a. Name, address, and callback number of complainant;
 - b. Location of the incident;
 - c. Nature of the incident being reported:
 - i. WHAT is wrong, is happening, or happened?
 - ii. WHERE is it happening, or did it happen?
 - iii. WHEN did it happen, will it occur, did the caller notice?
 - iv. HOW the caller is involved, how many are involved, how often does it occur?
 - v. WHO is involved?
 - vi. WHY is it happening, did it happen, or is the person there?
3. Dispatchers, Commanding Officers and desk officers shall document calls by creating a journal note by using the ProPhoenix computer-aided dispatch (CAD) system. When an incident is generated in ProPhoenix, a journal note will be assigned and the following information is critical:
- a. Incident number (assigned by the software); [\[81.2.3\(a\)\]](#)
 - b. Date and time that the incident was reported (time stamped when note is created); [\[81.2.3\(b\)\]](#)
 - c. Name and address of the complainant (if given); [\[81.2.3\(c\)\]](#)
 - i. There is a statute that specifies that the location and street address of all domestic violence programs are absolutely confidential and shall not be required to be revealed in any criminal or civil proceeding.^{iv}
 - ii. "Domestic violence victims' program" under this law includes any refuge, shelter, office, safe home, institution or center established for the purpose of offering assistance to victims of abuse through crisis intervention, medical, legal or support counseling.^v
 - iii. Use the address of the police department when referring to the location of a shelter or other residential program.
 - d. Incident type (selected by the dispatcher); [\[81.2.3\(d\)\]](#)
 - e. Incident location; [\[81.2.3\(e\)\]](#)

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- f. Responding employees, primary and backup; [81.2.3(f)]
 - g. Time of dispatch; [81.2.3(g)]
 - h. Time of arrival; [81.2.3(h)]
 - i. Time employee returned back in service; [81.2.3(i)] and
 - j. Disposition or status of reported incident. [81.2.3(j)]
4. Reports received by Mail, E-Mail or Telephone: When crime or incident reports are received by mail, e-mail, or other alternate means, and require a police response, they shall be forwarded to Commanding Officer on-duty who will screen the request for service.

E. Dispatching Calls

1. Criteria for Assignment

- a. The dispatcher will maintain the status of available officers in a visual format. This is done by the departments computer aided dispatch (CAD) system. [81.2.5(e)]
- b. Response Assignments
 - i. The dispatcher will normally assign officers to each call based on their patrol responsibilities.
 - ii. The Commanding Officer may vary the number of responders to a given call.

2. Dispatching Responders

- a. Available units will normally be identified in the CAD as "Available."
- b. Dispatchers should use the following criteria when assigning responding units:
 - i. The unit's area of assignment;
 - ii. Availability;
 - iii. Nature of the call; and
 - iv. Location at the time of the call.
- c. Responding units shall be dispatched by radio so that other units are aware of the call, unless the nature of the call dictates the need for secrecy.
- d. When responders are dispatched, their status shall be changed to "Dispatched."
- e. As each responder arrives, the dispatcher shall change the status of the responder to "Arrived" in CAD. [81.2.4(b)]
- f. When responding units finish the call and go back in service, the dispatcher shall change the responders' status to "Clear" in the CAD.

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3. Multiple Officer Response: The following types of incidents require two or more officers to respond: [81.2.4(e)]

- a. Disturbances;
- b. Officer requests for emergency assistance or duress alarm; [81.2.4(g)]
- c. Fleeing suspect(s);
- d. Crimes in progress;
- e. Domestic disturbances;
- f. Commercial or panic alarms;
- g. Drug law violation;
- h. Assaults or crimes of violence;
- i. B&E/Burglary;
- j. Noise complaints;
- k. Sex offenses;
- l. Warrants (when served);
- m. Weapons violations; and
- n. Robberies.

4. Response Requiring a Supervisor [81.2.4(f)]

- a. A supervisor shall normally respond to and take command of the following types of incidents:
 - i. Missing child;
 - ii. Robbery;
 - iii. School disturbance;
 - iv. Murder;
 - v. Hostage situations;
 - vi. Bomb threats, bombings, large-scale fires or other critical incidents including the discovery of suspicious materials;
 - vii. Unattended deaths or the discovery of dead bodies;
 - viii. Major civil disturbances, whether organized or not;
 - ix. Incidents where an employee's actions result in officer, citizen or suspect injuries;
 - x. Raids on property or premises;
 - xi. Serious crimes or incidents, which are potentially dangerous to officers or the public;
 - xii. Accidents involving police, fire or municipal vehicles; and
 - xiii. Motor vehicle accidents involving serious bodily injury or death. (see Department policy **62A – Motor Vehicle Crash Investigations**)
- b. When staffing is inadequate, mutual aid, including calls to the North Eastern Massachusetts Law Enforcement Council (NEMLEC) or State Police, may be appropriate, at the discretion of the Commanding Officer.

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5. Communicating with Field Personnel: Officers will have immediate communications capability with dispatch via portable radio. This immediate communications capability provides a measure of safety to officers while on a walking patrol or away from their patrol vehicle. The only exception would be with undercover officers not being able to carry a portable radio as it could jeopardize his or her cover. [81.2.2]
 - a. Field personnel should communicate with the dispatcher by radio the following circumstances: [81.2.4(a)]
 - i. When available for calls;
 - ii. Upon arriving at a call or assignment;
 - iii. Upon completing a call and returning to service;
 - iv. Prisoner transfers, beginning and ending;
 - v. Citizen transportation, beginning and ending;
 - vi. Motor Vehicle Stops
 - vii. The Dispatch/Communications center shall make note when units go out of service for the following: [81.2.4(b)]
 - (a) Reports;
 - (b) Dinner break;
 - (c) Administrative duties;
 - (d) Leaving the jurisdiction on an assignment;
 - (e) Officer initiated activity;
 - (f) Court, or
 - (g) Other purposes
 - b. Field personnel should communicate with the dispatcher by telephone or an alternative, secure means when privacy or secrecy necessitates refraining from using public airwaves. These include: [81.2.4(a)]
 - i. Complainant's name;
 - ii. Victims' names;
 - iii. Non-published telephone numbers; and
 - iv. The names of severely injured or deceased persons.
 - c. All radio users shall identify themselves and communicate using assigned call signs. [81.2.4(c)]
 - i. Cruiser numbers will be the call sign for motorized units (e.g. 411, 412, 413 and 414 which are marked cruisers);
 - ii. Specialized units will have their own call signs (e.g. Center Officer will answer to "Center 1, or LC1; Bicycle patrol units will be BP1, BP2; Parking Control Officer will be "Meter 1" and Animal Control Officer will be "ACO").

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- iii. Officers working paid traffic details or on other assignments where radio transmission is needed shall use their badge number, or portable number.
- d. If the dispatcher finds it necessary to put an officer on “standby” for any reason (e.g., an urgent phone call), [s]he shall be responsible for re-establishing contact with the officer as soon as possible.
- e. When communicating with outside agencies, the agency’s personnel shall be referred to by their call sign if known, rank and name, or agency and vehicle number. Also, an agreed upon “channel” should be established/used if available for a dedicated specific event. [\[81.2.4\(d\)\]](#)

6. Non-Response to Radio Communications

- a. If, after calling a unit twice, the dispatcher receives no answer, the dispatcher should continue to contact the unit again. Alternative methods of communication such as cell phone or laptop may be used.
- b. If the call requires an immediate response, another unit will be dispatched.
- c. If the unit cannot be reached after a reasonable period of time, the dispatcher should inform field units and the Commanding Officer to look for and make contact with the non-responding unit.
- d. Employees of the Lexington Police Department in the field routinely assist or back up other employees as a matter of safety. Although not necessary in many instances, that practice is supported and recommended. When personnel in the field back up another officer, he/she shall communicate, to dispatch center, that decision center, that decision and his/her presence at the specific location. [\[81.2.4\(g\)\]](#)
- e. All personnel in the field have emergency assist buttons, also known as “Officer Panic Buttons”, on their portable radios as well as cruiser mobiles. The emergency signal is activated by pressing the emergency button down; this activates an emergency tone to dispatch, as well as all portables and mobile radios. In addition this emergency tone identifies the vehicle unit or individual officer’s portable number. Upon activation of the emergency tone, the on duty dispatcher will identify the unit indicating distress, and dispatch appropriate assistance and attempt to communicate with the distressed officer in order to ascertain the reason for the alert. Dispatch shall notify the on duty shift commander. The locating of the distressed field unit/employee shall be of the highest priority and personnel are authorized to request mutual aid assistance in locating the field unit. [\[81.2.4\(g\)\]](#)

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- F. Field Initiated Situations: PURSUITS: The communications procedures for pursuits are found in Department policy **41D-High Speed Pursuits**.
- G. Alarms: Response to Alarms are found in Department policy **41F-Burglar, Hold-Up of Other Alarms for Service**.
- H. Emergency Messages [81.2.11]
1. All emergency messages received by the Department will be relayed and/or acted upon by the means deemed to be most appropriate by the Commanding Officer.
 2. In cases where the message was not deliverable, the dispatcher shall notify the requesting person that the message was not delivered.
 3. These emergency messages may include but are not limited to:
 - a. Notification of serious or life-threatening injuries or illness;
 - b. Notification of death or serious family circumstances; and
 - c. Other messages of an emergency nature as authorized by the Commanding Officer.
 4. Routine messages should not be delivered by members of this department.
- I. Emergency Medical Dispatch (EMD) Instructions [81.2.14]
1. Upon receiving a call for medical assistance from the E-911 line or 7-digit business line dispatchers shall follow the guidelines set forth under ProQA. ProQA is an Emergency Medical Dispatcher (EMD) software package that assists trained (dispatch) employees in providing over the phone first aid instructions.
 - a. Employees who may provide emergency first aid instructions must be Emergency Medical Dispatch certified.
 - b. Employees must have immediate access to approved emergency medical guidelines and materials.
- J. Criminal Justice Information System (CJIS)
1. Generally
 - a. CJIS Representative(s): The CJIS Representatives (CJIS Reps) shall act as liaisons to the Criminal History Systems Board (CHSB) to ensure the proper administration of the CJIS at agency level.
 - b. The duties include:^{vi}
 - i. Ensuring that training is available to all authorized CJIS users within six (6) months of employment and every two (2) years thereafter;

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- ii. Providing certificates for successful training and testing;
 - iii. Ensuring the validation process is completed each month;
 - iv. Ensuring proper password and user maintenance, including removing users who are no longer employed or authorized;
 - v. Attending the CJIS Regional Working Group;
 - vi. Ensuring timely responses to communications from CHSB;
 - vii. Distribution of publications to agency as directed by CHSB, e.g., Users Agreement: A valid Users Agreement must be filed in the Department Records Section and with CHSB;^{vii} [74.1.3]
 - viii. Completing a new Users Agreement:
 - (a) Annually, submitted by March 1 of each year; or
 - (b) Within ten days of the assignment of a new CJIS Rep, backup CJIS Rep, or Chief of Police;
 - ix. Completing CJIS Audits: Copies of any CJIS audits shall be filed in the Department Records Section;
 - x. Ensuring confidentiality:
 - (a) Use of the CJIS system is for official criminal justice purposes only in the performance of criminal justice duties.^{viii}
 - (b) No criminal offender record information (CORI) checks may be made for other municipal departments of the Town.
 - (c) Probable Cause: With the exception of WMS warrants, a hit does not in and of itself rise to the level of probable cause. Any hit in response to a CJIS or NCIC inquiry must be confirmed with the entering agency;^{ix} [74.1.3(d)]
 - (d) Ensuring timeliness: Records in CJIS and NCIC must be entered, modified and cancelled in a timely manner to ensure maximum system effectiveness;^x and [74.1.3(c) (e)]
 - (e) Maintaining the On-Line Manual: An up to date CJIS user's manual is available on-line from CJIS.
2. Training: Personnel assigned to Communications shall be trained and certified to the "Full Access" level and will be trained within six (6) months of beginning employment and every two (2) years thereafter.^{xi}
3. Warrants [74.1.3(a) (b)]
- a. Warrant Management System (WMS)
 - i. Queries: the office of the Clerk of Courts enters Warrants issued by the Massachusetts Trial Court into WMS.

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- ii. Modifications: Users may conduct queries and make modifications to the “Caution” and “Remarks” fields.
- iii. Hits: A hit on a warrant in WMS is probable cause to arrest, provided that the descriptive information found in the record is an exact match, or provided the arresting officer is reasonably sure that the subject is, in fact, the same individual.
- iv. Locate: The dispatcher shall place a “Warrant Locate” on each and every warrant for the subject appearing in the CJIS system. The purpose of a Locate is to indicate that an agency, other than the entering agency, has acted on the warrant.
- v. WMS Assistance:
 - (a) WMS warrant entry is made through the Clerks of Court’s Office of the issuing court. Issues with a WMS warrant should first be addressed at the point of issue.
 - (b) The Administration Office of the Massachusetts Trial Courts has set up a help desk to assist users who may be having problems with WMS: 617-742-8383.

b. CJIS/NCIC Warrants [74.1.3(a)]

- i. Query: CJIS/NCIC warrants are not entered by the courts and must be entered, modified and removed by an entering agency.
- ii. Entry: Warrants may be entered when the need for the warrant to be queried by law enforcement agencies outside of the Commonwealth exists.
- iii. Authorization: Prior to entering a warrant for rendition, written authorization from the District Attorney’s Office must be obtained.
- iv. Required Documents: Each CJIS/NCIC entry shall include:
 - (a) A copy of the warrant (printout of WMS warrant);
 - (b) A copy of the District Attorney’s Authorization for Rendition (if given);
 - (c) A copy of the incident report;
 - (d) A fingerprint card of the wanted person (if available);
 - and
 - (e) A photograph of the wanted person (if available).
- v. Hit: A hit on a CJIS/NCIC warrant is NOT probable cause to arrest. It must be confirmed with the entering agency.
- vi. Prompt Removal: Upon recall of a warrant, the warrant must promptly be removed from CJIS/NCIC.

4. Board of Probation Queries (BOP)

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- a. Only those officers and employees of the Department as determined by the Police Chief to require CORI for the actual performance of their criminal justice duties shall have access to CORI through the BOP screen.
- b. The CJIS Representative shall maintain current user accounts for BOP access through the CJIS.
- c. The Chief shall maintain a list of authorized employees by position, title, or name for inspection by the CHSB.^{xii}

5. Vehicles

- a. Queries: Queries may be made for vehicle registration numbers, vehicle identification numbers, and registered vehicle owners.
- b. Stolen Vehicle Entry: Stolen vehicles may be entered into CJIS only if a signed theft report has been filed.
- c. Stolen Plate Entry: Stolen license plates may be entered into CJIS only if a signed theft report has been filed.
- d. Records Availability: A copy of the stolen report must be immediately accessible to confirm the stolen status.
- e. Hit: A hit on a vehicle or license plate is NOT probable cause to believe the vehicle or plate is stolen. It must be confirmed with the entering agency.
- f. Removal: Upon recovery of the vehicle or plate, the entry must be promptly removed from CJIS.

6. Missing Persons

- a. Criteria for entry:
 - i. Any age: A missing person's record may be entered for any age using one of the following:
 - (a) Disability – A person who is missing under proven physical/mental disability or is senile, thereby subjecting him/herself to immediate personal danger;
 - (b) Endangered: A person who is missing under circumstances indicating that his/her physical safety may be in danger;
 - (c) Involuntary: A person who is missing under circumstances indicating that the disappearance may not have been voluntary (abduction, kidnapping); or
 - (d) Catastrophe Victim: A person missing after a catastrophe (storm, plane crash, etc.).
 - ii. Juveniles:
 - (a) Juvenile: A person who is emancipated and does not meet any other criteria.

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- (b) Juvenile Abduction: A person under the age of 18, and there is a reasonable indication or suspicion that the child has been abducted.
- (c) Juvenile Foul Play: A person under the age of 18 who is missing under circumstances suggesting foul play or threat to life.

b. Timeliness

- i. Under 18: Immediately upon notification of the incident by the reporting party, even if a written report has not yet been completed.
- ii. 18 or Older: Immediately, once a missing person's report has been completed and signed by the reporting party.

c. Procedures for missing persons are found under Department policy **42J-Missing Persons**

7. Administrative Messages (and codes)

- a. In-State Point-To-Point Message (LP): Used to send an administrative message to a CJIS terminal agency or up to five (5) agencies.
- b. In-state Broadcast Message (BC): Used to send messages to one or up to five (5) areas of the state, or the entire state.
- c. Out Of State Administrative Message (NL):
 - i. Out of state, point-to-point message to be sent to one state agency or up to five state agencies.
 - ii. Out of state broadcast message to be sent to one state or up to five (5) states.
 - iii. Out of state regional broadcast message to be sent to one region of the country or up to five (5) regions, or the entire country.
 - iv. In-State Administrative Flash Broadcast Message (AF): Allows an agency to send an in state broadcast message which is of an urgent or critical nature (robbery, prison escape, other exigent circumstances).

8. Other Queries: Other queries are available. See the CJIS User's Manual for further information.

K. Records Checks: *Criminal Justice Agency Requests*

- 1. The dispatcher may receive requests for local records checks.
 - a. During business hours, such requests shall be forwarded to the Records Office.

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- b. During non-business hours, dispatchers may provide local records checks and C.O.R.I. information, provided that:
 - i. The requesting agency and employee are authorized to receive C.O.R.I.;
 - ii. The identification of the requestor is known or verified; and
 - iii. The request is entered into the C.O.R.I. log.

2. For further information, see the Department policy **82B-Computers, Record Security and General Management**.

L. Recording of E-911, Radio Transmissions and Business Phone Lines [\[81.2.8\]](#)

1. Emergency Phone Lines (E-911)

- a. All recorded E-911 calls will be retained for a period of not less than three (3) years provided no litigation is pending. [\[81.2.8\(a\)\]](#)
- b. All E-911 call detail records (ANI/ALI) will be retained for a period of not less than three (3) years provided no litigation is pending. [\[81.2.8\(a\)\]](#)
- c. All recordings mandated in this section will be kept in a secured area (EQUATURE). The EQUATURE network/server may only be accessed by authorized personnel with an assigned username and secure password. This computer hard-ware shall be kept in a secure room with limited access. [\[81.2.8\(b\)\]](#)

2. Radio Transmissions and Business Phone Lines

- a. All recorded radio and business phone lines will be retained for a period of not less than three (3) years provided no litigation is pending. [\[81.2.8\(a\)\]](#).
- b. All recordings mandated in this section will be kept in a secured area (EQUATURE). The EQUATURE network/server may only be accessed by authorized personnel with an assigned username and secure password. This computer hard-ware shall be kept in a secure room with limited access. [\[81.2.8\(b\)\]](#)

M. Review of Recordings (E-911, Radio Transmissions and Business Phone Lines)

1. Administrative Review [\[81.2.8\(c\)\]](#)

- a. For the purposes of administrative review, dispatch verification, case related investigatory purposes and training, E-911, radio transmission and business phone line recordings may be reviewed by the Commanding Officer.
- b. The Commanding Officer has access to review all recorded calls and radio transmission on the EQUATURE system, which is accessible at the Commanding Officer's desk position.

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2. Instant Review (Instant Recall Recorder, IRR) [81.2.8(c)]

- a. Dispatch personnel may review recently recorded phone calls and radio transmission in order to review and verify pertinent call information.
- b. Dispatch personnel shall have access to recorded calls and radio transmission through the IRR system located at each work station.

ⁱ 560CMR2.00 Operational Standards, (3)(a)1.

ⁱⁱ 560CMR2.00 Operational Standards, (3)(a)2.

ⁱⁱⁱ 560CMR2.00 Operational Standards, (3)(a).

^{iv} M.G.L. c. 233 §20L.

^v MGL c. 233, s. 20K

^{vi} CJIS User Agreement, 3.2.

^{vii} CJIS User Agreement, 1.2; 803 CMR 7.05.

^{viii} CJIS User Agreement, 3.20.

^{ix} CJIS User Agreement, 3.9.

^x CJIS User Agreement, 3.17.

^{xi} CJIS User Agreement, 3.18.

^{xiii} 803 CMR 3.02 (2).