



# Fitchburg State University Police Department

<b>Subject: Communications</b>	
Reference: <b>IACLEA:</b> 11.1.1, 11.1.2, 11.1.5, 11.2.1, 11.2.2, 11.2.3, 11.2.4, 11.2.5, 11.2.6	
<b>MPAC:</b> 81.1.1, 81.1.2, 81.2.5, 81.2.8 81.3.2, 81.3.3, 81.2.1, 51.2.2	
<b>Effective Date:</b> November 17, 2020	<b>Review Date:</b>
<b>By Order of:</b> Michael J Cloutier, Chief of Police	

## General Order

# 11.1

**PURPOSE:**

The purpose of this general order is to identify features of the communication center necessary for emergency and nonemergency communications.

**POLICY:**

It is the policy of this department that the department will maintain adequate resources to assist in communicating with officers in the field as well as with the campus community.

**PROCEDURE:**

**A. AUTHORITY/RESPONSIBILITY FOR COMMUNICATIONS**

The Fitchburg State University Police Department maintains its own communication center and is under the supervision of the Chief of Police and his/her designee. Individuals assigned to communications will report to the shift supervisor or Officer and Charge during the shift, with administrative oversight of the communication center being the responsibility of the Dispatch Supervisor.

*IACLEA 11.1.1 / MPAC 81.1.1*

**B. FCC REQUIREMENTS**

1. The radio system of the Fitchburg State University Police Department shall be licensed by the Federal Communications Commission.
  - a. The actual FCC license shall be displayed in a frame, in the dispatch area. A copy will be maintained in a file kept by the Accreditation Manager.
  - b. It shall be the responsibility of the Dispatch Supervisor to monitor the status of the license and to keep the license current and active.

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- c. All personnel who may utilize the radio system shall be made aware of the rules and regulations of the Federal Communications Commission relative to proper and expected methods and means of communications. These rules are available via the FCC web site for all personnel. Proper radio use is part of the training for all employees of the department who may have to use them. Serious violations of these rules will be reason for administrative discipline.
- d. The radio system shall provide continuous two-way communications capability between the dispatch center and officers on duty.

No .	RX Frequency	TX Frequency	Ch Type	TX Mode	TX Power	QT/D QT Dec	QT/D QT Enc	Ch Spacing	Channel Name
1	453.2	458.2	Analog	Analog	High	173.8	173.8	12.5 (Narrow)	FSU PD1
2	453.2	453.2	Analog	Analog	High	173.8	173.8	12.5 (Narrow)	FSU PD2
3	453.0125	458.0125	Analog	Analog	High	77	77	12.5 (Narrow)	FSC 1
4	453.0125	453.0125	Analog	Analog	High	77	77	12.5 (Narrow)	FSC 2
6	453.425	458.425	Analog	Analog	High	186.2	186.2	12.5 (Narrow)	FITCH PD
8	470.55	473.55	Analog	Analog	High	D226 N	D226 N	12.5 (Narrow)	FITCH FIRE1
9	472.725	475.725	Analog	Analog	High	D125 N	D125 N	12.5 (Narrow)	FITCH FIRE2
14	453.7125	453.7125	Analog	Analog	High	156.7	156.7	12.5 (Narrow)	TAC 1
15	457.8625	457.8625	P25	P25	High	----	----	12.5 (Narrow)	TAC 2
16	453.2	458.2	Analog	Analog	High	173.8	173.8	12.5 (Narrow)	FSU PD1

*IACLEA 11.2.2 / MPAC 81.1.2*

### C. ACCESS TO RESOURCES

- 1. Personnel working the dispatch area shall have immediate access to all of the following information related to the department and it's operation;
  - a. **Shift Supervisor or Officer-In-Charge.** This access shall be continuous and will be in person, by radio or by telephone. *IACLEA 11.1.5 a / MPAC 81.2.5 a*
  - b. **Duty Roster of All Personnel.** A list of all personnel shall be available in the dispatch area via [www.WhenToWork.com](http://www.WhenToWork.com). Residential phone numbers of all department personnel are posted in the Confidential Roster located in the dispatcher's General Information Binder, as well as in the Computer Aided Dispatch under the Personnel tab.
    - (1) This information shall not be released to the public. *IACLEA 11.1.5 b & c / MPAC 81.2.5 b & c*
  - c. Visual maps detailing the department's service area shall be available at dispatch.

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A large map is located at dispatch. Digital maps are also available on line at: <https://www.fitchburgstate.edu/offices-services-directory/campus-police/clery-act-and-the-annual-security-report/> , which are updated annually.

*IACLEA 11.1.5 d / MPAC 81.2.5 d*

- d. **Officer status indicators**; for those officers on duty the status indicator is maintained through the TriTech/Perform Software dispatch console program application. For those officers not on duty, the monthly duty schedule will reflect their status; i.e. regular day off, vacation day and/or sick day.

*IACLEA 11.1.5 e / MPAC 81.2.5 e*

- e. Telephone numbers for outside agencies (Fitchburg Police Department, Fitchburg Fire Department and Massachusetts State Police) shall be available in the dispatch area. These are located on the main desktop area of the dispatch console. The shift supervisor or officer-in-charge will determine when an outside agency and their resources will be requested. Refer to **General Order 9.1.6 Administrative Notification and Resource Request** regarding the specific circumstances when outside agencies are to be contacted.

*IACLEA 11.1.5 f / MPAC 81.2.5 f*

- f. Dispatcher's shall have access to a standardized Power Phone guide to crimes and incidents to properly handle incidents and dispatch appropriate personnel.
  - i. During tactical operations, every effort will be made to provide a dispatcher whose sole function will be to provide dispatch support for the tactical operation. This dispatcher will be responsible for recording as much information as possible in regards to the call to include but not limited to; times, agencies and personnel available, contacting university officials. If a second dispatcher is not available for the tactical operation, the shift dispatcher will be the primary dispatcher for the call and will have to determine the priority of the other incoming calls for service. All non-tactical radio contact should cease during the tactical situation depending on the length of the tactical situation or until a second radio channel or other means of communication can be established.

*IACLEA 11.1.5 g / MPAC 81.2.5 g*

### D. ALTERNATE POWER SOURCE

- 1. The department's communication function maintains an alternate source of electrical power that is sufficient to ensure continued operations of emergency communications equipment in the event of the failure of the primary power source. This power source is a generator located next to the police station.
  - a. The operational readiness of the alternate source of power is maintained by the University's Capital Planning and Maintenance Department ; and
  - b. The generator conducts a self-test daily.

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IACLEA 11.2.1

## E. EMERGENCY/ROUTINE TELEPHONE CALLS

1. The department utilizes a telephone system that is capable of separating non-emergency from emergency calls.
  - a. Emergency calls and business calls are answered on a phone with the number **978-665-3111**.
  - b. Calls from emergency call boxes and elevators are answered on a phone with the number **978-665-3405**.
  - c. Calls which may be sensitive in nature such as sexual assault and anonymous reporting are able to be answered on a phone with the number **978-665-3595**.
2. X3111 and X4505 are on a recorded phone system.
3. All phones have the capability of receiving several incoming calls at once.

IACLEA 11.2.2 / MPAC 81.3.3

## F. 24-HOUR VOICE AND TDD ACCESS

1. The department provides 24-hour telephone access for calls for service and TDD telephone equivalent system for emergency calls for service.
  - a. The dispatch communication center will be staffed 24/7 to provide assistance and information to the public, as well as handle emergency and routine communications.
  - b. The department utilizes RAVE Guardian which allows for the hearing impaired to text the department.
  - c. In the event that communication responsibilities can no longer be conducted in the station's communication center, the dispatcher will follow **General Order 11.1.2 Portable Communication Center**.

IACLEA 11.2.3 / MPAC 81.2.1

## G. CONTINUOUS COMMUNICATION WITH OFFICERS

1. The department provides 24-hour, two-way radio capability that provides continuous communication between a communications center and its on-duty field personnel.
  - a. Each officer is assigned a portable radio which can communicate with dispatch.
  - b. The portable radios will display the officer call designation in dispatch, as well as on their portable.

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- c. The radio system allows for the rapid exchange of information, requesting assistance, receiving orders or instructions, and responding to calls for service.

*IACLEA 11.2.4 / MPAC 81.2.2*

### H. RECORDING

1. The department maintains a continuous recording of radio transmissions and emergency telephone conversations within the Communications Center with the dispatcher having the ability to immediately play back radio and telephonic conversations.
  - a. Audio recordings are kept for a minimum of 30 days.
  - b. All recordings are saved and secured digitally and can be retrieved via password login
2. Dispatchers may retrieve the past 12 hours of recording through the VERIFY system.
3. Members of command staff may retrieve at least 30 days of recording through INFORM.
  - a. Access to INFORM will be limited to sergeants, Lieutenants, and the Chief for criminal investigations, internal investigations, training, and service delivery audits.
  - b. When in replay mode, the recording system will continue recording other calls and radio transmissions.

*IACLEA 11.2.5 / MPAC 81.2.8*

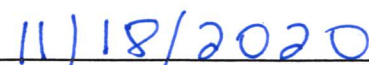
### I. BLUE LIGHT EMERGENCY PHONES

1. The department is equipped to receive calls from emergency call boxes (Blue Light Emergency Phones) and other callboxes around campus.
  - a. These phone will be tested on a monthly basis.
  - b. Tracking of each testing and the results of said test shall be forwarded to the University Auxiliary service which is responsible for the care and maintenance of the university's phone system.
  - c. Call box tracking forms shall be emailed to command staff, with a copy of the monthly testing saved in a shared folders for inspections.

*IACLEA 11.2.6*

Approval:

  
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Chief of Police

  
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Date