

Chevy Chase Village Police Department

General Order

Subject: COMMUNICATIONS CENTER - GENERAL

CALEA: 81.1.1, 81.1.2, 81.2.5-a-b-c-d-e-f-g,
81.3-1-a-b-c-d, 81.3.2

- New
- Amended
- **Rescinds 7 - 1**

Approved: 
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Chief of Police

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I. GENERAL

The Chevy Chase Village Communications Center provides continuous 24-hour radio, telephone, facsimile communications between the Communications Center, citizens, police officers, and other local and state public safety agencies.

II. PURPOSE

The purpose of this order is to assign responsibility for the communications function of the Chevy Village Police Department to the CCV Communications Center and to establish uniform communications system operating procedures.

III. GOALS

- A. The primary goal of the Communications Center is to provide efficient and effective service to the Chevy Chase Village Police and the citizens under their protection. The achievement of this goal requires that information be received rapidly and efficiently by Communications Personnel. Communications personnel must then either take the appropriate action or relay the information to the proper personnel or agency for action.
- B. The Chevy Chase Village Police Department's radio operations will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements. (CALEA 81.1.2)
 - 1. The Department is authorized to operate on the assigned radio frequency provided by Montgomery County Telecommunications.

2. Operation of Public Safety radios is governed by FCC rules and regulations which include:
 - a. The restriction of messages to official police business;
 - b. The prohibition of obscene or profane language.
- C. The Department will operate in cooperation with the Montgomery County Emergency Communications Center (ECC). A written agreement between the Montgomery County Police and the Chevy Chase Village Police is on file with the Village Chief of Police. (CALEA 81.1.1)

IV. LOGISTICS OF THE COMMUNICATIONS CENTER

- A. The Communications Center is located at the entrance to the Administrative Offices. Access to the Communications Center is controlled by a door which can be secured. (CALEA 81.3.1)
 1. No unauthorized personnel are allowed in the station. (CALEA 81.3.1.a)
 2. There is a shatter-proof plexiglass window equipped with an opening for documents to be transferred between dispatchers and citizens.
 3. There are two closed circuit TV systems installed. The cameras monitor the lobby, the Laurel Parkway and Connecticut Avenue entrances, the stairwell leading to the Public Works Yard and the Yard itself. There are also seven cameras installed throughout the "Buffer Area" which are monitored by the Communications Clerks.
 4. Equipment is protected by its location within the Communications Center and on the premises. (CALEA 81.3.1-b-d)
 5. The radio system is tied to an in-house back up generator. An extra portable radio is available for a back-up to the base radio and the scanner. Emergency calls are not normally received through the Communications Center. (CALEA 81.3.1c, 81.3.2)
- B. The following is a list of resources located in the immediate vicinity of the dispatch center and is available to dispatchers:
 1. A map of Chevy Chase Village is displayed on the wall in the Communications Center. A copy of the "Chevy Chase Red Book" is available in the Communications Center. It contains maps and street information of the nearby municipalities that have contracts with the Village. (CALEA 81.2.5-d)

2. A list of the roads and address ranges located in the jurisdiction of the Chevy Chase Village Police Department.
3. A list is on display of home phone numbers and cell phone numbers of Village Police officers, supervisors, and dispatchers, as well as municipal office and Public Works personnel. (CALEA 81.2.5-a-c)
4. The Haines Cross Directory lists the phone numbers for a particular address and the addresses for a particular phone number in Montgomery County, Maryland.
5. Police officer and dispatcher schedules are displayed at the Communications Center. (CALEA 81.2.5-b)
6. Phone numbers for residents in Chevy Chase Village as well as all local agencies are available to dispatchers. (CALEA 81.2.5-f)
7. Every dispatcher is given a packet which includes a sample list of questions to ask for specific calls. (CALEA 81.2.5-g)
8. The Cody CAD system allows communications personnel to always know the status of every officer. (CALEA 81.2.5-e)