



**CHEVY CHASE  
VILLAGE  
POLICE  
DEPARTMENT**

*Police Chief: John Fitzgerald*

**GENERAL ORDER: 7-1 COMMUNICATIONS CENTER—GENERAL**

DATE: 2/6/2020      Pages: 1    ♦    New    ♦    Revised 7-1

DISTRIBUTION:    **ALL PERSONNEL**

**I. GENERAL**

The Chevy Chase Village Communications Center provides continuous 24-hour radio, telephone, and facsimile communications between the Communications Center, citizens, police officers, and other local and state public safety agencies.

Communications clerks and any employee who performs the function of a communications clerk must comply with all relevant general orders as well as any relevant order within the Communications Manual.

**II. PURPOSE**

The purpose of this order is to assign responsibility for the communications function of the Chevy Village Police Department to the CCV Communications Center and to establish uniform communications system operating procedures.

**III. GOALS**

- A. The primary goal of the Communications Center is to provide efficient and effective service to the residents of Chevy Chase Village, the Police Department, other Village government departments and employees, and any individual who calls or appears at the Communications Center.
- B. The Chevy Chase Village Police Department’s radio operations will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.
  - 1. The Department is authorized to operate on the assigned radio frequency provided by Montgomery County.
  - 2. Operation of public safety radios is governed by FCC rules and regulations which include:
    - a. The restriction of messages to official police business;
    - b. The prohibition of obscene or profane language.
- C. The Department will operate in cooperation with the Montgomery County Emergency Communications

Center (ECC). A written agreement between the Montgomery County Police and the Chevy Chase Village Police is on file with the Village Chief of Police.

**IV. LOGISTICS OF THE COMMUNICATIONS CENTER**

- A. The Communications Center is located at the entrance to the Administrative Offices. Access to the Communications Center (Communications) is controlled by a door which can be secured.
  - 1. No unauthorized personnel are allowed in Communications.
  - 2. There is a shatter-proof plexiglass window equipped with an opening for documents to be transferred between dispatchers and citizens.
  - 3. There are two security camera systems displayed in Communications and monitored by communications clerks. One system covers the exterior of the Village Hall, and the other covers the Buffer Zone.
  - 4. The radio system is tied to an in-house back up generator. An extra portable radio is available for a back-up to the base radio and the scanner. The Communications Center does not receive 9-1-1 calls; those are routed to the county’s Emergency Communications Center. Callers must contact Communications by the Village ten digit number. As such, emergency calls should not come into Communications.
- B. The following is a list of resources located in the immediate vicinity of the dispatch center and is available to dispatchers:
  - 1. A map of Chevy Chase Village
  - 2. A copy of the “Chevy Chase Red Book” is available which contains maps and other information of the nearby municipalities.
  - 3. A list of the roads and address ranges located in the jurisdiction of the Chevy Chase Village Police Department.
  - 3. A list of home phone numbers and cell phone

- numbers of Village *employees*.
5. Police officer and dispatcher schedules.
  6. Resident phone numbers and addresses. Phone numbers of useful local government agencies.
  7. Every dispatcher is given a packet which includes a sample list of questions to ask for specific calls.
  8. The CODY CAD/RMS system.
  9. The METERS/NCIC/MVA computer.
  10. The internet-based security cameras in Western Grove Park. These cameras should be monitored by communications clerks as workload allows.

This directive voids the previous version dated 2/10/2009.