

**BAY CITY DEPARTMENT OF PUBLIC SAFETY
BAY CITY, MICHIGAN**

SECTION 1 – ADMINISTRATIVE
GENERAL ORDER

November 8, 2019
INDEX NO. 1.37

RADIO COMMUNICATIONS

I. PURPOSE

The purpose of this General Order is to establish standards for the use of radio communications for the Bay City Department of Public Safety and in conjunction with Bay County Central Dispatch.

II. POLICY

It is the policy of the Bay City Department of Public Safety to utilize two-way radio communication to maintain contact with officers in the field. The department will work in conjunction with Bay County Central Dispatch regarding calls for service and radio communications. All radio operations will comply with Federal Communications Commission (FCC) rules.

III. COMMUNICATIONS PROTOCOLS

A. Personnel identifiers

1. Each individual of the Law Enforcement Divisions will have a unique, assigned radio call sign that they will be referred to as over the radio.
 - a. Patrol Officers, Accident Investigators and Community Policing Officers will have a call sign that is the last three digits of their badge number.
 - b. Reserve officers will have a one or two digit number assigned to them with the word “robert” after it.
 - c. Detectives and Identification Corporals will have a call sign in the 60’s.
 - d. Sergeants will have a call sign in the 30’s.
 - e. Lieutenants will have a call sign in the 50’s.
 - f. Captains will have a call sign in the 390’s.
 - g. The Director and Deputy Director will have a call sign of 380 and 381 respectively.
 - h. The Fire Chief will have a call sign of 100.
 - i. Fire Division personnel will use the apparatus they are assigned to as their identifier on the radio (Engine 1, Engine 2, Aerial 1, etc...).
2. Bay County Central Dispatch will keep a list of each individuals’ call sign and the name/rank of each person.

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- B. Interagency communication
 - 1. Each radio is programmed with the radio talk groups utilized by agencies in the surrounding counties.
 - 2. Unless specified otherwise by the entity with jurisdiction, all personnel will utilize the radio talk group of the agency with jurisdictional authority of the incident.
 - 3. For all instances within the City of Bay City in which other agencies respond to assist, an on-duty supervisor will notify Central Dispatch to have any assisting agencies change to the city's designated talk group. The supervisor may elect for a different talk group at their discretion but must communicate that decision to all responding personnel.

IV. RESPONSE PROTOCOLS

- A. Dispatchers shall dispatch a minimum of two officers to the following types of calls:
 - 1. Disturbances involving verbal or physical aggression that is occurring or recently occurred.
 - 2. Subjects with mental health issues.
 - 3. Open doors or windows.
 - 4. Crimes against persons or property in progress or having just occurred.
 - 5. Traffic stops involving possible drunk drivers, LEIN hits on wanted persons, or stolen vehicles.
 - 6. Persons with a weapon.
 - 7. Suspicious persons or prowlers.
 - 8. Unknown/Abandoned 911 calls.
 - 9. Alarms.
 - 10. Upon the request of an officer or supervisor.
 - 11. If for any reason the dispatcher feels an officer may be in danger.
- B. Supervisors shall be notified and respond to the following types of calls:
 - 1. Crashes involving:
 - a. Serious injury or death.
 - b. Department employees or vehicles.
 - 2. Death investigations.
 - 3. Officer involved shooting.
 - 4. Felonious assaults resulting in serious injuries.
 - 5. Discharge of a firearm by department personnel (other than to destroy an animal).
 - 6. Homicides or attempted homicides.

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7. Structure fires.
 8. Injury to citizen, which requires medical attention, due to police action.
 9. Any call which has a high probability of civil liability for the City of Bay City.
 10. Anything of logical concern to the Department of Public Safety or the City of Bay City as a whole.
- C. Requesting assistance
1. Personnel may utilize status codes when relaying their status to dispatch and other personnel.
 - a. Signal 1 = Situation under control.
 - b. Signal 2 = The individual is requesting an additional officer. There is no emergency and no emergent response is needed or authorized.
 - c. Signal 4 = Individual needs immediate assistance.
 2. If an individual indicates they are Signal 4 or that they need immediate assistance, all available law enforcement personnel will respond in emergent fashion in accordance with the Emergency Vehicle Operation General Order.
 - a. The city police talk group will automatically become a TAC channel until the status of the incident returns to “signal 1”.
 3. The person that indicates “signal 4” will immediately broadcast if they are able to become “signal 1 or 2” prior to officers arriving on scene.
 4. Responding officers must discontinue their emergent response if an individual on the scene indicates that the status has become “signal 1 or 2”. Responding officers may continue their response but not in an emergent fashion.
 5. Emergency button activation
 - a. Each radio is equipped with an orange emergency button which an officer may utilize if they need assistance and are unable to talk on the radio for any reason.
 - b. If a button is activated, Central Dispatch will attempt to check the status of the individual assigned to that radio. If the individual does not respond to the status check, officers will immediately respond to the last known location of the individual in an emergent fashion until such time that the individual responds and/or it is confirmed that there is no emergency.

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V. DISPATCH CENTER (911)

- A. Bay County Central Dispatch (BCCD) serves as the Public Safety Answering Point for the Bay City Department of Public Safety.
1. BCCD collects and records the following information on each call for service:
 - a. Incident number;
 - b. Date and time of incident;
 - c. Type of incident;
 - d. Name, address, and phone number of the reporting party, whenever practical and feasible;
 - e. Incident location;
 - f. Officer(s) assigned;
 - g. Time of dispatch;
 - h. Time of arrival;
 - i. Time of reporting back in service; and
 - j. Disposition, if available.
 2. BCCD has immediate playback capability of recorded 9-1-1 calls and radio communications along with the following requirements:
 - a. All 9-1-1 recordings are maintained for a period of 1 year;
 - b. Recordings are stored on a redundant local server;
 - c. Copies of recordings can be requested by department personnel to use as evidence in a criminal investigation. Personnel must complete a written request (form provided by BCCD) for the recording and it will be burned to a CD or emailed to them so they can burn it to a CD.
 - d. A recording that is to be used as evidence in a criminal investigation must be tagged as evidence and secured in an evidence locker in the same manner other evidence is secured.
 - e. Recordings requested for administrative reasons must be approved by a supervisor.
 3. Abandoned 9-1-1 calls
 - a. Officers will be dispatched whenever possible to 911 calls that come in abandoned. Dispatch will use all means available to ascertain the location where the call originated.
 4. Misdirected 9-1-1 calls
 - a. Any 9-1-1 call received by Bay County Central Dispatch for an incident outside of Bay County will be redirected to the appropriate Public Safety Answering Point as quickly as possible.

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B. Medical calls

1. BCCD personnel will be responsible to provide emergency medical dispatch instructions for emergency medical calls to 9-1-1.
2. BCCD personnel will be trained and certified to give emergency medical dispatch instructions.

C. Back-up generator

1. BCCD maintains both a propane and diesel generator as an emergency power back-up to power its dispatch/communications equipment (radios and telephones) and performs monthly generator testing. The generators are tested under a full load on an annual basis.

By order of:


Michael J. Cecchini
Public Safety Director