



**CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT**


Police Chief: John Fitzgerald

**GENERAL ORDER: 7-4 COMMUNICATIONS CENTER—RADIO
SYSTEM**

DATE: 4/3/2015 Pages: 2 ◇ New ◇ Amended ◆ Revised 7-4

CALEA: 11.3.2, 81.1.2, 81.2.2, 81.2.4-a-b-c-d-e-f-g, 81.2.5-e, 81.3.4

I. BACKGROUND

The Chevy Chase Village Police Department has twenty-four hour, two-way radio capability, providing continuous communication between the Communications Center and the officers in the field. Every officer is equipped with a portable radio which can receive and transmit on the Village channel and various Montgomery County Police channels. (CALEA 81.2.2, 81.2.4-d, 81.3.4)

II. POLICY

- A. The Chevy Chase Village Department's radio operations will be conducted in accordance with the Federal Communications Commission (FCC) procedures and requirements, a written agreement with the Montgomery County Police Department is on file with the Chevy Chase Village Chief of Police (CALEA 81.1.2)
- B. FCC regulations prohibit radio misuse such as profane language, inappropriate transmissions, intentionally "covering" other radio transmissions, and failing to yield to emergency communications. Any misuse of the radio is a serious and potentially dangerous breach of protocol and will not be tolerated.

- 1. Idle conversations not pertaining to police operations are prohibited because they may interfere with legitimate operational transmissions and compromise officer safety.
- 2. Supervisors are responsible for the performance of those persons they supervise and for identifying individuals misusing the radio. Those persons found to have willfully violated this directive will be subject to disciplinary action. (CALEA 11.3.2)

III. COMMUNICATIONS CENTER

- A. The CCV base radio will remain on the Village channel except in an extreme emergency, when a Village officer is in immediate need of back-up (i.e. a Signal 13 is called), is unable to manually switch his/her radio to the Bethesda MCPD channel, or is unable to transmit on that channel. If this occurs, the dispatcher may switch the base radio over

to the Bethesda channel and advise the County dispatcher of the situation. (CALEA 81.2.4-d-g)

- 1. The above is to be done only when the dispatcher feels the officer's personal safety is immediate danger.
- 2. Other options are to dial 9-1-1 and identify oneself as a Chevy Chase Village dispatcher or to send a message via the County CAD system.

- B. A portable radio is provided in order for the dispatcher to monitor the Bethesda MCPD channel. It is necessary to do this for the following reasons: (CALEA 81.2.4-d)

- 1. To listen for look-out information;
- 2. To listen and document emergency calls dispatched to Village officers or for calls involving locations within the Village; and,
- 3. To listen for any other relevant information which may impact Village officers.

IV. VILLAGE DISPATCHERS

Village dispatchers must conduct themselves in a professional manner over the air. Joking and/or otherwise behaving in an unprofessional manner is damaging to the credibility of the Communications Center and may potentially create a dangerous situation, and will result in disciplinary action. (CALEA 11.3.2)

**V. COMMUNICATIONS TO AND FROM THE
FIELD**

The following establishes procedures for radio communications between the dispatcher and officers: (CALEA 81.2.4)

- A. Officers are required to use the police radio to keep dispatchers and fellow officers apprised of their status (e.g. vehicle patrol; traffic stop; etc.) and location at all times. This applies equally when an officer is in the Village or when he/she

leaves the Village temporarily for any legitimate purpose. When leaving the Village for any reason, officers will use the radio and provide their destination to the dispatcher, and they will promptly update their status upon their return to the Village.

- B. When officers call out over the radio, they will do so by stating their call-sign (i.e. "9M12) and give a brief message. For prolonged messages, the officer will wait for acknowledgment from the dispatcher who will answer by repeating the call-sign. (CALEA 81.2.4-c)
- C. When dispatchers wish to contact an officer, they will do so by calling out the officer's call-sign and give a brief message. For prolonged messages, the dispatcher will wait for the officer to acknowledge the message. Officers will answer by repeating their call-sign. (CALEA 81.2.4-c)
- D. In order for officers to be held out of service, they must contact the dispatcher and advise him/her of the circumstances. The dispatcher will record information pertaining to officers going out of service in the CODY CAD System along with the time they return to service. The CAD will be used to determine officer status on a constant basis. The dispatcher will know where and how long the officer has been on a call. Circumstances which would lead to an officer being out of service include: (CALEA 81.2.4-a-b, 81.2.5-e)
 - 1. House checks
 - 2. Vehicle stops
 - 3. Accident and criminal investigations
 - 4. Meal breaks
 - 5. Vehicle maintenance
 - 6. ECC-dispatched calls
- E. If two or more Village officers are working, dispatchers may assign more than one officer to a call if they feel more units are necessary: a felony is in progress; there is a life-threatening situation; etc. (CALEA 81.2.4-e)
 - 1. Additional units will be assigned immediately if, by the nature of the call, the situation is a danger to the welfare of the officer(s).
 - 2. Officers can request back up when they feel it is necessary.
 - 3. Officers may request the presence of the Lieutenant at their discretion. The Lieutenant and

the Chief of Police are to be notified by phone of any important events which occur in Chevy Chase Village. Circumstances may include: (CALEA 81.2.4-f)

- a. Serious incidents and incidents involving fatalities; i.e. burglaries, robberies, shootings, etc.;
- b. Incidents involving members of the Board of Managers (regardless of where the incident took place);
- c. Incidents involving high-profile/celebrity residents/individuals.
- d. Also refer to G.O. 5 – 23 Emergency Notification

This directive voids the previous version dated 3/25/2015.