



Apex Police Department General Order



Title Communications Services		Order Number 1201-20
Effective Date: September 23, 2020	Amends: General Order 1201-17	
CALEA Standard: 81.1.2, 81.2.1, 81.2.2, 81.2.4, 81.2.8, 81.2.12, 81.3.2, 81.3.3	Rescinds:	
Reference: GO 1204 – DCI Operations GO 1202 – Tactical Talk Groups GO 101 – Written Directives System SOP C209 – Alarm Calls	Pages: 6	
Forms: F1201 – Generator Log		

Communications Services

Purpose

The purpose of this directive is to define the Communications function and responsibilities of both the Apex Police Department and the Apex Police Department Communications Center.

Policy

It is the policy of the Apex Police Department and Apex Police Department Communications Center to provide the most efficient means of communication for both the service of the community and the safety of department personnel.

Definitions

Criminal Information and Identification Section (CIIS) – A branch of the NC State Bureau of Investigations (SBI) Division of Criminal Information (DCI) which maintains North Carolina's statewide computer network for the exchange of law enforcement/criminal justice information.

Electronic Switching System Exchange (ESSX) – A telephone exchange based on the principles of time-division multiplexing of digitized, analog signals.

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National Crime Information Center (NCIC) – A nationwide computerized information system that is operated by the Federal Bureau of Investigation and connected directly to DCI via high-speed, data lines. NCIC provides the capability of nationwide information sharing and data warehousing.

National Law Enforcement Telecommunications System (NLETS) – The International Justice and Public Safety Information Sharing Network, which is a state-of-the-art, secure, information-sharing system for state and local law enforcement agencies. It provides electronic messaging to allow information exchange between state, local, and federal agencies and support services to justice-related computer programs.

Private Branch Exchange (PBX) – A telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or the general public.

Public Safety Answering Point (PSAP) – A call center responsible for answering calls to an emergency telephone number for police, firefighting, and ambulance services.

Telecommunications Device for the Deaf (TDD) – An electronic device for text communication over a telephone line. It was designed for use by persons with hearing or speech difficulties. Other names for the device include teletypewriter and TTY.

Procedure

Administration

1. The Communications Manager will provide operational and administrative oversight for the Communications Center and reports directly to the Administrative Division Commander.
2. Communications Shift Supervisors are responsible for the day-to-day operation of their shifts within the Communications Center, while ensuring compliance with federal, state, local, and departmental requirements. Communications Shift Supervisors report to the Communications Manager.

Operations

1. The Apex Police Department is a non-classified (PSAP) in Wake County.
 - The Cary Police Department Emergency Communications Center is the primary PSAP.

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2. The Apex Police Department PSAP can communicate to the primary PSAP and other Communications Centers in Wake County on TRICOM 800 MHZ talk group.
3. The Apex Police Department will answer all seven-digit, emergency telephone lines which directly connect the public with the Communications Center.
4. The Communications Center will receive, process, and dispatch all calls for police services throughout the Town of Apex on a 24-hour basis.
5. All radio operations will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements. Access to federal rules and guidelines are available at each console. (81.1.2)
6. Interoperability between jurisdictions may be achieved by:
 - Use of the system-wide mutual talk-group or public safety TAC channels that are included in the programming of every mobile and portable radio (81.3.3)
 - Use of a console patch that may be requested by any field unit at any time
7. All radio traffic will be conducted using appropriate professional protocol:
 - Field personnel calling other field personnel or headquarters (Apex or Communications) or responding to a call will use their unit number for identification (81.2.2)
 - Telecommunicators responding to field personnel will use the identification number of the calling unit (i.e. 401, 350) (81.2.4)
 - Appropriate acknowledgement will be made before any unit proceeds with radio traffic
 - If the acknowledgement is to stand by, field personnel should make no further transmissions until advised, unless it is an emergency
 - Temporary suspension of protocol may be necessary due to an emergency situation (power outages, severe weather, or major events); however, return to protocol should be made as soon as possible
 - Under normal circumstances, the Communications Center should respond to calling units within 10 seconds

Law Enforcement Information Exchange

1. The Communications Center has access to local, state, and federal law-enforcement, computer systems through the SBI CIIS DCI network.
2. The DCI network is used to access in-state, SBI criminal record information, NCIC, NLETS, and limited international information from certain countries and international police agencies through Inter-Pol.

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3. Policies and procedures pertaining to the DCI network are contained in General Order 1204 – *DCI Operations* and other applicable written directives. (81.2.8)

Alarms

1. Private alarm systems are monitored by private alarm companies and are not monitored by the Communications Center.
 - Policies and procedures pertaining to alarm activations are contained in Standard Operating Procedure C209 – *Alarm Calls*. (81.2.12)

Facilities and Equipment

Functional Capabilities

1. All departments of the Town of Apex operate on a Digital P25 800 MHz system for all two-way radio communications.
 - All town departments have separate individual talk groups to handle day-to-day operations.
 - Policies and procedures pertaining to radio communications are contained in General Order 903 – *Patrol Operations* and General Order 1203 – *Tactical Talk Groups*. (81.2.2)

Telephone Communications

1. The following telephone lines enter the Communications Center:
 - Three "Enhanced 9-1-1" telephone trunk lines
 - Six administrative ESSX telephone lines
 - Two internal PBX telephone lines for internal transfers
2. Emergency 9-1-1 lines offer toll-free access to any public safety agency from any telephone within the jurisdiction, including pay stations, and display the telephone number of the calling party and the location from which the person is calling.
 - Emergency 9-1-1 lines are equipped with the ability to transfer callers, either by a single button or by physically dialing the telephone number of another agency.
 - Each telephone station can communicate through TDD. (81.2.1)
3. Annually, the Communications Manager or his/her designee will conduct a telephone line-load study on administrative and emergency telephone lines will be conducted annually.

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- The study will be completed and forwarded to the Chief of Police, through the chain of command, by January 31st of the year following the study.
 - This date may be extended with the approval of the Chief of Police.

Backup Resources

1. The communications system is designed and maintained with several levels of redundancy to ensure continuous communications capability. Backup resources include:
 - A secondary backup Communications Center located at Cary Police Department Emergency Communications
 - The Apex Police Department Mobile Command Vehicle
 - Non-interruptible battery power
 - Generator power
 - Multiple radio frequencies, repeaters, and towers
 - Portable radios in the Communications Center
 - Laptops configured for Communications Center resources
2. The generator is tested automatically on a weekly basis and under a full load annually.
 - In the event of mechanical failures, both visual and audible alarms will occur in the Communications Center.
 - All tests and activations of the generator will be logged on form F1201 – *Generator Log*. (81.3.2)
3. In the event of a complete loss of operations, the department's backup center location is Cary Police Department Emergency Communications, located at 120 Wilkinson Ave., Cary, NC 27513.

Standard Operating Procedures

1. Written Standard Operating Procedures are available to all Communications Center and departmental personnel. These policies will be reviewed and updated as needed at the direction of the Administrative Division Commander, Communications Manager, and/or the Chief of Police.
 - The review, update, revision and approval of written directives will be conducted in accordance with General Order 101 – *Written Directive Systems*.

Text in "Green" denotes a significant change in policy

BY ORDER OF:

A handwritten signature in black ink, reading "John W. Letteney". The signature is written in a cursive style with a large initial "J".

John W. Letteney
Chief of Police