



General Order 81.2 - Communications

PURPOSE: Define continuous emergency telephone access, procedures for communication functions, and Sedgwick County Emergency Communications (S.C.E.C.) access to departmental rosters; describe procedures for requesting outside services, misdirected telephone calls for assistance, and recording of call information; define incident numbers; define call information obtained; define the employee status records; define back-up assignments; define the emergency telephone number; and describe immediate playback of radio/telephone traffic, tactical dispatching plans, emergency messages, and dissemination of stolen vehicle information.

DATE OF APPROVAL: 12/08/05

DATE OF ISSUE: 12/08/05

EFFECTIVE DATE: 12/08/05

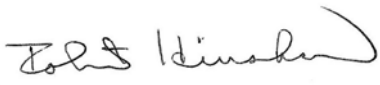
REVIEW DATE: Annual

AMENDS: 81.2.6

THIS ORDER CANCELS: 81.2 Approved 08/12/03

ISSUED BY : Sheriff Robert Hinshaw

REVIEWED BY: Standard Review Committee



INDEX AS:

[81.2.1 Continuous Emergency Telephone Access](#)

[81.2.2 Procedures for Communication Functions](#)

[81.2.3 S.C.E.C. Access to Departmental Rosters](#)

[81.2.4 Requesting Outside Services](#)

[81.2.5 Misdirected Telephone Calls for Assistance](#)

[81.2.6 Recording of Call Information](#)

[81.2.7 Open](#)

[81.2.8 Call Information Obtained](#)

[81.2.9 Employee Status Records](#)

[81.2.10 Back-up Assignments](#)

[81.2.11 Emergency Telephone Number](#)

[81.2.12 Immediate Playback of Radio/Telephone Traffic](#)

[81.2.13 Open](#)

[81.2.14 Tactical Dispatching Plans](#)

[81.2.15 Emergency Messages](#)

81.2.16 Dissemination of Stolen Vehicle Information

81.2.17 Open

81.2.1 CONTINUOUS EMERGENCY TELEPHONE ACCESS

A. Twenty-four - (24) hour access to emergency assistance is available in Sedgwick County.

1. Toll phones allow contact with an operator or "911" without requiring payment.

81.2.2 PROCEDURES FOR COMMUNICATION FUNCTIONS

A. The standard operating guidelines for radio communications of the department are incorporated into the S.C.E.C. manual.

1. See appendix A of general order [81.1](#).

81.2.3 S.C.E.C. ACCESS TO DEPARTMENTAL ROSTERS

A. S.C.E.C. will be supplied with a current duty roster of administration staff for notification purposes.

B. S.C.E.C. will also be given a roster of departmental employees that will contain, at a minimum, name and phone number.

1. Each division will be responsible for updating S.C.E.C. of any changes affecting their personnel.

81.2.4 REQUESTING OUTSIDE SERVICES

A. Requests for other emergency services (fire, E.M.S., other law enforcement) shall be made through S.C.E.C.

B. Requests for other than emergency services (wreckers, taxis, public utilities, etc.), shall be handled through Special Police Information Data Entry Retrieval (S.P.I.D.E.R.).

81.2.5 MISDIRECTED TELEPHONE CALLS FOR ASSISTANCE

A. When an employee receives a telephone call that requires the presence of a deputy, the employee shall:

1. Advise the calling party that they are being transferred to "911";
2. Transfer the call, remaining on the line to ensure that the connection is not accidentally terminated.
 - a. The employee must transfer to a "911" line, not an administrative line of S.C.E.C. If S.C.E.C. is busy, "911" lines take priority over administrative lines.

B. If the calling party wishes to make a case desk report, the employee shall transfer the caller to the case desk.

1. See appendix A of general order [81.1](#) or section [41.1.21](#) for case desk criteria.

81.2.6 RECORDING OF CALL INFORMATION

- A. S.C.E.C. keeps a record on each call of the following information:
 - 1. Date and time of request;
 - 2. Name, address, and phone number of complainant (if possible);
 - 3. Type of incident;
 - 4. Location of incident;
 - 5. Pertinent times of the call, to include time of dispatch, arrival, and return to service; and
 - 6. Call disposition.
- B. Deputies should attempt to keep track of pertinent information as it is broadcast; however, this will not always be possible (as in the case of being sent to a life-threatening call).
- C. (**R**) After completion of a call, if a deputy requires some or all of the information listed in part A above, the deputy should get the information by telephone or mobile computer terminal if possible, so as to avoid unnecessary radio traffic.

81.2.7 OPEN

81.2.8 CALL INFORMATION OBTAINED

- A. Communications dispatchers of S.C.E.C. follow their internal, established procedures for obtaining relevant information on every call.
 - 1. Their procedures are designed to elicit as much information as possible to enhance deputy safety and assist in anticipating conditions to be encountered at the scene.
- B. This information will be relayed to responding units as it becomes available.

81.2.9 EMPLOYEE STATUS RECORDS

- A. S.C.E.C. records the status of on-duty deputies to indicate in-service, out-of-service, on-call, etc.
- B. To facilitate accurate records, all employees should keep S.C.E.C. informed as to their status.
- C. Such records will maintain a level of security for deputies and establish a baseline for evaluation and planning purposes.

81.2.10 BACK-UP ASSIGNMENTS

- A. S.C.E.C. will assign back-up units as per their established guidelines (see appendix A of general order [81.1](#)).
- B. Back-up unit information such as times, unit number, etc., shall be recorded and available from the same incident number used for the primary unit as specified in section [81.2.7](#).

81.2.11 EMERGENCY TELEPHONE NUMBER

A. "911" will be the primary phone number given out to the public for requesting any initial assistance. Employees should not advise the public to use a "non-emergency" administrative S.C.E.C. number for requesting "non-emergency" assistance.

B. In the event the public is outside the "911" calling area, they are to use (316) 263-6011.

81.2.12 IMMEDIATE PLAYBACK OF RADIO/TELEPHONE TRAFFIC

A. As outlined in section [81.1.7](#), communications dispatchers may play back any radio/telephone conversation as needed for clarification.

81.2.13 OPEN

81.2.14 TACTICAL DISPATCHING PLANS

A. S.C.E.C. maintains guidelines and plans that include procedures for:

1. Directing resources;
2. Obtaining information on crimes in progress; and for
3. Tactical operations they would be involved in (such as Kansas Highway Patrol Troop F roadblocks).

B. The department shall provide to S.C.E.C. the appropriate plans for the Sedgwick County Sheriff's Office.

81.2.15 EMERGENCY MESSAGES

A. Deputies will attempt to deliver, and S.C.E.C. will accept emergency messages for, members of the public as follows:

1. Death notification;
2. Serious illness notification; and
3. Accident notification.

B. Messages meeting the above criteria may be accepted for delivery if they are received through official channels (e.g., from another law enforcement agency, etc.).

C. Such messages must include at a minimum:

1. Name and address the message is directed toward;
2. Name and phone number the local person may contact for detailed information.

D. If a deputy is unable to make contact with the specified person, the deputy shall leave a note requesting that the person call "911" for the deputy.

1. The deputy shall also arrange for the original requesting agency to be notified as to the status of the delivery.

81.2.16 DISSEMINATION OF STOLEN VEHICLE INFORMATION

A. Stolen vehicle information will be relayed to S.C.E.C. by the records section.

1. S.C.E.C. will broadcast (simulcast) the information as it becomes available.
- B. Deputies should attempt to relay this information in a timely manner so as to allow for a timely simulcast.

81.2.17 OPEN