



**CHEVY CHASE  
VILLAGE  
POLICE  
DEPARTMENT**

Police Chief: John M. Fitzgerald

**GENERAL ORDER: 7-3; COMMUNICATIONS CENTER—  
TELEPHONE SYSTEM**

DATE: 8/19/2014 Pages: 3 ◇ New ◇ Amended ◆ Rescinds 7-3

CALEA: 22.2.7-c, 81.2.1, 81.2.6-a-b, 81.2.8-a-b-c, 81.2.9, 81.2.11, 81.2.12, 81.2.13, 81.3.3

**I. BACKGROUND**

- A. All telephone calls for the Chevy Chase Village Municipal Government are answered by the Communications Center and are routed to the appropriate parties. The phone system has one main line (301-654-7300) and five roll-down lines. The Communications Center is operated continuously 24-hours a day to ensure that no telephone call will go unanswered.
- B. The Communications Center is not equipped to handle emergency 9-1-1 phone calls. Emergency 9-1-1 calls originating in Chevy Chase Village are answered by the Montgomery County Emergency Communications Center (ECC) (CALEA 81.2.1, 81.3.3)
  - 1. CCVPD cruisers are marked showing 9-1-1 as the number to call in case of an emergency.
  - 2. Department magnets have been distributed to residents as a reminder to call 9-1-1 for emergencies and 301-654-7300 for all non-emergency situations. (CALEA 81.2.1)
  - 3. Residents are encouraged to have their alarm company monitoring facilities call the Village Communications Center. Policies regarding residential alarms, including excessive false alarms are outlined in the Chevy Chase Village Code of Ordinances. Village Officers will respond to and investigate any alarms occurring in CCV's jurisdiction whether they were dispatched by the ECC, a Village dispatcher, or discovered by an officer while on patrol.

**II. GUIDELINES**

- A. Articulation and courtesy are essential to effective and efficient telephone communications.
  - 1. The telephone should be answered with a message similar to: "Good afternoon, Chevy Chase Village, John speaking, how may I help you?" (CALEA 22.2.7-c)
  - 2. If you need to place the person on hold, say: "May I put you on hold?" and **wait for an**

**acknowledgement.**

- 3. Employees must not hang up or become argumentative over the phone with anyone, no matter how abusive or belligerent they may be. If there comes a point when the conversation is going nowhere, the dispatcher can say something to the effect: "I'm sorry, I can't help you any further. Unless there is something else I can help you with, I need to terminate the call." It is important that public safety dispatchers never lose their composure and professionalism.
- 4. If the caller is requesting a police response, the dispatcher must let the caller know what and when the response will be. If appropriate, callers will receive a follow-up from either an officer or a dispatcher informing them of the results of the police response. (CALEA 81.2.6-b)
- 5. Every effort should be made to answer calls on the recorded phone located in the Communications Center.
- B. Dispatchers must be able to determine which phone calls require their immediate attention. Efficiency needs to be maintained on both the telephones and the radio.
  - 1. When two or more phone lines are ringing at once, the dispatcher will ask: "Chevy Chase Village, is this an emergency?" If the answer is "no," then ask if it is okay to put them on hold and answer the next line with the same question. If the answer to that question is "no," ask for permission to put them on hold and go back to the first caller. (CALEA 81.2.6-a)
  - 2. If an emergency situation arises with an officer in the field, the dispatcher will quickly inform the caller that a police emergency requires them to place the caller on hold, and then will focus their complete attention on assisting the officer.
- C. Confidentiality of Information
  - 1. All employees are prohibited from giving out personal information on other Village employ-

2. NCIC, METERS, and other criminal justice related computers and information are for official CCV police business only. (CALEA 81.2.9)
3. Dispatchers shall not use the NCIC computer to look up information for callers over the phone, even if the callers claim to be looking for information about them (i.e. driving records and criminal history checks). Exceptions are: (CALEA 81.2.9)
  - a. approval from the Chief of Police; and/or
  - b. to assist another agency (i.e. hit confirmations) and then only after verification of the caller's credentials.
4. Individuals may obtain an official copy of their driving record by visiting their nearest full service Motor Vehicle Administration and paying the appropriate fee.
5. Individuals may obtain an official copy of their criminal history by contacting the Maryland State Police Criminal Records Section and paying the appropriate fee.

D. Calls Received for Other Agencies

At times, dispatchers may receive phone calls which were meant for another agency or involving a situation outside of our jurisdiction. (CALEA 81.2.12)

1. If the caller is reporting an emergency or a serious incident which just occurred, advise them to call 9-1-1 immediately.
2. If the dispatcher receives a call for a non-emergency situation outside of our jurisdiction, there are two options:
  - a. If the caller is reporting an incident which occurred earlier, or a non-emergency incident, advise them of the Village boundaries and the number for the appropriate agency.
  - b. In some cases, it may be appropriate to take the caller's information and forward it to the appropriate agency. Callers may not want to take the time or be able to make the extra phone call themselves. Relaying the information to other agencies can be done by phone or by the MCCAD system if in Montgomery County.

E. Dispatchers are not trained in the process of receiving and writing police reports. If a caller wishes to make a police report of an incident which happened in our jurisdiction, a Village officer will be dispatched. If an officer is not available to respond to the residence, or if the resident is not home at the time of the call, the dispatcher will take the caller's name and number and have an officer call them back at a later time.

F. Emergency Notifications (CALEA 81.2.11)

1. Emergency messages pertaining to other public safety agencies such as the B-CC Rescue Squad and the Montgomery County Police will be relayed without delay.
2. Appropriate telephone notifications will be made to citizens:
  - a. at the request of an officer;
  - b. at the request of another public safety agency;
  - c. after an officer had responded to a call at a residence and ascertained that the resident is not home; the dispatcher will call the house and leave a message explaining the situation. The dispatcher will make every effort to contact the homeowner.
3. Appropriate telephone notifications will be made to employees of SAKS 5<sup>th</sup> Avenue and All Saints Church:
  - a. at the request of an officer;
  - b. at the request of another public safety agency.
4. This agency will accept and deliver legitimate messages of an emergency nature, examples of which include: the health or welfare of persons and/or their property, death notifications and messages attempting to locate individuals. Such calls will be forwarded promptly to appropriate personnel for handling. Other types of messages will be relayed to the Sergeant, the Chief of Police, or the senior officer on duty for determination of what action is to be taken.
  - a. Death notifications to persons residing/working in the Village will be done in person and not by telephone.

- b. Death notifications received at the Communications Center for individuals residing outside of the Village should be made by the law enforcement agency in that jurisdiction.

### III. OAISYS RECORDING SYSTEM

The Department maintains a recording/playback device for the radio and telephone at the Communications Center. The OAISYS Recording System records telephone conversations from the handsets of the two phones located at the communications consoles, and radio transmissions to and from the officers. The system is a four-channel recorder that operates as a DVR. The system is located in the Tech Room in the hallway. There is a shortcut on the desktop to access the playback features. The system is password protected.

- A. The system records each conversation received and made through the telephone instruments located at the Communications Center consoles as well as any transmissions made using the Village police radio channel (A11). The system allows for immediate playback of all recordings. (CALEA 81.2.8)
- B. The playback recorder serves to assist the dispatcher in the event a message is missed or misunderstood and the dispatcher needs to listen to a previous conversation to determine what exactly was said. Dispatchers should use the system to re-check their house check requests.
- C. Audio files are stored on the system's internal hard drive for one year and can only be accessed through user permission assigned login accounts and passwords. If a file is needed as evidence or for an investigation it can be exported and saved as an electronic file. After the saved file is no longer needed, it shall be destroyed. (CALEA 81.2.8-a-b)
- D. Dispatchers and officers may review available audio files. A memorandum to the Lieutenant is required in order to review files that may have been exported and saved as an electronic file. A reason for the review must be given. Reasons may include, but are not limited to: (CALEA 81.2.8-c)
  - 1. a telephone complaint against an employee;
  - 2. the particulars of an incident;
  - 3. training purposes.