

MEMPHIS POLICE DEPARTMENT POLICY AND PROCEDURES

SECTION: Communications Recordings

Communication recordings, unless being held for some reason, i.e. litigation, are retained for a period of eighteen (18) months.

Attorneys and other law enforcement agencies may request any recording needed for court by submitting a completed “Communications Bureau Information Request” form, a written request or presenting a subpoena through the Legal Advisor’s office. Once approved, the Legal Advisor’s office forwards all requests that they receive to communications to be completed.

MPD Supervisors and bureau investigators may request records for investigations by submitting a completed “Communications Bureau Information Request” form (located on Kiosk) to the Communications supervisor on duty.

All other MPD personnel may request records by completing the “Communications Bureau Information Request” form located on Kiosk and submitting the **completed** form through their chain of command to the Legal Advisor’s Office. A Lieutenant Colonel or higher must approve the requests.

Public Requests for communications records for which the department is to be reimbursed, should be directed to the Central Records Office.

Copies of the events will be prepared by the on-duty Communications supervisor and supplied to satisfy these requests.

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I. GENERAL

All radio transmissions made on Police Department equipment are monitored by the Communications Bureau and are recorded. This should give the department a taped record of most of the activities in the field.

It is necessary that the police dispatcher be aware of the activities of ALL cars in the field. This includes regular ward cars, traffic units, CIB units, Special Operations units and those SIB units who are not involved in investigations that are so sensitive that radio transmissions would create hazards for the officers involved. It is also necessary that supervisory personnel be aware of the activities of the units assigned to them.

To satisfy these needs the following action is effective:

- A. All radio communication must be courteous and civil. The use of coarse, profane, vulgar, racial, derogatory, or discourteous language is prohibited.
- B. When any police officer receives a call from the police dispatcher, he/she will acknowledge the call, through the police radio, giving the officer(s) immediate location.
- C. When the officer(s) arrive at the scene of the call, the officer(s) will notify the police dispatcher, through the radio by car number that they are on the scene.
- D. No police officer(s) will leave their assigned territory or post without permission or instructions from a supervisor, a Commanding Officer, or the Police Dispatcher. The permission or instructions must originate or be relayed through the police dispatcher. This includes Signal-10 (gas), outside their assigned territory, and also Signal-C (change shift).
- E. No officer(s) will transport anyone arrested for a felony without calling, over the police radio, for a supervisor or Commanding Officer to review the arrest and give them permission to transport.
- F. No officer(s) will call for another police officer to meet them at any location without requesting and receiving permission from a supervisor or Commanding Officer through the police dispatcher. The only exception will be an emergency call for help from a police officer(s). If this occurs, the police dispatcher will send the closest available units immediately without permission from anyone; however, the dispatcher will also send a supervisor or Commanding Officer on a call of that nature.
- G. No police officer(s) will place themselves on a call without permission from the police dispatcher or upon instruction of a supervisor.
- H. No police officer(s) will disregard themselves on a call without notifying the police dispatcher of the reason they cannot complete the call and receiving permission from the dispatcher.
- I. No police officer(s) will put themselves on a special assignment without receiving permission from the police dispatcher. The police officer(s) must request the special assignment; give the exact location and the specific nature of the special assignment.
- J. Once a call or self-initiated activity has been completed, the officer(s) shall immediately

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return to service. If the officer must change his or her location to complete paperwork associated with the call, the officer shall inform the dispatcher of the new location. If there are calls holding, officers shall return to service as quickly as possible once all of the time sensitive paperwork has been completed.

- K. Officers must give a final disposition to the dispatcher, via the radio, on all calls and self-initiated activities when returning to service. This can be achieved with a minimum amount of communication. The following is a list of dispositions that will serve to explain the type of action taken. (81.2.4.j)

Alarm Citation

Advised Citation (Advised complainant, subject, etc. No paperwork initiated)
(Misdemeanor Citations, Juvenile Summons, long and short tickets, and City Ordinance Summons)

Could Not Locate (Unable to locate complainant, suspect, article, etc.)

Checked Ok

False Alarm (No Citation Issued)

Good Alarm

Report (Report or memo filed)

Signal 5

Transport

II. RECORDING INCIDENTS OR CONVERSATIONS:

On certain occasions in the past, a taped record of the conversations inside the police car would have been extremely beneficial in the prosecution of an arrested party. For example, the offering of money when an arrested suspect is attempting to bribe the officer. Another example would be when a well known personality is under arrest and the officer feels that a record of the arrested parties' conversation would deter later unfavorable publicity regarding the arrest or would further tend to corroborate the officer's probable cause.

If an officer desires to have a given conversation recorded, he is to switch their radio to their precinct car to car channel and depress the transmitter button. This will automatically activate the recording device on that channel and the conversation would be recorded until such time as the officer releases the transmitter button. The officer should then record their radio ID number and the time to facilitate the retrieval of this recording.

III. SIGNAL WARNING:

The primary frequency dispatchers and the information dispatchers, at times, need to advise an officer that a potential danger exists for the officer because of a radio message which would follow.

The dispatcher will announce to a receiving unit "Signal W" when it is of their opinion that a danger may exist for the officer. The officer will immediately respond with either "stand-by" or "radio secured". The dispatcher is telling the officer to prepare for an unpredictable reaction due to the forthcoming information concerning the subject. The officer is responding with "stand-by" with the information until the radio can be secured or for the dispatcher to go ahead

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with the information as the "radio is secured". It is anticipated that by using this signal he will provide officers with the opportunity to prepare themselves for any type of situation. This may enable an officer to stand a better chance of performing his tasks with less of a risk of injury or loss of life.

IV. CIVILIAN PERSONS IN POLICE VEHICLES:

When an officer deems it necessary or advisable to place a person not under arrest or not relevant to an immediate investigation into a police vehicle, the dispatcher will be notified by transmitting his car number and "Signal 5".

"Signal 5" will indicate to the Dispatcher that a person falling into the category described is at that time in the police vehicle. The use of Signal 5 will be a notification procedure only and will not remove the car from service or remove the responsibility for responding to a call for service.

Upon completion of the conversation with the person or persons involved, the officer will again notify the dispatcher by transmitting the car number and "Clear Signal 5".

This procedure is followed only in those cases when an arrest is not contemplated or where the interview is not relevant to the immediate investigation.

EX: It will not be necessary to transmit a "Signal 5" if during the investigation of a traffic accident, it is desirable to place the drivers or witnesses in the police vehicle. In this instance the officers are on a specific call at a specific location and their activities are a matter of record. Neither would it be necessary to notify the dispatcher if while on a "special assignment" it is desirable to interview persons at the scene. Again, the specific location and activity is a matter of record.

It will be necessary to advise a "Signal 5" if the officer is approached by an individual who indicates he has information to furnish but is reluctant to talk in his immediate surroundings. If the person is placed in the car and transported away from the area, the "Signal 5" will be given immediately. The "Clear Signal 5" notification will be given when the person leaves the vehicle.

V. CAR-TO-CAR COMMUNICATION:

The trunk radio system used by the Memphis Police Department consists of a several talk groups. Each precinct is assigned a *primary* talk group designated as "A" and a *secondary* talk group designated as "B". The secondary talk group is to be used by the officers as a car-to-car talk group when necessary.

At no time should officers switch their radios to any other talk group for car-to-car communication other than their designated secondary talk group. The unassigned talk groups are to be used only with the approval of the Communications Supervisory personnel.

Any deviation from the above policy will result in disciplinary action.

VI. RADIO SYSTEM FAILURE:

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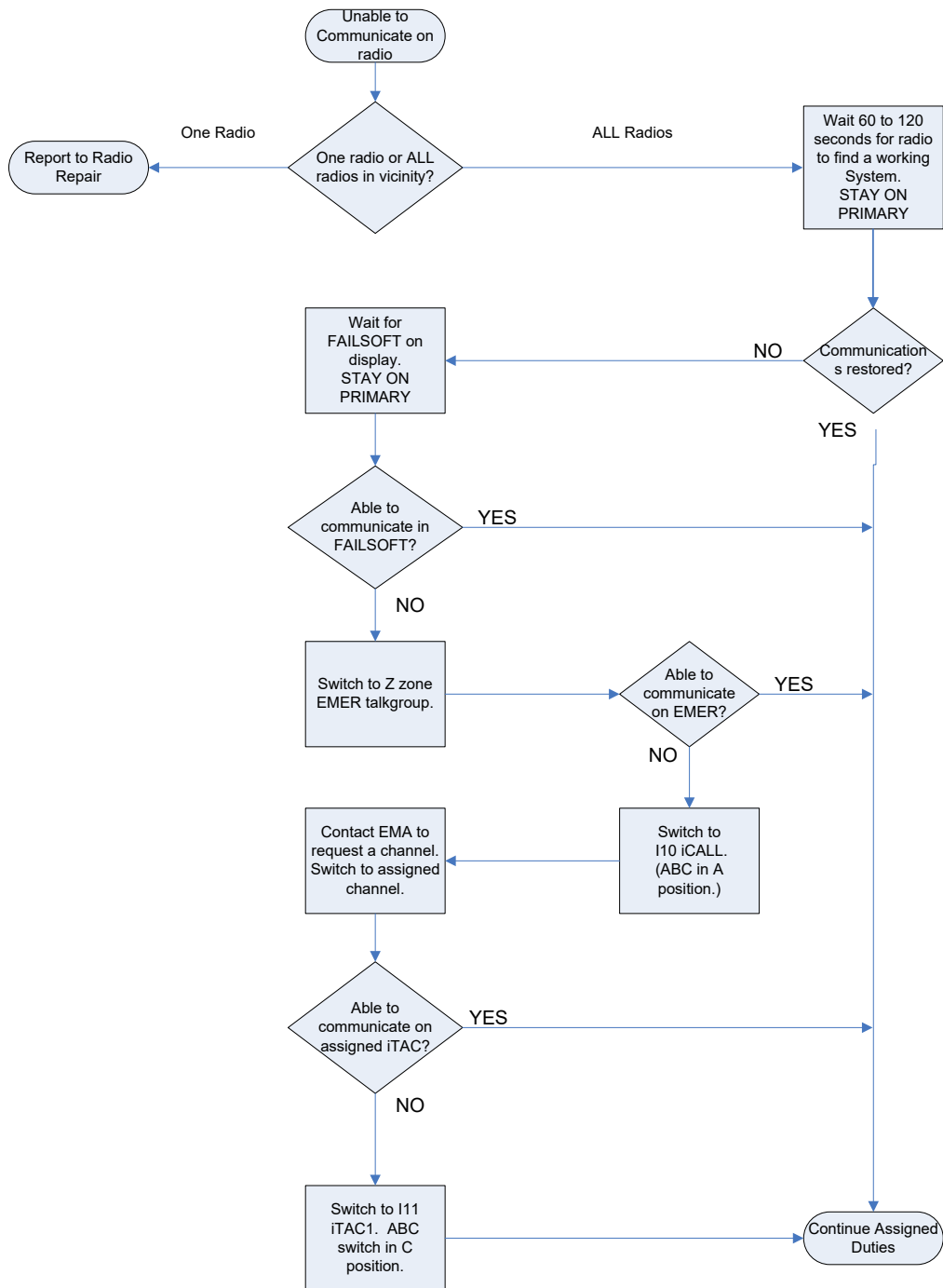
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The Memphis Police Department radio system is configured to recover from a system failure, but actions by the user may be necessary. The following steps should be performed during a radio system failure scenario:

- 1) Wait 60-120 seconds. The new radios use Smartzone technology and will search for a working system for your talkgroup to communicate on.
- 2) If your radio begins to flash FAILSOFT and emit a bonking tone, stay on your Primary talkgroup. * Adjacent precincts share FAILSOFT frequencies, ensure you use proper communication protocol. (Two or more precincts will be on the same frequency-use your entire call sign.)
- 3) If there is no radio traffic on your Primary talkgroup and you cannot transmit from your radio, the next step is to switch to your precinct's Z zone EMER talkgroup.
 - a. Each precinct has an assigned EMER talkgroup just like their CTC talkgroup. ALLEN switches to Z1 EMER 1, RAINES switches to Z2 EMER 2, TRAFFIC switches to Z10 EMER 10, etc.
 - b. The EMER talkgroups force the radio to the "B" backup transmitter system. However, if the "B" system is working, the radio should have automatically found it when it searched for a working system.
 - c. Wait 1-2 minutes. If you cannot communicate on your EMER talkgroup, proceed to the next step.
- 4) Switch to I10 iCALL. Ensure the radio ABC switch is in the A position (On mobiles, pushing the DIR button will toggle between REPEAT and DIRECT/TALKAROUND push the DIR button in upper right of mobile until the word DIR disappears). Contact EMA on the iCALL and request a talkgroup. EMA will assign you to one of the 4 iTAC channels, I11 iTAC1, I12 iTAC2, I13 iTAC3 or I14 iTAC4.
- 5) If you cannot reach EMA on I10 iCALL, switch to I11 iTAC1 and ensure your ABC switch is in the C position. On mobiles, push the DIR button until the word DIR appears in screen.
 - a. The radio will operate in a DIRECT/TALKAROUND mode. DIRECT/TALKAROUND is a single frequency, radio to radio mode (like a CB radio).
 - b. Maximum range for a handheld portable is approximately one (1) mile. Maximum range for a vehicle mobile is approximately five (5) miles.
 - c. Precinct commanders may need to position cars at strategic, high elevation locations (atop a parking garage) to relay communications between the various wards, the precinct, and Dispatch.

The following flow chart details the above process.

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SECTION: MPD Telephones

I. General Office Telephones

Personnel must remember that in many cases the first contact the public has with the police department is over the phone. It is therefore essential that all phone calls be handled professionally and with courtesy.

Phone equipment belongs to the city and is for business use. The city reserves the right to access, review, and monitor its use, as well as the data that is stored or transmitted.

- A. Incoming phone calls will be answered as quickly as possible. Every attempt will be made to answer the phone immediately; but as a general rule, nonemergency phone answering locations should answer incoming calls within three rings (i.e. all office phones, reception desks, bureau phones, Central Records, etc.).
- B. In answering the phone, greet the caller by identifying the Department, the section, and yourself. Ex. “**Memphis Police Department, Chief’s Office, Ms. Doe speaking** – How may I help you?”
- C. If it is necessary to place the calling party on hold, please advise the caller politely that you are going to place them on hold and that you will return to them very shortly. Wait for a response from the caller.
- D. Use the appropriate phone functions to place the call on hold. This will prevent the caller from hearing conversations going on around you.
- E. If the caller has been on hold for longer than two minutes, return to the caller and thank them for waiting. A caller should not be left on hold without periodically checking back with them. If you determine that you will not be able to take the request from the caller within five minutes, ask someone else to handle the call. You can also, take a message or a number where the caller can be recontacted.
- F. Observe telephone courtesy when speaking with the public:
 - 1. Speak distinctly and enunciate.
 - 2. Speak directly into the receiver.
 - 3. Always speak in a calm, competent, and decisive tone of voice.
 - 4. Avoid the use of police jargon, slang, codes, or other terms that they may not understand.
- G. The use of department phones for personal calls is to be kept to a minimum.

II. Cellular Phones

Cellular telephones provided by the Memphis Police Department are for **BUSINESS USE ONLY**.

Employees of the Memphis Police Department making a request for a cellular telephone must submit the request in writing to their appropriate Deputy Chief for approval. The approved

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request will be submitted to the Memphis Police Department Information Systems for implementation.

Requests for changes, additions, or moves should be submitted to Information Systems.

Employees using Memphis Police Department issued phones could be billed for personal calls when the allotted time is exceeded.