



STANDARD OPERATING PROCEDURES

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INTRODUCTION

The primary purpose of MetroSafe is to assist public safety and public service agencies in the protection of lives and property, enforcement of the laws of the Commonwealth of Kentucky and Ordinances relating to the Louisville Metro area.

A successful communications center must gain and hold the respect and confidence of the public whom it serves. To accomplish this, each employee of MetroSafe must perform his or her duties in an efficient, honest and businesslike manner. MetroSafe employees constantly relate with people, therefore exemplary conduct is a must at all times to ensure the citizens realize the vital necessity of the MetroSafe employees to the public well-being.

It is the responsibility of every employee to read and become familiar with this manual's content, maintaining his or her assigned copy in good order and updating it as new or revised material is distributed. A current copy of the Policy and Standard Operating Procedure Manual will be kept at each radio console and call taking station. If you have any questions about any of the policies, please feel free to discuss them with your supervisor.

Each employee of MetroSafe, in the performance of their duty, will often be required to make difficult decisions. They must exercise discretion in making those decisions to protect themselves, the agency and the citizens. An employee must be faithful to the principles of the professional service, the objectives of the Agency, and in the discharge of their duties must not allow personal motives to govern their decisions and/or conduct.

We welcome you to MetroSafe and express our sincere hope that your employment will be a fulfilling experience.

FOREWORD

This manual has been prepared to define agency organization, establish communications employees' functions and responsibilities, delegate agency procedure, and set forth agency policies and procedures.

Every employee of MetroSafe should consider themselves the guardian of the character and reputation of the agency. Their position should be characterized by such traits as efficiency, loyalty, alertness, friendliness, cheerfulness, intelligence, unselfishness, and honesty. These virtues cannot help but reflect favorably upon the communications employees as well as the agency.

It must be kept in mind that MetroSafe employees, in the general discharge of their duties, continually encounter situations not covered by this Manual. In such instances, the employee must then decide for themselves the proper approach and course of action which would best handle the situation in a competent and efficient manner.

All lawful rules, regulations, policies, procedures and orders shall be promptly obeyed. They should be carefully read, and when not thoroughly understood, a supervisor should be asked to explain and/or interpret them.

All previous rules, guidelines, job descriptions, orders, policies or procedures found to be in conflict with the contents of this Manual are hereby superseded.

MetroSafe Standard Operating Procedures	SOP Number: 1.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Definitions	Accreditation Standards:
Subject: Terminology	

CHAPTER 1 DEFINITIONS

1.0 TERMINOLOGY

- A. Policy**
A course of action, guiding principle, or procedure considered expedient or prudent.
- B. Procedure**
A set of established forms or methods for conducting the affairs of a business, legislative body, or court of law.
- C. Shift**
The designated span of time during which communications employees are actually engaged in the performance of the assigned duty.
- D. Shall/Will**
Indicates the action is mandatory.
- E. May/Desirable/Preferable**
Indicates that the action is permissive, and/or discretionary.
- F. Gender**
The use of the masculine gender in any directive or manual includes the feminine gender when it is applicable.
- G. Competent Authority**
The rank or position to which the Assistant Director has delegated the responsibility commensurate with the authority to deal with specific areas or tasks within the agency.

MetroSafe Standard Operating Procedures	SOP Number: 2.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Organization	Accreditation Standards:
Subject: Positions	

CHAPTER 2 ORGANIZATION

2.0 POSITIONS

- A. Director**
The Director is head of MetroSafe/EMA.
- B. Assistant Director**
The Assistant Director is the head of the communications center.
- C. Communications Manager**
The Communications Operations Manager is responsible for all operations of the communications center. This position reports to the Assistant Director.
- D. Communications Specialist I & II**
As used in this manual, means any communications employee that handles the day to day operation of receiving and/or dispatching emergency calls, is properly trained and approved in the operations of the communications center. This position reports to the Communications supervisor.
- E. Communications Supervisor I**
The Communications supervisor is responsible for the day to day operations on their shift and ensuring that operating procedures are followed. This position reports to the Communications Manager or Communications Supervisor II, depending on assignment.
- F. Communications Supervisor II**
The Communications Supervisor II is responsible for all support staff, training, quality assurance, open records, and research and development. This position reports to the Assistant Director.
- G. Electronics Radio Technician I**
Works in an electronics repair shop to repair and install sirens, mobile radios, antennas, radar, medical electronic equipment and tracking devices.
- H. Electronics Radio Technician II**
Test, repairs and installs electronic systems including radio microwave with multiplexing, voice scrambling, fire alarms, warning sirens, base stations, voting equipment and medical electronic equipment.

MetroSafe Standard Operating Procedures	SOP Number: 2.0
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Chapter: Organization	Accreditation Standards:
Subject: Positions	

- I. Electronics Radio Technician Trainee**
Responsible for learning to install, operate, maintain and repair communications and electronic equipment used by City agencies.

- J. Information Processing Clerks**
Performs day to day NCIC or Validations procedures as assigned. This position reports to a telecommunications supervisor.

- K. Management Assistant**
Performs clerical, accounting, special projects, reports, and correspondence. Monitors and balances assigned accounts. Attends routine meetings as a representative of MetroSafe.

- L. Training Specialist**
Are certified by the Kentucky Law Enforcement Council and duties include creating and instructing various courses, as well as recording keeping of the required certifications. This position reports to a Communications supervisor.

MetroSafe Standard Operating Procedures	SOP Number: 2.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Organization	Accreditation Standards:
Subject: Responsibility, Authority and Delegation	

2.1 RESPONSIBILITY, AUTHORITY AND DELEGATION

A. Chain of Command

1. The agency maintains the assignment of responsibility and accountability throughout the chain of command.
2. The supervisory command structure, which is set forth by the Director, establishes authority for its employees commensurate with their areas of responsibility.

B. Supervisory Responsibility

1. Supervisors are given full authority to make necessary decisions to effectively execute his/her duties.
2. All employees are therefore accountable for the use of such delegated authority, as well as the failure to utilize the same.
3. Supervisors are accountable for the performance of each employee under his/her immediate supervision and this directive applies to each level of supervision within the division.

C. Performance of Duty

1. Employees shall perform their duties as required by applicable law or job description.
2. All employees shall obey a lawful order from a supervisor, including those orders relayed by the employee of equal or lesser rank.
3. Employees shall promptly obey the directive. Should the employee be in doubt as to the nature or details of the assignment, the employee shall immediately seek clarification or further information from the supervisor or designee in order to accomplish the directive.
4. Supervisors or designees shall not knowingly issue any order or directive that is in direct violation of law, ordinance or departmental policy.

MetroSafe Standard Operating Procedures	SOP Number: 2.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Organization	Accreditation Standards:
Subject: Responsibility, Authority and Delegation	

- a. Employees shall not be required to obey an unlawful order or directive.
- b. The responsibility of the right not to obey an unlawful order or directive resides with the employee and shall require justification of their individual action.
- c. Any employee who receives an unlawful order or directive shall be responsible to report the matter, in writing, to the next higher level of authority within the defined chain of command, immediately upon the end of the current tour of duty.

MetroSafe Standard Operating Procedures	SOP Number: 2.2
	Effective Date: 8-1-05 Revised Date:
Chapter: Organization	Accreditation Standards:
Subject: Communications Responsibilities To Customers	

2.2 COMMUNICATIONS RESPONSIBILITIES TO CUSTOMERS

A. Kentucky Revised Statutes

The MetroSafe Communications Center shall have the responsibility to obtain, document, disseminate and track activities and information of the Louisville Metro Police Department, Louisville Metro Emergency Medical Services and Fire departments employees while performing agency-specific duties and services to the Louisville/Jefferson County Metro community as defined by virtue of Kentucky Revised Statutes (KRS).

B. Other Jurisdictions

These responsibilities include other jurisdictions through the dissemination of General Orders through mutual aid agreements.

C. Hours of Operation

The MetroSafe Communications Unit provides emergency service response to the citizens within the community 24 hours daily, 365 days a year.

MetroSafe Standard Operating Procedures	SOP Number: 2.3
	Effective Date: 8-1-05 Revised Date: 1-22-09
Chapter: Organization	Accreditation Standards:
Subject: Code Of Ethics	

2.3 CODE OF ETHICS

A. Policy

1. It is the policy of MetroSafe to ensure that each employee is free to work without being harassed or intimidated.
2. Harassment or intimidation of employees will not be tolerated and will result in disciplinary action to include dismissal.

B. Politics - Non Public Capacity

1. Employees who desire to work for a candidate or political cause are encouraged to do so in a non public capacity.

C. Politics - Public Capacity

1. Employees who work for a candidate or political cause must avoid involving MetroSafe.
2. Prohibited activities include but are not limited to:
 - a. Referring to MetroSafe when making endorsements or campaigning
 - b. Political work or campaigning while in uniform or while on duty
 - c. Anything that gives the impression that MetroSafe supports, or does not support, a particular candidate or slate of candidates, or issue.

D. Metro Government Issued Employee Identification Cards¹

1. It is a direct and lawful order that all employees shall wear a Metro Government issued employee identification card (Metro ID Card) placed for ease of immediate recognition and in a manner that is visible at all times to the public or other department or interagency personnel.

¹ General Memorandum 08-040. Metro ID Cards. July 22, 2008.

MetroSafe Standard Operating Procedures	SOP Number: 2.3
	Effective Date: 8-1-05 Revised Date: 1-22-09
Chapter: Organization	Accreditation Standards:
Subject: Code Of Ethics	

2. Failure to obtain and wear a Metro ID Card as prescribed above shall be considered insubordination and may result in disciplinary action.
3. For security purposes, any employee losing a Metro ID Card, either through theft, negligence, natural disaster, etc., must submit the loss in writing to their supervisor immediately.
 - a. It is the responsibility of the employee to obtain a replacement Metro ID Card within ten (10) days of the loss.
 - b. Failure to obtain a replacement Metro ID Card within this prescribed timeframe shall be considered insubordination and may result in disciplinary action.

E. Abuse of Position

1. Employees shall not use their official position, official identification cards or badges, for:
 - a. Personal or financial gain,
 - b. Obtaining privileges not otherwise available to them except in the performance of their duty, or
 - c. To avoid consequences of illegal acts.
2. Employees shall not:
 - a. Lend to another person their identification card or badges, or
 - b. Permit them to be photographed or reproduced without the approval of the Director.

F. Endorsements

Employees shall not authorize the use of their names, photographs, or official titles that identify them as MetroSafe employees in connection with testimonials or advertisements of any commodity or commercial enterprise without the approval of the Director.

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G. On Duty Conduct Towards The Public

1. All employees shall conduct themselves in a professional manner while on duty.
2. Employees shall be courteous and orderly in their dealings with the public.
3. Employees shall attend to requests from the public quickly and accurately.
 - a. Abusive Calls
 - 1) Employees are not expected to take abuse from the public. If this occurs, the call may be referred to the supervisor.
 - 2) Employees shall perform their duties quietly, avoiding harsh, violent, profane, or insolent language and always remain in control of their behavior regardless of the provocation to do otherwise.
 - 3) Upon request, employees are required to supply their name and or code number in a courteous manner.
 - 4) Angry or rude citizens are to be treated in a polite but firm manner.
 - a) The employee will not engage in argumentative conversation or revert to the same behavior as the citizen.
 - b) If the citizen continues in this manner, they may be referred to the supervisor.

H. Zero Tolerance

1. All employees' shall adhere to the "zero tolerance" policy in effect concerning abusive, discriminatory, harassing, or menacing behavior to any employee of the unit, agency, and

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the public or while acting in the capacity of agency representative.

2. Foul, offensive, or questionable language is prohibited in the communications center.
3. Flyers, cartoon printed, or electronic materials which may be considered as offensive or inappropriate to any individual or group shall not be tolerated at any time. This will include behavior that may disrupt productivity and professional means of delivery of services through obtaining, documenting, disseminating information to the public or other agencies that may have contact with MetroSafe.
4. Loud talking, cursing, yelling, singing, physical horseplay are strictly prohibited.
5. The above mentioned items are not conducive to the smooth, efficient flow of activity that promotes the public and responder safety.
6. Employees are to refrain from hugging or inappropriately touching other employees.

I. Conduct towards Other Employees/Responders

1. Employees shall treat any responder, subordinate, and associate with respect.
2. Employees shall be courteous and civil at all times in their relationships with one another.
3. When on duty, and particularly in the presence of other employees or the public, responders shall be addressed by rank.

J. Criticism toward the Agency or Communication Employees

Employees shall not publicly in the workplace criticize or ridicule the Agency, its policies or other communications employees by verbalization, speech, writing, and expression or in any manner when the expression is defamatory, obscene, unlawful or disregarding of the truth.

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K. Prejudice ²

Employees shall not express any prejudice concerning gender, race, religion, politics, national origin or similar personal characteristics.

L. Sexual Activity

Employees shall neither solicit nor engage in sexual activity or related conduct while on duty. This will include discussion, verbal, written formats or innuendo in person, on the telephone, through paging devices, messaging, email or other electronic means.

M. Duty Distractions ³

While on duty, employees shall not engage in activities or conduct personal business, which could cause them to neglect or be inattentive to required duties of their positions with the agency. This includes but is not limited to: lap tops, palm pilots, cell phones, hand held video games, iPods, or MP3 players. Any and all personal electronic entertainment devices are prohibited.⁴

² Referenced in Communications Training Manual

³ Communications Training Manual, Communications employees Handbook

⁴ Added July 31, 2007

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	Effective Date: 8-1-05 Revised Date: 4-2-09
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Overtime	

CHAPTER 3 ADMINISTRATIVE AND PERSONNEL POLICIES

3.0 OVERTIME⁵

- A. All overtime is deemed mandatory and shall be awarded per current contractual agreements.
- B. Employees are not eligible to work overtime while on annual leave.
- C. Employees are eligible to work overtime on their scheduled days off before and after their scheduled annual leave.⁶

⁵ Assigned, Distributed Per Contractual Agreement

⁶ General Memorandum 09-023: Overtime While on Vacation. Effective Date April 2, 2009.

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	Effective Date: 8-1-05 Revised Date: 1-27-09
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Reporting Illness Or Injury	

3.1 REPORTING ILLNESS OR INJURY⁷

A. Use of Sick Leave

1. Employees who are unable to report for duty due to illness, injury, prescribed medication or treatment shall immediately notify the on-duty communications supervisor or designee.
2. The employees must speak directly to a supervisor or designee and advise that they need to be absent from duty.
3. This notification shall be made at least one (1) hour prior to the employees' scheduled reporting time.

B. Medical Statement

1. A supervisor has the right to require a medical statement pertaining to the illness, injury or limitations to performance of duty requirements from the employees treating physician.
2. The medical statement must specifically state that the employee was incapacitated or unable to work.

C. Use of Sick Leave while on Forced Overtime

Any employee leaving work after being duly forced, or not reporting to work after being advised of forced overtime in advance will be required to submit a doctor's statement prior to returning for the next scheduled shift, specifically stating that they were incapacitated or unable to work.

D. Probationary Employees

1. All probationary employees during the training period (both classroom and on-the-job) will notify the communications shift supervisor and the training unit where a message may be left, at least one hour prior to the scheduled start time when calling in sick for duty. A Doctors note stating the trainee was incapacitated or unable to work pursuant to the MetroSafe 'sick usage' policy will be required upon returning to work. Once the probationary employee is released from

⁷ Referenced in Communications employees Handbook, Communications Training Manual, Communications employees Policies, Contractual agreement

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training, the shift supervisors will be responsible for monitoring the attendance of the employee.

2. Absences during training period: Each individual in the Communication Training program must be aware that excessive absenteeism establishes a pattern of abuse and will not be tolerated. The trainee will be counseled on absenteeism and is subject to departmental guidelines and Metro Personnel Policies as well as progressive discipline guidelines in current contractual agreements.

E. Sick Leave Restrictions

Any employee who is absent from duty due to illness, injury, prescribed medication or treatment shall remain at their home or place of recuperation except to receive medical treatment unless an exception has been granted and written approval is received by the Assistant Director.

F. Sick Time Usage Policy⁸

1. Intent of Policy
The intent of this policy is to establish uniform discipline implementation for employees consistently use sick time.
2. Example of Abuse of Sick Time
The examples of sick time usage in question includes but is not limited to the following:
 - a. Using sick time as it is accrued.
 - b. Using sick time in conjunction with other time off.
 - c. Using sick time in the same pay period when scheduled overtime is worked.
 - d. A combination of these examples may display a pattern of absence as well as the same pattern displayed on a consistent basis.

⁸ General Memorandum # 06-014 Sick Time Usage Policy July 12, 2006 – Revised July 20, 2006

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- 1) The term consistent will be defined as sick time usage for a period of 90 days.

3. Progressive Disciplinary Action
Once consistent pattern of sick leave usage has been demonstrated:
 - a. The employee will be issued a written warning and required to provide an approved doctor statement for a period of 90 days.
 - 1) An approved statement must include:
 - a) Date of statement (must match day in question)
 - b) The statement must be from a physician or physician's assistant.
 - c) Period of illness (does it cover the full time off?)
 - d) The physician must indicate that the employee was incapacitated or unable to work during the employee's required work hours.
 - e) Indication of office visit or phone in by employee
 - f) Does the statement match employees request for sick leave?
 - g) Is the statement properly signed?

4. It is the responsibility of the employee on doctors note requirement to provide the required note to a shift supervisor from the employee's assigned shift immediately upon their return to work.

5. Failure to produce the required note immediately upon the employee's return to duty or producing an unacceptable note

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will result in the employee not receiving sick time pay for the time off and discipline will be issued accordingly.

6. Notes that do not state the required information will be considered as failure to comply with a supervisor's reasonable instruction. The employee will not be paid for the used sick time and discipline will be issued for insubordination.
7. The employee that continues with a pattern of absence while providing a doctor's note may be subject to progressive discipline.
8. Once the employee on doctor's note requirement has demonstrated over a period of 90 days that there is no longer a pattern of absence the employee will be relieved from providing a doctors note.
9. An employee not on a Doctor's note requirement who provides a note that meets the criteria for a meaningful statement ("the employee was unable to work," "incapacitated for duty" because of sickness or injury, or in case of serious illness in the employee's immediate family) will not have the sick time usage considered as a part of the "pattern of absence".⁹
10. Any employee away from work without pre-approved accrued leave time to cover the time off will be considered AWOL and subject to progressive discipline.¹⁰ This notice shall be considered as the counseling for each employee and progressive discipline will commence with the first infraction. Each day the employee is absent without accrued leave will count as an occurrence.¹¹
11. Vacation time used in lieu of sick time will be allowed only in cases of employees who have been approved for FMLA per established procedures.¹²

⁹ General Memorandum No. 06-034 Sick Policy Revision November 15, 2006

¹⁰ General Memorandum No. 06-039. Added June 18, 2007

¹¹ General Memorandum No. 07-024. Added July 19, 2007

¹² General Memorandum No. 06-039. Added June 18, 2007

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G. Family Medical Leave Act (FMLA)

1. Medical Leave of Absence

This section applies to employees who are on leave from work for a reason covered by the federal Family and Medical Act of 1993, as follows:

- a. A Medical Leave Of Absence of up to 12 weeks may be requested due to a serious health condition or a serious health condition affecting the employee's spouse, minor age child, or parent.
- b. While on Family Medial Leave, employees are guaranteed to return to their present job or an equivalent job, with no decrease in pay or benefits.
- g. Vacation, personal days, compensatory time, floating holidays and sick leave (if applicable) must be used in conjunction with a Medical Leave of Absence.
- h. Louisville Metro Government will continue to contribute its portion of the health care benefit while an employee is on FMLA.
- i. Once an employee has used all vacation, personal days, compensatory time, floating holidays and sick leave and is on an unpaid leave of absence, then he or she must pay any insurance premiums he or she would normally pay during paid leave.
 - 1) Such premiums will be due on the fifth day of each month.
 - 2) There will be a grace period of 30 days for the employee to pay the premium.
 - 3) If an employee does not pay the premium, then his or her insurance coverage will cease at the end of this grace period.

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2. Eligibility
Employees are eligible if they have worked for Louisville Metro Government for at least one year (whether consecutive or not), and for 1,250 hours within the previous 12 months period.
3. Applying for the Initial Request for FMLA
 - a. Employees must complete the “Application for Leave of Absence” form and submit it to the Management Assistant to the Operations Manager at least 30 days in advance of the start date of their leave request, except if it is an emergency situation.
 - 1) In emergency situations when an employee is on sick leave for five (5) or more consecutive work days, a Leave of Absence Form must be completed by the employee, their treating physician and their department director.
 - 2) The completed form must be immediately turned in to the Management Assistant to the Operations Manager to be forwarded to Louisville Metro Human Resources.
 - 3) Failure to provide this documentation may lead to disciplinary action, up to and including termination.¹³
 - b. The “Medical Certification” portion of the request must be completed by the physician. Louisville Metro Government reserves the right to obtain a second opinion (and third if necessary) at its own expense, regarding any medical certification.
4. Applying for an Extension to the Request for FMLA
 - a. If an extension beyond the initial period is desired, employees must submit another request form 30 days

¹³ Louisville Metro Government Personnel Policies Section 16.3 Family and Medical Leave Act

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prior to the expiration of the original leave, or as soon as possible.

- b. It is solely the responsibility of each employee to keep track of expiration dates associated with the initial request for FMLA and all subsequent extensions.
 - c. **If the application to extend FMLA leave has not been completed and properly submitted before the initial request for FMLA has expired and the employee is off work and does not have enough accrued sick leave to cover the absence, a request for disciplinary action may be issued for AWOL, in accordance with MetroSafe Standard Operating Procedures Section 3.1 Reporting Illness or Injury, Subsection F10 (above).**
5. Returning to Work from FMLA Medical Leave
- a. Louisville Metro Government requires employees returning from a Medical Leave of Absence to provide a statement from the treating physician releasing the employee to return to work.
 - b. Obtaining the statement shall be at the expense of the employee
 - c. Louisville Metro Government reserves the right to refer the employee for examination by physicians of Louisville Metro Government's choosing at Louisville Metro Government's expense for additional opinions concerning the employee's medical fitness to return to work.
6. Intermittent Leave or Reduced Leave¹⁴
- a. Time off may be taken intermittently when deemed appropriate.

¹⁴ 29 CFR 825.117 The Family and Medical Leave Act of 1993

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- b. For intermittent leave or leave on a reduced leave schedule, there must be a medical need for leave (as distinguished from voluntary treatments and procedures) and it must be that such medical need can be best accommodated through an intermittent or reduced leave schedule.
 - c. Employees needing intermittent FMLA leave or leave on a reduced leave schedule must attempt to schedule their leave so as not to disrupt the employer's operations.
 - d. An employer may assign an employee to an alternative position with equivalent pay and benefits that better accommodates the employee's intermittent or reduced leave schedule.
7. Restricting Work Hours¹⁵
- a. When work hour restrictions are recommended by your physician, management may be required to alter the work hours the employees will be scheduled to work. This change would occur to:
 - 1) Lessen the negative impact on the other shift members, and
 - 2) To ensure we have adequate personnel to perform our daily operations.
 - b. MetroSafe will attempt to make reasonable accommodations for employees placed on restricted work hours by their physician with the proper medical documentation.
 - 1) The request must be submitted in writing, completed by the attending physician on the proper Family Medical Leave Act (FMLA) application paperwork.

¹⁵ Added June 1, 2007

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2) When providing medical documentation, the length of time requested for the restrictions must be included..

c. The request for restrictions:

1) Must be completed within seven days of the time the employee is placed on restriction. If the required paperwork is not submitted to the Management Assistant to the Operations Manager within seven days, the employee will be removed from restricted duty.

2) Will be tentatively approved until Louisville Metro Human Resources makes a final decision¹⁶ provided the paperwork is properly completed and submitted to the Management Assistant to the MetroSafe Manager. If the decision made by Louisville Metro Human Resources is adverse to the request, the tentative approval for the restriction will be removed and the employee advised.

3) Will need to be updated every 30 days should the restriction exceed the 30-day time period.

4) Must state specifically the number of hours that can be worked in the documentation that is completed by the physician.¹⁷

5) Must specify the restriction if the restriction is in reference to a particular duty within the employee's job.¹⁸

6) Will impact the employee's overtime hours

a) Employees on restricted hours will not be allowed to volunteer for scheduled overtime for the duration of the

¹⁶ General Memorandum No. 07-010. Added June 18, 2007

¹⁷ General Memorandum No. 07-010. Added June 18, 2007

¹⁸ General Memorandum No. 07-010. Added June 18, 2007

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approved restrictions.

- b) Employees on restricted hours will work overtime on a mandatory (forced overtime) selection based on the number of hours they are approved to work.

MetroSafe Standard Operating Procedures	SOP Number: 3.2
	Effective Date: 8-1-05 Revised Date: 1-27-09
Chapter: Administrative and Personnel Policies	Accreditation Standards:
Subject: Tardy Policy	

3.2 TARDY POLICY¹⁹

A. Definition

1. Being tardy for work means the employee is not at a workstation and prepared to work at the beginning of their assigned shift time.
2. This also includes reporting for training and returning from scheduled breaks during the employee's shift.

B. Official Timekeeper

1. The atomic clock will be official timekeeper.
2. The management supervisor will utilize the atomic clock for timekeeping.

C. Documenting Tardiness

1. If an employee is late, the shift Supervisor will advise the employee when they arrive for work and document the tardiness and that the employee has been made aware of the tardiness.
2. If the employee is tardy three (3) times during a ninety-day period the employee will be issued a written warning which is the first step in a progressive disciplinary action.
3. As stated in the Teamsters Contract Article 14, "Warning notices shall be effective for a period of six (6) months from the date of issuance." Should disciplinary action advance to suspension, progressive discipline will be recommended.
4. Employees will no longer be allowed to call and have someone work over for them because they are going to be late.

D. Non Scheduled Overtime Resulting from Tardiness

¹⁹ General Memorandum #06-022 MetroSafe Tardy Policy September 12, 2006

MetroSafe Standard Operating Procedures	SOP Number: 3.2
	Effective Date: 8-1-05 Revised Date: 1-27-09
Chapter: Administrative and Personnel Policies	Accreditation Standards:
Subject: Tardy Policy	

1. If the on coming shift Supervisor deems overtime necessary due to an employee being late, non-scheduled overtime language will be utilized.
2. To assure the non-scheduled overtime is filled correctly all employees shall remain at the work site until each shift member has been properly relieved from their duty by their supervisor.

E. Forced Overtime Resulting from Tardiness

1. If the overtime is not filled on a volunteer basis, the next employee in line to be “forced” to work will be marked off the force list if they are unable to leave with the shift they are presently working.
2. If the member arrives to work on time and the “forced overtime” employee is allowed to leave with the shift they are presently working, the documentation on the force list will be removed.

F. How Tardiness Affects Payroll

1. The member that is between, beginning with eight (8) minutes and fifteen (15) minutes late will have fifteen (15) minutes pay subtracted from the next payroll. These increments will continue until the member arrives and is prepared to begin working.
2. The member that volunteers or is forced to work non-scheduled overtime for a late member will be paid in increments of fifteen (15) minutes beginning immediately upon the start of the shift.

MetroSafe Standard Operating Procedures	SOP Number: 3.3
	Effective Date: 8-1-05 Revised Date: 11-10-08
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Dress Code Personal Appearance	

3.3 DRESS CODE / PERSONAL APPEARANCE

Employees shall be neat, clean, and well groomed. Clothing shall consist of conservative dress that promotes a professional image of the agency.

A. Shirts/Blouses

1. Shirts must be properly fitted and non-offensive.
2. Blouses or collared shirts are recommended.
3. T-shirts, tank tops, shall not we worn as outer garments.
4. Sweatshirts may be worn as outerwear providing they are of a Verified Emergency Service Agency, i.e. Police, Fire, EMS, EMA, MetroSafe or are Blank with no design or wording on them. In season Holiday sweatshirts may also be worn at the discretion and approval of Management. Sweatshirts may also be worn with out a collared shirt underneath.²⁰

B. Trousers/Skirts

1. Trousers and skirts shall be free of tears and worn spots.
2. Denim pants, shorts, mini skirts, sweatpants and overalls shall not be worn.
3. Shorts are prohibited, this includes bermuda shorts and city pants.²¹
4. Capri pants are considered slacks and are acceptable attire.²²

C. Footwear

1. Footwear shall be clean, in good repair, and have a professional appearance.

²⁰ General Memorandum No. 08-058. Added November 10, 2008

²¹ General Memorandum No. 07-015. Added June 18, 2007

²² General Memorandum No. 07-015. Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 3.3
	Effective Date: 8-1-05 Revised Date: 11-10-08
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Dress Code Personal Appearance	

2. Bare feet and flip-flops (e.g. shower shoes, slippers) are prohibited.

D. Other Prohibited Items

1. Camouflage pants
2. Wind suits/jogging suits
3. Hats.

E. Hair

1. Hairstyles shall be kept neat and clean.
2. Facial hair should be trimmed and professional in appearance.
3. Radical hairstyles or extreme coloring are prohibited.

F. Jewelry

1. Permitted
Unless prohibited in Section b3) below, employees may wear:
 - a. necklaces
 - b. bracelets
 - c. watches
 - d. rings
 - e. decorative pins
 - f. earrings (no more than 2 pair per ear)
 - g. hair accessories in moderation.
2. Prohibited

MetroSafe Standard Operating Procedures	SOP Number: 3.3
	Effective Date: 8-1-05 Revised Date: 11-10-08
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Dress Code Personal Appearance	

- a. Wearing piercing jewelry around the mouth area including the tongue, lip or palate is prohibited while in the workplace. MetroSafe is responsible for relaying information in a clear and concise manner and such items are not conducive with speaking clearly and accurately.
- b. All other body piercing shall remain hidden from public view (this includes other communications employees).
- c. Jewelry (i.e. rings, necklaces, chains, bracelets, etc.) that may become entangled in equipment or machinery in use in the workplace shall also be prohibited in consideration of the employee's safety.

G. Personal Hygiene

1. All employees are expected to maintain their personal hygiene so as not to be offensive to any other employee.
2. Employees shall not perform any personal hygiene in the common work areas, except a restroom. (i.e. flossing, application of perfume, hair care products etc...)

H. Penalty for Violation

Supervisors will maintain authority in determining if apparel is appropriate. Any employee found to be in violation of the dress code or jewelry policies as defined herein, shall be immediately informed of the violation. Appropriate measures to correct the violation shall immediately be taken. To do so, the employee shall be sent home and the employee shall be required to extend their workday the time period they are absent to correct the violation and come into compliance.

MetroSafe Standard Operating Procedures	SOP Number: 3.4
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Dress Code B Uniform Communications Services	

3.4 DRESS CODE SECTION B UNIFORM COMMUNICATIONS SERVICES

Employees shall be neat, clean, and well groomed.

A. Shirt

Navy Polo Shirt. (Short or Long Sleeve), MetroSafe patch embroidered on left breast area. Member's first initial and last name embroidered on right breast area.

B. Trousers

Navy six pocket cargo pants or navy four pocket type pants.

C. Belt

Black in color and made of approved material.

D. Socks

Black or Navy in color.

E. Footwear

Black, plain toed leather quarter shoes or boots with heels and soles no greater in height than 1-1/2 inches. Boots, overshoes, or other rubber footwear may be worn during periods of inclement weather. All such items must be black in color.

F. Utility Cap

(Optional, not provided for under current contract.) Must be a navy baseball type cap worn with bill facing forward at all times.

MetroSafe Standard Operating Procedures	SOP Number: 3.5
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Dress Code D Uniform Communications Services	

3.5 DRESS CODE D UNIFORM COMMUNICATIONS SERVICES

(Optional Uniform not covered under current contract.) Employees shall be neat, clean, and well groomed.

A. Shirt

Navy Polo Shirt. (short or long sleeve), MetroSafe patch embroidered on left breast area. Member's first initial and last name embroidered on right breast area.

B. Shorts

Navy six pocket or four pocket type shorts.

C. Socks

Black or Navy in color.

D. Footwear

Solid black athletic shoes or similar solid black quarter shoe.

E. Belt

Black in color and made of approved material.

F. Utility Cap

Must be a navy baseball type cap worn with bill facing forward at all times.

MetroSafe Standard Operating Procedures	SOP Number: 3.6
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Breaks	

3.6 BREAKS

Each employee will be permitted breaks as determined by the current contractual agreement. This break is to be taken when appropriate relief has arrived. Employees may not leave the premises during a break unless authorized by the supervisor.

MetroSafe Standard Operating Procedures	SOP Number: 3.7
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Smoking	

3.7 SMOKING

A. Permitted

The use of tobacco products will be permitted only in a designated area.

B. Prohibited

There shall be no smoking or use of any tobacco products in any work area.

MetroSafe Standard Operating Procedures	SOP Number: 3.8
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Substance Abuse	

3.8 SUBSTANCE ABUSE

A. Performance of Duty Impaired

Employees shall not consume alcoholic beverages while off duty to the extent the evidence of such consumption is apparent when reporting for duty or to the extent the ability to perform their duty is impaired.

B. Discredit to the Agency

Employees while off duty shall refrain from consuming alcoholic beverages to the extent it results in obnoxious or offensive behavior that discredits the agency, or renders the employee unfit to report to their next regular shift.

<p style="text-align: center;">MetroSafe Standard Operating Procedures</p> <p>Chapter: Administrative And Personnel Policies Subject: Food/Drink</p>	<p>SOP Number: 3.9 Effective Date: 8-1-05 Revised Date:</p> <p>Accreditation Standards:</p>
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3.9 FOOD/DRINK

A. Permitted

1. Food may be consumed providing that the employee:
 - a. clean any surface that becomes soiled after eating
 - b. all garbage is properly disposed of
2. All drinks are to be in sipper cups or a bottle with a resealable lid.

B. Prohibited

1. Drinks in paper cups with straws, cans and open coffee mugs are not allowed.
2. Drinks must be kept at a distance from the console or any radio equipment to avoid spills on the communications equipment.
 - a. In the event of any spillage or soiling of equipment from food or drink, the on duty supervisor shall be notified.

MetroSafe Standard Operating Procedures	SOP Number: 3.10
	Effective Date: 8-1-05 Revised Date: 1-8-09
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Personal Calls	

3.10 PERSONAL CALLS

A. General

1. Personal calls are not to interfere with daily operations.
2. Personal calls are highly discouraged during a shift.
3. Employees are reminded that all calls are recorded, and employees have no expectation of privacy.

B. Emergency Personal Calls

1. If an emergency personal call is received, it is to be limited to not more than 3 minutes.
2. These calls shall not exceed their break time. Any exception must be cleared with the supervisor.

C. Personal Calls

1. Employees may place calls or receive calls during their breaks.
2. These calls must be conducted in a break area or area other than the communications center.
3. These calls shall not exceed their break time. Any exception must be cleared with the supervisor.

D. Cell Phones

1. The use of personal cellular phones in the communications center are strictly prohibited.
 - a. This includes text messaging and games on phones.
2. Cell phones and electronic devices are strictly prohibited in the communications center, these items may be stored in your vehicle or locker. The only electronic devices or cell phones allowed are those issued by the agency for agency business.

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	Effective Date: 8-1-05 Revised Date: 1-8-09
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Personal Calls	

3. Any cellular calls taken or made will take place outside of the communications center during the course of the employees' 10-minute break period.

MetroSafe Standard Operating Procedures	SOP Number: 3.11
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Off Duty Employment	

3.11 OFF DUTY EMPLOYMENT

A. Conditions

1. Employees (who have successfully completed the probationary period) may pursue off duty jobs as long as they do not interfere with their duties or bring discredit to the agency.
2. Employees are required to inform and receive written approval of any off-duty employment prior to working said job.
3. Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably upon themselves and MetroSafe.

MetroSafe Standard Operating Procedures	SOP Number: 3.12
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Employee Contact Information	

3.12 EMPLOYEE CONTACT INFORMATION

A. Telephone

Employees must maintain a working phone for contact.

B. Change of Information

1. Employees shall within 24-hours notify their immediate supervisor or designee of any change in the employees' telephone number, address or name.
2. The employee must also complete the required forms to update this personal information by the end of the next work day following the change.

MetroSafe Standard Operating Procedures	SOP Number: 3.13
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Destroying Official Documents Agency Records	

3.13 DESTROYING OFFICIAL DOCUMENTS AGENCY RECORDS²³

Employees shall not destroy or remove official documents, reports or records of the department from its proper location, except by order of law.

²³ Referenced in Communications Training Manual, Communications employees Handbook

MetroSafe Standard Operating Procedures	SOP Number: 3.14
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Internet Access	

3.14 INTERNET ACCESS

Various computer terminals within communications center have internet capabilities. These are provided to run specific programs such as Courtnet, Airsource, EMS diversions and other work related sites. These terminals are set up for these sites only and no employee shall attempt to connect with any site that is not work related. In the event an employee has a question as to whether a site is work related, they should check with their immediate supervisor.

MetroSafe Standard Operating Procedures	SOP Number: 3.15
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Care For Equipment	

3.15 CARE FOR EQUIPMENT

A. General

1. Employees shall be responsible for the care of equipment utilized in their daily tasks.
2. All employees will be responsible for maintaining the cleanliness and appearance of their respective areas of the Section.
3. Defacing, deliberate soiling, destruction of or any abuse of equipment is strictly prohibited.
4. Removal and relocation of floor tiles or covering of vents to reduce or restrict air circulation is prohibited.
5. Feet shall remain on the floor at all times and not on any of the furniture unless a stool is being utilized.
6. Each employee shall immediately report lost, soiled, damaged or abused equipment to their on duty supervisor.
7. No item will be affixed to any wall or desk without prior approval of the supervisor.
8. Employees will use caution when wearing any tool or item on their person i.e. cell phones, radios, pagers etc...that could cause damage to the chairs.

MetroSafe Standard Operating Procedures	SOP Number: 3.16
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Manuals and Resource Materials & Maps/KACP28.4	

3.16 MANUALS AND RESOURCE MATERIALS & MAPS/KACP 28.4

A. Trainees

Employees while in training shall be responsible for all training materials issued to include but not limited to maps, protocol guidebooks, are required daily during classroom instruction and on the job training unless otherwise noted by the immediate supervisor.

B. All Communications Employees

Resource materials, protocol charts and maps at each position are not to be removed from the position without permission from the on-duty supervisor.

MetroSafe Standard Operating Procedures	SOP Number: 3.17
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Microwave and Refrigerator Areas	

3.17 MICROWAVE AND REFRIGERATOR AREAS

A. Employee Responsibility for Use

1. Each shift will be responsible for cleaning spills from drinks or food prepared in the lunch or break area.
2. Refrigerators are for DAILY use only therefore; all employees shall remove and properly dispose of items placed in the refrigerator at the end of their assigned tour of duty.
3. All food related items including wrappers and containers in the center are to be disposed of in the large trashcan located in the hallway outside of the MetroSafe entry door. All food items (including condiments) brought into the center must be stored in a plastic container with a lid when placed in the lockers or at the workstations.²⁴

²⁴ General Memorandum No. 07-001. Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 3.18
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Supplies	

3.18 SUPPLIES

- A. Obtaining**
Any supplies necessary to operate the unit may be requested from the on-duty supervisor.

- B. Stocking**
Each employee at the end of their assigned tour of duty shall ensure that appropriate supplies are stocked at the work area and readily available for the next shift.

- C. Responsibility**
Each employee is responsible for keeping track of assigned equipment.

- D. Disbursement and Ordering**
Supervisors are responsible for overseeing the disbursement and ordering of supplies.

MetroSafe Standard Operating Procedures	SOP Number: 3.19
	Effective Date: 8-1-05 Revised Date:
Chapter: Administrative And Personnel Policies	Accreditation Standards:
Subject: Headsets/Assigned Equipment	

3.19 HEADSETS/ASSIGNED EQUIPMENT²⁵

- A. Issuing**
Where applicable to the position, a communications employee will be issued a headset for use in their duties.
- B. Wearing**
The headset shall be worn at all time while working the applicable position.
- C. Control and Possession**
All headsets are inventoried and identifiable by a number imprinted on the headset. Each employee issued a headset or other related equipment shall sign for the equipment and retain possession of the same headset/equipment unless it is broken beyond repair.
- D. Responsibility**
Each employee is responsible to have their assigned equipment with them each day to use in the performance of their duties.
- E. Repair**
Headsets needing repair will be turned into the supervisor and a temporary loaner will be issued.
- F. Lost or Stolen**
Lost or stolen headsets will be reported in writing immediately to the supervisor.

²⁵ Specifications and control forms for issue of equipment identified in Communication Training Manual

MetroSafe Standard Operating Procedures	SOP Number: 4.0
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Causes For Disciplinary Action	

CHAPTER 4 GENERAL DIRECTIVES

4.0 CAUSES FOR DISCIPLINARY ACTION

Employees are expected to use reasonable judgment in carrying out their duties and not act in a manner contrary to the best interest of MetroSafe. The following activities include but are not restricted to causes for disciplinary action:

A. List of Violations

1. Sleeping on duty
2. Harassing other employees
3. Physical contact and "horseplay"
4. Practical jokes
5. Sexual harassment and/or harassment of any kind
6. Racial slurs and/or other such derogatory comments
7. Using abusive and/or obscene language* see zero tolerance policy
8. Failure to give proper notice of an absence which could be anticipated
9. Irregular attendance or excessive absenteeism without due cause
10. Repeated tardiness
11. Interference with the work of others, including but not limited to, offensive personal habits, which interfere with efficient operations.
12. Excessive inefficiency including, but not limited to, waste, loafing, absence from assigned work area without permission, and defective workmanship.
13. Violating of reasonable, normal or required safety practices, or the failure to report a work related accident or injury

MetroSafe Standard Operating Procedures	SOP Number: 4.0
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Causes For Disciplinary Action	

14. Theft, destruction, careless or negligent use, or willful damage of property
15. Misconduct, including but not limited to, lack of cooperation, contravention of statutory (civil or criminal) law, and any disgraceful or infamous conduct which reflects unfavorably on the agency as an employer
16. Possession or use of alcohol, non-prescribed dangerous drugs, or similar intoxicants while on the property or on duty
17. Operation of a communications center vehicle or equipment while under the influence of intoxicants such as alcohol, non-prescribed dangerous drugs, or prescribed drugs which cause an unsafe mental or physical state
18. Deliberate falsification of records or personal misrepresentation of fact to a supervisor, agency official, the public or the Director
19. Dishonesty as related to an individual's job duties or profession, or the use of one's official position for personal advantages
20. Conviction of a serious criminal offense (felony) or of a serious misdemeanor, or multiple misdemeanors
21. Violation of safety practices that endanger the life or health of the employees or others
22. Violation of the Agencies Policy and Standard Operating Procedures, regulations, rules, lawful orders and/or directions made or given by a communications supervisor
23. Acceptance of any consideration of value or gratuity which was given to improperly influence the employee in the performance of duties
24. Refusal to be examined by a licensed physician when so directed by agency official or refusing to submit to blood, breath and/or urine tests for alcohol and/or drugs

MetroSafe Standard Operating Procedures	SOP Number: 4.0
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Causes For Disciplinary Action	

25. Not reporting for training as scheduled
26. Abusive personal conduct or language toward the public or fellow communications employees, or abusive public criticism of a communications supervisor, communications manager, communications center Assistant Director or elected official
27. Willful violation of any duly adopted policy or State, or Federal law or regulation
28. Conduct or actions determined to be a conflict of interest as defined by state law, agency policy or standard operating procedures
29. Fraudulent misrepresentation in securing an appointment or promotion
30. Repeated and willful violation of relatively minor offenses
31. Failure to obtain and wear a Metro Government issued employee identification card²⁶
32. Other conduct or activity that is not in the best interest of the agency

B. Insubordination

1. Definition

- a. Failure or deliberate refusal of any employee to obey a lawful order given by any supervisor shall be considered insubordination.
- b. Ridiculing any supervisor or his/her orders, whether in or out of his/her presence, is also insubordination.

²⁶ General Memorandum 08-040. Metro ID Cards. July 22, 2008.

MetroSafe Standard Operating Procedures	SOP Number: 4.1
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Causes For Dismissal Or Other Penalties	

4.1 CAUSES FOR DISMISSAL OR OTHER PENALTIES

Employees are to obey all rules, standards of conduct, orders, policies and procedures of MetroSafe. Violators may be dismissed or incur other penalties for such violations, or if found guilty of any of the following offenses:

A. List of Violations

1. Incompetence
2. General Inefficiency
3. Neglect of duty
4. Absent without leave
5. Insubordination or disrespect
6. Incapacity for duty-mental or physical
7. Un-cleanliness
8. Violation of any federal law, state law, local law, or civil service rule
9. Any other act or omission contrary to good order and discipline

MetroSafe Standard Operating Procedures	SOP Number: 4.2
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Truthfulness	

4.2 TRUTHFULNESS²⁷

Employees shall truthfully answer all questions related to their scope of employment and operations of the department. Failure to provide information or omitting information in the course of departmental investigation shall be deemed a violation of this directive.

²⁷ Referenced in Communications Training Manual, Communications Employees Handbook

MetroSafe Standard Operating Procedures	SOP Number: 4.3
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Disciplinary Procedures and Actions	

4.3 DISCIPLINARY PROCEDURES AND ACTIONS

A. General Policy

Employees who violate their oath and trust by committing an offense punishable under the law, or who violate any provision of MetroSafe's Standard Operating Procedures manual, or any rules or regulations of MetroSafe, or who disobey any lawful order, or who are incompetent to perform their duties, are subject to appropriate disciplinary action.

MetroSafe Standard Operating Procedures	SOP Number: 4.4
	Effective Date: 8-1-05 Revised Date: 06-30-08
Chapter: General Directives	Accreditation Standards:
Subject: Counseling	

4.4 COUNSELING²⁸

Counseling may be issued when an employee's performance/behavior does not meet standards and the Supervisor on Duty believes that stronger disciplinary action is not needed to correct the deficient performance. Repeat violations may result in progressive disciplinary action. MetroSafe will maintain a written record of such counseling. Counseling is not discipline.

²⁸ Collective Bargaining Agreement between Louisville/Jefferson County Metro Government and Teamsters Local Union No. 783. Effective date: 3/13/2008

MetroSafe Standard Operating Procedures	SOP Number: 4.5
	Effective Date: 8-1-05 Revised Date: 06-30-08
Chapter: General Directives	Accreditation Standards:
Subject: Progressive Disciplinary Action	

4.5 PROGRESSIVE DISCIPLINARY ACTION²⁹

The following procedures will be used when informal or formal discussions have failed to correct deficient performance or repeated violations of minor offenses. The supervisor will document the discussion, including references to the rule or procedure violated. All progressive disciplinary procedures will be signed and dated by both the employee and the supervisor, with a copy added to the employees file.

A. Written Warning

This is the first step in a progressive disciplinary action. This action is in effect for a 6 month period from time of offense. If the employee fails to offend again for the same violation within that timeframe, the progressive discipline becomes null.

B. Written Reprimand

This is the second step in a progressive disciplinary action. A written reprimand is issued if the employee violates the same rule or procedure for which they were issued the written warning. This action is in effect for a 6 month period from time of issuance.

C. Suspension Without Pay

If the employee violates the same rule or procedure within the given timeframe, the third step in a progressive disciplinary action will be a recommendation to the Director of MetroSafe that the employee be suspended without pay. The Director will either approve or disapprove of the recommendation. If he approves, the recommendation will be forwarded to HR for approval. If HR concurs with the recommendation, the employee will serve the suspended time at the convenience of MetroSafe management. Any regular employee suspended for more than thirty (30) workdays within a one (1) year period is automatically dismissed.³⁰

²⁹ Collective Bargaining Agreement between Louisville/Jefferson County Metro Government and Teamsters Local Union No. 783. Effective date: 3/13/2008

³⁰ Louisville Metro Civil Service Board Rules and Regulations No. 9.2 Disciplinary Actions; Appeals.

MetroSafe Standard Operating Procedures	SOP Number: 4.6
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Suspension Without Pay	

4.6 SUSPENSION WITHOUT PAY

1. A suspension without pay is earned for very serious violations that compromise the operations of MetroSafe.
2. Suspensions are considered a last resort and further violations may result in dismissal.
3. When served a one-day suspension, no overtime can be worked in a 24 hour period. For example, if the employee's normal schedule is 0700-1500 and the suspension day is Tuesday, no overtime can be worked until the following day Wednesday after 0700.³¹
4. For a ten-day suspension, the employee could not return to work until after the 10th working day. This means the employee can not work on their scheduled off days.³²

³¹ General Memorandum No. 06-018. Added June 18, 2007

³² General Memorandum No. 06-018. Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 4.7
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Suspension with Pay	

4.7 SUSPENSION WITH PAY

Suspension with pay is earned when a serious violation is alleged and it is felt that the best interest of MetroSafe would be served by not having the employee on duty until the matter can be investigated to determine if any action is warranted.

MetroSafe Standard Operating Procedures	SOP Number: 4.8
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Demotion	

4.8 DEMOTION

Demotions are earned when an employee has not demonstrated satisfactory performance in their position but it is felt they could serve in a reduced capacity. There must be an opening in a lower ranking, and a lower ranking must exist, for this option to be used.

MetroSafe Standard Operating Procedures	SOP Number: 4.9
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Dismissal	

4.9 DISMISSAL

A dismissal is used for extreme neglect to duty, conduct unbecoming an employee of MetroSafe, or continued violation of the rules.

MetroSafe Standard Operating Procedures	SOP Number: 4.11
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Communications Center Emergency Operations Plan	

4.10 COMMUNICATIONS EMPLOYEES FILES

A. Supervisor's Files

Supervisor's files are used to document formal and informal sessions and the supervisor's observations of the employee's performance. These files are for the private use of the supervisor and are not considered part of the employees file.

B. Training Files

Training files are maintained by the training unit and include all certifications, quality assurance documents, documentation of in-service and continuing education hours, as well as remedial training and probationary evaluations.

C. Employee Files

Employees files used for training, communications employees' evaluations, employment related documents, payroll and insurance records, commendations, and formal disciplinary actions. This file is the property of MetroSafe and is maintained for the benefit of the organization. Employees may review their files but can not remove anything from those files. Requests to review employees' files are submitted to the supervisor and must be reviewed in the office.

MetroSafe Standard Operating Procedures	SOP Number: 4.11
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Communications Center Emergency Operations Plan	

4.11 COMMUNICATIONS CENTER EMERGENCY OPERATIONS PLAN

A. Evacuation Procedure

The communications center will be evacuated when the lives of employees are threatened. The following procedure will be used if evacuation becomes necessary:

1. The supervisor will direct all employees to leave the communications center and report to a secondary location (secondary PSAP).
2. The supervisor will then notify the telephone company and inform them that the communications center is being evacuated. (The supervisor is the only one that can make this call). This will cause all emergency calls to be forwarded to the secondary PSAP.
3. The secondary PSAP will then be advised of the evacuation.
4. If safety permits, the supervisor will then transmit on the radio to inform all agencies that the communications center is being evacuated. If the employees are unable to transmit on the radio he will instruct the secondary PSAP to inform all agencies of the situation.
5. The supervisor will notify the Manager and Assistant Director of the situation.
6. After confirmation from the telephone company the supervisor will also evacuate to the secondary PSAP taking a cellular phone and portable radio with him.

B. Return Procedure

After the threat has passed, the supervisor will return to the communications center and notify the telephone company to restore service. Once verification is received from the telephone company all employees should return to the communications center. The supervisor will notify all agencies, the Manager and Assistant Director that the communications center is back in operation.

MetroSafe Standard Operating Procedures	SOP Number: 4.11
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Communications Center Emergency Operations Plan	

C. Tornadoes and Severe Weather Conditions

The communications center is not evacuated for tornado warnings or severe weather conditions. Evacuate only upon damage to the building making it unsafe. When a tornado or severe weather is reported by an official source the communications center will notify all appropriate agencies (i.e., fire departments, police, sheriff, EMS) of the weather conditions, and will give updates as they are received.

D. Bomb Threats

If there is a reason to believe that there is a bomb in the communications center, everyone will evacuate, except the supervisor, who will implement the evacuation plan.

E. Natural Gas Leaks

If the odor of natural gas is detected, everyone will evacuate except the supervisor who will implement the evacuation plan. Do not turn on or off any lights or appliances.

F. Hazardous Materials Incidents

Implement the evacuation plan if a Haz-Mat incident requires evacuating the communications center.

G. Human Threats

To reduce the potential of human threats, unauthorized employees are not allowed in the communication center. Doors to the communications center are to be kept locked at all times. If there is a threat to any employee, the police department will be notified immediately.

H. Weather Related Staffing Problems

Weather emergencies often cause both increased call loads and travel problems for employees. The following procedures will be used for weather related problems:

1. The Manager and Assistant Director will be notified as soon as it appears that travel conditions will prohibit normal travel by employees.
2. If an employee has not been contacted concerning travel arrangements, they should call in for instructions if it appears to them that travel would be hazardous.

MetroSafe Standard Operating Procedures	SOP Number: 4.11
	Effective Date: 8-1-05 Revised Date:
Chapter: General Directives	Accreditation Standards:
Subject: Communications Center Emergency Operations Plan	

3. Employees who report to work when travel problems are forecast should bring enough extra food and clothing to stay for 16 hours or more depending on the situation.
4. The on duty supervisor may elect to call out the storm team to respond.

MetroSafe Standard Operating Procedures	SOP Number: 5.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Visitors	

CHAPTER 5 SECURITY AND DISCLOSURE OF INFORMATION

5.0 VISITORS

A. Visitors in the Workplace

1. Visitors are not permitted in the communications center or NCIC without the approval of the supervisor.
2. Employees may have visitors, but they must meet in the lobby, break room, or outside area.
3. Employees shall not leave their position without the approval of the supervisor.
4. Employees shall not report to duty with their children, nor have children with them at work at any given time during their shift other than as outlined in the above guidelines.

B. Security and Confidentiality

1. Employees are required to recognize that MetroSafe is a professional workplace for the purposes of obtaining, disseminating, directing and tracking activities of law enforcement and emergency responders -- information that may at times not be suitable for all members of the community.
2. All information obtained and disseminated in the various formats utilized is deemed confidential and shall at all times be kept secure.
3. Visitors are not permitted to view any information from a LINK NCIC terminal.

MetroSafe Standard Operating Procedures	SOP Number: 5.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Tours of Communications Center	

5.1 TOURS OF COMMUNICATIONS CENTER

A. Scheduling a Tour

3. Requests for tours of the MetroSafe Communications Center shall be made through the on duty supervisor preferably at least 48 hours in advance of the requested tour date.
4. Consideration of tour scheduling shall be subject to periods of non-peak activities and the number of persons touring the facility shall not compromise routine business operations in a public safety environment.

B. Guidelines

1. It shall be the policy of the agency to present guidelines for touring the facility to the individual scheduling the tour, prior to beginning the tour.
2. Major incidents are subject to occur at any time. In the event a major incident develops during the course of a tour being conducted, the persons involved in the tour shall be notified of the necessity to immediately discontinue the tour processes and in an orderly manner to be escorted immediately to vacate the premises.
3. Groups of persons touring shall be limited to a number which shall not impede the normal operation of the Communications Center at any given time.
4. Notification shall be made as to the conditions of the center, identifying the center of a LIVE Public Safety Environment therefore, voices shall be maintained at whisper level while participating in a tour of the facility.
5. Disruptions shall not be tolerated due to requirements for the safety of the community and response personnel. Disruptive individuals shall be immediately escorted from the center, discontinuing the tour for the group.

MetroSafe Standard Operating Procedures	SOP Number: 5.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Tours of Communications Center	

C. Security

All LINK NCIC terminals shall display a clear screen. No visitor should view any information from a NCIC terminal.

MetroSafe Standard Operating Procedures	SOP Number: 5.2
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Media Requests	

5.2 MEDIA REQUESTS

A. Guidelines

1. Requests for information received from the media shall be referred to the immediate on duty communications supervisor or designee.
2. The on-duty communications supervisor or designee shall provide the location and nature of the incident in the inquiry only.
3. All other requests for information concerning the incident shall be referred to the departmental press information office for an official release of information as to ensure that any criminal investigation that may be ongoing is not jeopardized.
4. Information that may impact the safety and well being of the community (i.e. hazardous road conditions, road closures due to inclement or severe weather, etc.) may be released to the media by the communications supervisor or designee.

MetroSafe Standard Operating Procedures	SOP Number: 5.3
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Disclosure Of Information To Citizens	

5.3 DISCLOSURE OF INFORMATION TO CITIZENS

A. Guidelines

1. **Emergency Response/Investigations**
Upon receiving citizens inquiries regarding emergency response operations or investigations (Helicopter, Canine, River unit, etc.) communications center employees shall provide a brief explanation of the circumstances of the situation while not divulging information that may compromise or impede the operation or investigation.
2. **Wanted/Missing Persons**
If the information relates to a search for a person (wanted, missing, etc.), information relating to that individual using standard person or CYMBAL format may be provided. If the situation dictates, advise the caller to stay indoors and telephone 9-1-1 immediately if unusual or suspicious activity is observed.
3. **Extended Road Closures**
Upon receiving calls regarding extended road closures, the communications employees may briefly explain the cause of the closing and projected time of re-opening if known.
4. **Information shall be kept brief and of a nature not to cause public panic nor harm to individuals within the community as a result of law enforcement activities.**

MetroSafe Standard Operating Procedures	SOP Number: 5.4
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Confidential Information	

5.4 CONFIDENTIAL INFORMATION

A. Handling Confidential Information

All information shall be considered confidential and shall not be released, removed, altered or utilized by any communications employees other than in the performance of their official duties as described herein.

B. Penalties

Communications employees who remove, alter, make inquiries of databases containing criminal information, and/or release any official document or case information for personal gain be subject to immediate dismissal or appropriate disciplinary action review as identified as a Major Infraction per current contractual agreement or at the discretion of the Director.

MetroSafe Standard Operating Procedures	SOP Number: 5.5
	Effective Date: 8-1-05 Revised Date:
Chapter: Security And Disclosure of Information	Accreditation Standards:
Subject: Kentucky Open Records KACP Standard 28.7	

5.5 KENTUCKY OPEN RECORDS KACP STANDARD 28.7

A. Format of Requests

1. Requests received for information concerning calls for service, copies of master tape recordings or statistical information are required by Kentucky Open Records to be submitted in writing.
2. The request shall include the type of information, which the individual is seeking, date of occurrence or date range, time frame, location and what the purpose of the information request will be utilized.

B. Review of Requests

1. Informational requests received, per Kentucky Open Records shall be subject to review by the departmental legal advisor as to departmental records produced under Kentucky Open Records are to be scrutinized as to the information that by law is available for distribution to ensure departmental investigations (pending) and potential victim, perpetrator, witness and related contacts privacy as identified by law are protected (to include, but not limited to: Medical information and conditions, Social Security Number, Date of Birth, FBI, Miscellaneous Numbers and SID, etc.).
2. The legal advisor has the responsibility to notify communications the limitations of any on the request per Kentucky Open Records and the requirements for completing the request in a timely manner.

MetroSafe Standard Operating Procedures	SOP Number: 6.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Reporting For Duty	

CHAPTER 6 DAILY OPERATIONS

6.0 REPORTING FOR DUTY

A. Start Of Shift

1. Employees are required to report on time for duty and relieve the previous shift.
2. Employees will check equipment (telephone, radio, recording and computer).
3. Employees will report any equipment that is out of service.
4. Employees are expected to review current activities, any communications and/or on-going calls that may carry over into their shift before the shift starts.
5. Employees who do not follow this procedure shall be considered late for work.

MetroSafe Standard Operating Procedures	SOP Number: 6.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: End Of Duty	

6.1 END OF DUTY

A. End Of Shift

1. Wait for the entire shift to be relieved. No communications employees shall leave the center until the entire shift has been relieved, unless approved by competent authority.
2. Employees will relay any information that needs to be carried over to the next shift.
3. Employees will clean up their work station.
4. Employees will return all resources to their proper place.
5. All loose or unwanted Teletypes/operation printouts are to be either posted, placed in the wastepaper bin or shredded.
6. Any other items are to be returned to their proper places.

MetroSafe Standard Operating Procedures	SOP Number: 6.2
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Calls For Assistance	

6.2 CALLS FOR ASSISTANCE

It is the policy of MetroSafe to provide assistance to the public in all situations. To accomplish this goal the following policies and procedures will be used.

A. Relaying Information

An employees role in emergency services is to relay information from one person to another with accuracy and understanding. To avoid giving wrong information, the employees will relay all pertinent information and will make clear who the source is.

B. Making Assumptions

When relaying information, employees' must be careful not to embellish facts with their assumptions or interpretations of the situation. If you have reason to suspect that the situation may be other than it appears, this should be relayed, but it must be made clear that it is your opinion, not fact.

MetroSafe Standard Operating Procedures	SOP Number: 6.3
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Daily Operations	Accreditation Standards:
Subject: Emergency Calls KACP 28.3	

6.3 EMERGENCY CALLS KACP 28.3

A. Calltaker Responsibility

1. A calltaker is responsible for answering all in-coming calls, and for taking all information from the caller.
2. Calltakers will answer all 9-1-1 calls after the first ring whenever possible.
3. 9-1-1 lines take precedence over all other lines.
4. All 9-1-1 lines will be answered: 9-1-1 this is operator (last name), where is your emergency? After obtaining the callers location and phone number the call taker will follow with "Okay, tell me exactly what happened". If the caller states what the problem is prior to being asked, the call taker does not have to ask the question.
5. All other lines will be answered: MetroSafe, Police, Fire & EMS with the calltakers last name.

B. Emergency/Non-emergency Calls

1. If the call is a non-emergency call and is received on an emergency telephone line, the calltaker will notify the caller that they have called on an emergency line and will politely but firmly direct them to a non-emergency line.
2. It is imperative that only "legitimate" emergency calls be handled on the 9-1-1 system because:
 - a. The 9-1-1 telephone network has a limited number of dedicated trunk lines. Tying up these trunks with non-emergency calls could result in "real" emergency calls being blocked.
 - b. Calls are answered by the PSAP (Public Safety Answering Point) in the order that they are received.

MetroSafe Standard Operating Procedures	SOP Number: 6.3
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Daily Operations	Accreditation Standards:
Subject: Emergency Calls KACP 28.3	

- c. Answering non-emergency calls on the 9-1-1 system will slow the speed in which legitimate emergency calls are answered.
- 3. An emergency call is defined as a call that:
 - a. Requires the attention of the Fire Department's emergency equipment.
 - b. Requires the attention of Emergency Medical Services for other than routine transfers.
 - c. Requires the attention of the Police where there is a degree of urgency.
- 4. If the call is an emergency call, the calltaker will request the following information:
 - a. Type of emergency
 - b. Location of the incident, always verify the location. If the call is an E-9-1-1 call, the address of the caller may not be the location of the incident. Never assume the location. ALWAYS VERIFY
 - c. Call back telephone number
 - d. Caller's name and business name if applicable
 - e. Any special information that might apply to the emergency such as suite/room number, cross streets, etc.
 - f. The calltaker will then send the call to the dispatcher who will notify the appropriate agency by radio to respond to the emergency. They will relay all the information necessary. They will continue to handle all radio traffic.

C. Transferring Calls to Another PSAP

In the case of misdirected calls when it is necessary to transfer the call to another PSAP:

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1. The calltaker will tell the caller “do not hang up, I am connecting you now”.
2. The calltaker will then stay on the line until the connection is completed, the caller and the other PSAP communications employee are talking, and all information has been relayed.
3. Upon establishing a call is in another jurisdiction, the call taker will, as soon as possible, transfer the call to the other agency and stay on the line until the other agencies' operator has taken over the call.³³

³³ General Memorandum No. 06-036. Added June 18, 2007.

MetroSafe Standard Operating Procedures	SOP Number: 6.4
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: EMS Calls	

6.4 EMS CALLS

A. General Directions

1. On EMS calls, the calltaker may stay on the phone and talk through the situation, give special direction, and/or calm the caller as necessary and provide pre-arrival instructions if they are trained to do so.
2. Any pre-arrival medical instructions must be approved by the Medical Director and the protocols will be followed verbatim.
3. The following is a list of possible EMS type calls. This is not a complete list and should only be used as an example of EMS calls. The response for these calls will come from the EMS division/department as to what equipment will respond to each type of call.
 - Vehicle accident with injury
 - Sexual assault
 - Shooting or stabbing
 - Suicide or suicidal
 - Assault
 - Drowning
 - Medical emergencies (i.e., heart attack, stroke, breathing difficulties, bleeding, seizures, broken bones/fractures, etc.)
 - Poisoning or overdose

MetroSafe Standard Operating Procedures	SOP Number: 6.5
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Fire Calls	

6.5 FIRE CALLS

A. General Directions

1. When possible, an attempt to obtain additional information should be made to assist the responding equipment, i.e., life hazards and hazardous materials.
2. On all fires, the calltaker will advise all occupants to evacuate the structure immediately (if it is safe to do so) and to wait outside at a safe location for help to arrive.
3. The following is a list of possible fire type calls. This is not a complete list and should only be used as an example of fire calls. The response for these calls will come from the fire division/department as to what equipment will respond to each type of call.
 - Vehicle fire
 - Bomb threats
 - Grass fire
 - Chemical spill/hazardous materials
 - Electrical wires down
 - Gas leaks
 - Aircraft emergencies
 - Structure fire
 - Trench cave-in or building collapse
 - Rescue situation
4. The dispatcher shall notify TARC of all working fires as soon as possible after fire units on scene advise such. The exact location of the fire and any street closings surrounding the incident will be relayed to TARC dispatch.
5. Communications will request TARC to respond to the scene at the request of the on scene incident commander for inclement weather.

MetroSafe Standard Operating Procedures	SOP Number: 6.6
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Law Enforcement Calls	

6.6 LAW ENFORCEMENT CALLS

A. General Directions

1. As in a fire situation, the calltaker is to obtain additional information to assist the responding officers for the safety of the officers and the people involved in the incident.

2. The following is a list of possible law enforcement type calls. This is not a complete list and should only be used as an example of law enforcement calls. The response for these calls will come from the law enforcement agency/department as to what equipment will respond to each type of call.
 - Abandoned children
 - Robbery, burglary, theft or shoplifting
 - Traffic violations or hazard, reckless driving
 - Prowler or suspicious person
 - Hostage taking or kidnapping
 - Fights or disturbances
 - Missing person
 - Homicide or body found
 - Indecent exposure

3. Note Some calls may require response from more than one agency (i.e., auto accident, aircraft emergencies, rescue situations, fights, structure fire, assault, suicide, shooting or stabbing, etc.). Therefore, it is important to ask the appropriate questions so that all the agencies that need to be dispatched will be dispatched at the same time with the same information in order to avoid any delay in responses.

MetroSafe Standard Operating Procedures	SOP Number: 6.7
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Wireless/Cellular Calls	

6.7 WIRELESS/CELLUAR CALLS

ANI/ALI information that is displayed on wireless/cellular calls only gives the information of the wireless/cellular company and not that of the caller. Therefore, when dealing with wireless/cellular calls the employee must treat this call like a call from the seven (7) digit emergency number call. The call taker must always make it a priority to obtain the location of the caller and their cellular call back number in the event contact is lost (so that contact may be re-established).

The wireless/cellular call may be from outside the jurisdiction of the Louisville Metro area. If a wireless/cellular call is received from outside the jurisdiction, the calltaker must first determine the correct jurisdiction. Again, it is important to get the phone number of the caller to pass on to the appropriate agency for their use if needed.

MetroSafe Standard Operating Procedures	SOP Number: 6.8
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Multiple Calls – Same Incident	

6.8 MULTIPLE CALLS – SAME INCIDENT

When there are several calls regarding the same incident, the calltaker will make sure that the caller is reporting the same incident and not an unrelated one. Once you are sure the caller is calling about the same incident that has already been reported and you have obtained any additional pertinent information the caller may have, advise the caller that equipment is already dispatched and clear the call. Clear these calls as soon as possible in order not to tie up any 9-1-1 lines unnecessarily.

MetroSafe Standard Operating Procedures	SOP Number: 6.9
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Auto Dial Alarms	

6.9 AUTO DIAL ALARMS

Alarms designed to dial a programmed number and play a recorded message will not be permitted on the 9-1-1 system. If an alarm is received by this method the alarm will be dispatched to the appropriate agency. The calltaker will notify the supervisor of such calls and the supervisor will notify the owner of the alarm that alarm devices cannot be programmed to dial directly into the 9-1-1 system, and that alarms must be screened by an answering service or other third party, who in turn will notify the appropriate communications center.

MetroSafe Standard Operating Procedures	SOP Number: 6.10
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Premise Alarms	

6.10 PREMISE ALARMS

Premise alarm companies will not utilize 9-1-1 for the purpose of reporting alarms. They must use a seven (7) digit number to report all calls.

MetroSafe Standard Operating Procedures	SOP Number: 6.11
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Daily Operations	Accreditation Standards:
Subject: TDD Telecommunications Device For the Deaf	

6.11 TDD - TELECOMMUNICATIONS DEVICE FOR THE DEAF

The purpose of this section is to meet all the ADA requirements. The deaf, hearing impaired and/or speech impaired citizens are entitled to equal access to the 9-1-1 system. To accomplish this, the following procedures will be used.

A. TDD Training

1. All communications employees will be trained on the TDD.
2. The communications employees will receive the test calls regularly to insure continuous training.

B. Silent Calls

When a call is received with no voice response the communications employee can either:

1. Press the space bar on the TDD to let the caller know that there is someone at the other end, or
2. Send a pre-programmed message to the caller that they have reached the 9-1-1 communications center.

C. TDD Calls

When it has been determined that the call is a TDD call:

1. Switch to the TDD mode on the computer.
2. When the person calling for help has typed out their message, find out as much as you can from the caller.
 - a. Begin your contact with the caller on the keyboard as you would verbally by typing out the question "9-1-1, where is your emergency? GA".
 - 1) Make sure when you are done to type GA after the last sentence. Do not begin another sentence before receiving the "GA" signal from the caller.
 - b. Keep your questions short and to the point. Example:

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- 1) Your address Q
- 2) Your name Q
- 3) The problem Q
- 4) Is problem at same address Q
- 5) Telephone number Q

3. Ending the Call

- a. If either party is prepared to end the conversation, "GA" is to be typed followed by typing "SK" at the end of the last sentence.
- b. If the other party is also prepared to end the conversation, "SK" should be typed twice: "SK SK".
- c. After both parties have received "SK SK" the call can be terminated.

D. TDD Language

1. GA means Go Ahead.
Type "GA" when you want the person you are talking to, to start typing. When you read "GA" it is your turn to type.
2. Q means that you are asking a Question.
When asking a question after the "Q" you still must use "GA" for the caller to know that you are done.
3. SK means Stop Keying.
Type "SK" when you want to end your conversation. If someone types "SK" to you, type "SK" if you are finished talking.
4. SK SK means Terminate Call
When both you and the person you are talking to have typed "SK SK" hang up your phone.

MetroSafe Standard Operating Procedures	SOP Number: 6.11
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Chapter: Daily Operations	Accreditation Standards:
Subject: TDD Telecommunications Device For the Deaf	

- E. Record of Call**
At the completion of the call, forward a printed record of the call to Open Records for their future needs.
- F. Request for Interpreters / Language Line**
1. When a Public Safety Responder requests an interpreter, a supervisor or designee will access the Interpreter folder on the network.
 - a. This is accomplished by going to the “J” drive.
 - b. Open the “Forms” folder
 - c. Open the “Interpreter” folder
 - d. Find and open the form named “Multi-lingual Officers”
 - 1) This form will list the language and the contact information for the interpreter.
 - 2) The bottom of the list contains the number for the Center for Accessible Living and Rausch; both agencies provide services for hard of hearing and deaf citizens.
 2. Language Line
 - a. If a Public Safety Responder requests a transfer to the Language Line, the call will be transferred and the call put on hold to record the call for documentation purposes.
 - b. If the need for an interpreter occurs during caller interrogation, the call taker will transfer the caller to the Language Line. The call taker will continue to interrogate the caller with the assistance of the interpreter. All basic call taking procedures shall be followed as with any other call for service.

MetroSafe Standard Operating Procedures	SOP Number: 6.12
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: 911 Problem Calls	

6.12 9-1-1 PROBLEM CALLS

A. No ALI & ANI

Treat this like a call received on the seven (7) digit emergency number. Request all the information that you would need to send the appropriate equipment.

1. All 9-1-1 telephone equipment problems that occur will be reported immediately to the supervisor.
2. The supervisor will then follow the trouble report chart that is provided by the telephone company to verify that the problem is a technical one.
3. The calltaker will then fill out the appropriate forms and notify the telephone company of the problem (there should be a list of telephone numbers to call for emergency problems on 9-1-1 listed at the console).
4. The calltaker will then log on the information in the daily log identifying the date and time the problem occurred, details of the problem and time it was reported to the supervisor and telephone company.
5. Calltakers when calling the telephone company will identify themselves, provide a contact number and will provide the telephone circuit and/or the ID number of the equipment in question.

B. Information on ALI Incorrect

If the data on the ALI screen is incorrect and does not reflect the caller's location, confirm the data and take the following steps:

1. Handle the citizen's complaint
2. Print the ALI screen
3. Fill out the proper form to report the incorrect data
4. Forward the information to the supervisor.

C. Hang Up Calls

MetroSafe Standard Operating Procedures	SOP Number: 6.12
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: 911 Problem Calls	

1. Immediately call back the ANI number.
2. Speak with a responsible party, preferably an adult, to determine if an emergency exists.
3. If you are not satisfied with the response you receive or you do not receive any response, initiate a law enforcement response to the location to check out the situation.
4. If the number is busy call back in 10 seconds. If the number is still busy, and no contact can be made send police officers to the location to check out the situation. This includes both wireless and land lines.

D. No Voice

Calltakers must be especially careful when dealing with no voice or open line calls. This situation can result from a number of reasons including caller is afraid to speak because an intruder is in the house with them, caller is unable to speak due to an illness or medical problem that may have just occurred, or caller is speech impaired and unable to speak. The following procedures will be used on all calls that have an open line:

1. The calltaker will say "9-1-1, where is your emergency? in a loud voice two times.
2. If this gets no response say "Press a number key on the telephone or make some noise if you can hear me"
3. A TDD message will be transmitted to check for the possibility of a TDD user that has failed to press the space bar.
4. If none of these procedures get a response the call should be referred to law enforcement to respond to the location of the call.
5. Keep the line open to hear for any sounds that might help you identify the problem.
6. Periodically repeat steps above until someone answers or the police officer has arrived.

MetroSafe Standard Operating Procedures	SOP Number: 6.13
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Prank Calls	

6.13 PRANK CALLS

A. Procedure

1. Call back the phone number and speak with an adult.
2. Inform them that a prank call was received and explain the proper usage of 9-1-1.
3. If there is not an adult home initiate a law enforcement response to check on the situation.

MetroSafe Standard Operating Procedures	SOP Number: 6.14
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Calls From Coin Phones	

6.14 CALLS FROM COIN PHONES

A. Procedure

911 Calls from coin phones or pay phones present an unusual problem for communications employees. Most pay phones will not allow incoming calls.

1. At the point of the hang up, disconnected or abandoned call the communications employees will attempt a call back
2. If there is no answer the communications employees will attempt to determine if the phone is inside a business.
 - a. If it is found that the telephone is located inside a business, a call to the business shall be placed to determine if there is in fact an emergency.
3. In the event the location of the phone can be determined, a police response shall be initiated.

MetroSafe Standard Operating Procedures	SOP Number: 6.15
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Emergency Medical Dispatch CALEA Standards 81.2.5	

6.15 EMERGENCY MEDICAL DISPATCH CALEA STANDARD 81.2.5

A. EMD Cards

1. All work stations will be equipped with EMD cards that are approved by the local medical director.
2. These cards (or an electronic version) will be utilized by the calltaker in determining the level of response necessary for medical calls for service.

B. Pre Arrival InstructionS (PAIs)

This program also provides the instructions necessary to deliver pre-arrival instructions (PAI'S) to the caller in need.

C. Certification

1. All employees shall obtain certification through the company approved by the medical director, by an instructor who is certified by said company.
2. All certifications will be maintained as required by the approved company.
3. All certificates will be housed in the employees training file.

MetroSafe Standard Operating Procedures	SOP Number: 6.16
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: General Call Taking Procedures CALEA 81.2.7	

6.16 GENERAL CALL TAKING PROCEDURES³⁴ CALEA 81.2.7

A. Determining Level of Assistance

The telephone (wired or wireless) is the most basic link for citizens requiring emergency assistance from responders. The individual who has called has done so out of what they have identified as an immediate need for assistance. As communications employees, you are the first, and many times the only contact the caller will have with our agency. As a result, your effective and appropriate actions at the time of the call in determining the level of assistance required, will promote responder and public safety.

1. Calltakers shall "Take Charge" of the conversation, to determine factual information pertaining to the call for service request: who, what, how, where, and when.
2. Complete information shall be obtained or attempted to be obtained and documented for forwarding to appropriate response personnel.
3. All calls received within the Communications Center will not result in a police response being forwarded for broadcast. Refer callers as necessary.
4. Certain calls that follow the guidelines below may be transferred to the telephone reporting unit (TRU). TRU is available Monday-Friday from 0800-2200.
 - a. The telephone reporting unit is an alternative method of handling certain calls for police service by utilizing telephone reporting rather than dispatching an officer.
 - b. The Communications Unit shall evaluate each incoming call(s) for police service and determine if response by an officer is required (either immediate or can be delayed for a period of time) or if the call can be processed by the Telephone Reporting Unit.

³⁴ Communications Training Manual

MetroSafe Standard Operating Procedures	SOP Number: 6.17
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Telephone Reporting Unit Operations CALEA 81.2.13	

6.17 TELEPHONE REPORTING UNIT OPERATIONS CALEA 81.2.13

A. The Telephone Reporting Unit Shall Be Used In The Following Areas:

1. To take Incident and supplemental reports as dictated by this policy.
 - a. The Telephone Reporting Unit shall use designated phone lines located within the Telephone Reporting Unit to take information from the public or officers for the purpose of reporting incidents.
 - b. If a person comes to 768 Barret to file a police report, Records employees will provide them with the phone number of the TRU and advise that they can use the phone in the lobby and call the TRU for a report to be taken.
 - c. The Calltakers will screen all incoming calls to determine if it can be handled by the TRU. The following criteria must be met for the report to be eligible for a report to be taken by the TRU:
 - 1) The crime is NOT in progress
 - 2) The complainant has NO suspect information, or the information is of such a general nature the suspect could not be readily identified. (If an auto theft is called to Communications after operating hours an officer **must** be dispatched)
 - 3) There is NO physical evidence
 - 4) The person on the phone is not intoxicated
 - 5) The crime is one of the following types of offenses:
 - a) Criminal Mischief Under \$10,000

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Subject: Telephone Reporting Unit Operations CALEA 81.2.13	

- b) All Theft reports Under \$10,000 (where there is NO suspect)(it may not have been as a result of a burglary)
 - c) All Supplemental reports to existing incident reports
 - d) All fraud, theft of identity, Criminal Possession of Forged Instrument and Forgery Reports
- 6) Stolen renewal Decals and license plates reported outside TRU normal operating hours shall have an officer dispatched.
- 7) All auto theft reports without suspect. (If an auto theft is called to Communications after operating hours, an officer **must** be dispatched)
- 8) All gas drive offs
- d. The complainant shall be advised that the incident he/she wishes to report is normally handled by telephone and that it does not require an officer to respond. The calltaker shall advise the complainant that the telephone report shall receive the same attention as if an officer responded to the scene.
- 1) If the complainant accepts TRU handling the report, the call will be transferred to 574-4661.
 - 2) If the report call is received by communications after hours (other than a stolen vehicle), the communications employee shall **give the caller the option** of having an officer dispatched or giving the caller the number and hours of the telephone reporting unit for them to either call back for a report to be taken or to leave a message for the telephone reporting unit to call them back.

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	Effective Date: 8-1-05 Revised Date:
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Subject: Telephone Reporting Unit Operations CALEA 81.2.13	

- 3) After the call is transferred, if the TRU Operator determines that the report does not meet the criteria as defined above they shall transfer the person back to communications where an officer will be dispatched.

- 4) Once the report has been taken, it shall be the responsibility of the TRU Operator to get a report number from the Communications Center and to enter the information into ILEADS.

MetroSafe Standard Operating Procedures	SOP Number: 6.18
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: On Scene Responses	

6.18 ON SCENE RESPONSES

A. Information Required For On Scene Response

Upon determining an on scene response is required through the caller interrogation processes, the communications employee is responsible for documenting and forwarding for broadcast the following:

1. EXACT location- numeric street address, intersection, place name, cross street, landmarks, inside/outside, building # and Apt #.
2. ALWAYS VERIFY by repeating to caller.
3. Nature of the request.
4. Weapon/alcohol involvement.
5. Injuries, extent/how many.
6. Suspect/Vehicle information-Standard Person/CYMBALS formats.
7. Status-caller safety in danger, in progress, just occurred, time lapse (in minutes).
8. Caller Name-victim, witness, 3rd party caller.
9. Caller location.
10. Caller telephone number

B. Documenting the Request for Information

Each calltaker shall make every attempt to obtain as much information on the call request as possible. In certain circumstances such as the caller's level of cooperation, the fact the caller is at the scene of the call request location or removed may eliminate the ability to obtain the above listed information. However, it is the responsibility of the calltaker to ask and document the information pertaining to the call for service or reasoning as to why the information was unable to be obtained prior to routing the call for broadcast or dissemination to response

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Subject: On Scene Responses	

personnel. In the event a 3rd party call is received this will be noted in the call for service.

MetroSafe Standard Operating Procedures	SOP Number: 6.19
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Call Nature Through The Caller Interrogation Processes	

6.19 CALL NATURE THROUGH THE CALLER INTERROGATION PROCESSES

A. Determining Level of Response

1. Caller interrogation will determine the level of response for field personnel. All location information provided by the caller shall be verified for accuracy by the calltaker prior to routing the call for broadcast to response personnel.
2. Requests that through caller interrogation identify an immediate life safety threat is in progress or has just occurred require the calltaker handling the call to immediately forward information for broadcast and to remain on the telephone line with the caller (providing it is safe for the caller) in order to obtain additional information for broadcast of informational updates to responders.
3. Requests, which through the caller interrogation process do not identify an immediate life safety threat or that are not in progress, will be documented and forwarded for responder notification based upon unit availability within the geographical area of assignment of the request for assistance.
4. When receiving calls for service that require a multiple agency response, the law enforcement officer on scene has the authority to declare the scene safe. This message will be relayed to the appropriate responder (EMS, Fire, etc...) by stating "Police on scene, scene secure".

B. Missing Persons³⁵

1. Call takers are responsible for notifying the shift supervisor of any missing person report that includes children age 10 and under and any person with diminished capacity or disease that would necessitate an immediate response for search and rescue (SAR)
2. The call taker is responsible for obtaining the location, name,

³⁵ General Memorandum No. 06-003 Added June 18, 2007Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 6.19
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Call Nature Through The Caller Interrogation Processes	

age of person that is missing along with any relevant facts (i.e., diminished capacity, mental capacity, illness, etc.).

3. The communications supervisor shall notify the SAR of all missing persons 10 and under and any person with diminished capacity or illness that would require and immediate response for SAR.
4. The supervisor will send a page to Shawn Herron and include the persons name, location and relevant facts.

MetroSafe Standard Operating Procedures	SOP Number: 6.20
	Effective Date: 8-1-05 Revised Date: 03-17-08
Chapter: Daily Operations	Accreditation Standards:
Subject: Alarms	

6.20 ALARMS³⁶

A. Ordinance Requirements

MetroSafe shall capture and record information concerning an alarm dispatch request as necessary to permit the Alarm Administrator to maintain records, including but not limited to, the following information:

1. Identification of the alarm site; (address)
2. The alarm business name, license number (when available), and phone number;
3. The alarm user license number (when available);
4. Date and time the call came into MetroSafe; (automatically supplied by CAD)
5. Time officer was dispatched to alarm site; automatically supplied by CAD)
6. Areas and/or sub-area of premise involved if relayed by alarm business;
7. Time officer arrives on scene at alarm site (when reported);
8. Name of alarm user's representative key holder on premises, if any (when available).
**If the alarm company is unable to supply information regarding license numbers, the call taker will continue on with the call without the information, note in the call that the alarm company did not have the required information and send the call to be dispatched to law enforcement.*

B. Cancellation Of Burglar Alarms³⁷

1. Providing an Event Identifier
When an alarm company calls in a burglar alarm, only provide them with the event number as an identifier.

³⁶ General Memorandum No. 08-014. Dated March 14, 2008.

³⁷ General Memorandum No. 06-023. Added June 18, 2007.

MetroSafe Standard Operating Procedures	SOP Number: 6.20
	Effective Date: 8-1-05 Revised Date: 03-17-08
Chapter: Daily Operations	Accreditation Standards:
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2. Event Identifier needed to Cancel an Alarm
When an alarm company calls to cancel an alarm, they must provide the event number. No other identifier is acceptable.

MetroSafe Standard Operating Procedures	SOP Number: 6.21
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: General Dispatch Procedures	

6.21 GENERAL DISPATCH PROCEDURES

A. Primary Duties

The employees have two (2) primary duties in the Communications Center.

1. The first, notifying appropriate response units of the call for service request in a timely, efficient and proficient manner based upon:
 - a. Geographical area of responsibility and assignment,
 - b. Availability of response personnel within the area of daily assignments,
 - c. Time of day,
 - d. Unit status

2. The second, and most critical responsibility, pertains to monitoring and tracking the activity of the responders during a specific tour of duty.
 - a. Responder Safety
Communications employees are to present a professional image at all times and shall adhere to the following guidelines:
 - 1) Remain alert and attentive at all times during duty assignment.
 - 2) Speak clearly and distinctly at all times.
 - 3) Eliminate all unnecessary verbiage that shall distract or circumvent a clear business-like delivery of information.
 - 4) Eliminate slang, or utilize poor grammar.
 - 5) Eliminate unprofessional voice inflections, which indicate anger, disgust, negativity, irritation or emotion.

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Subject: General Dispatch Procedures	

- b. Broadcast only that information that will assist in solving a problem or performing an act related to law enforcement or public service.

MetroSafe Standard Operating Procedures	SOP Number: 6.22
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Establishing Contact With Field Personnel	

6.22 ESTABLISHING CONTACT WITH FIELD PERSONNEL

During the activity tracking processes or in assignment of call for service or relay of pertinent information the inability to contact a field unit, the communications employees shall notify the on-duty field commander or designee, and the communications supervisor. Continued attempts to establish communications shall be on-going until a point of the field unit makes contact or the on-duty field commander advises to discontinue establishing contact or per that commander's directing of related activities.

MetroSafe Standard Operating Procedures	SOP Number: 6.23
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Call For Service Broadcast Format	

6.23 CALL FOR SERVICE BROADCAST FORMAT³⁸

A. Assignment Of Unit(s)

Assignment of unit(s) requires the communications employees to review current unit status, availability and to assess the basic allocation needed per the call nature and special considerations of the call for service.

B. Broadcasting Call For Service

1. When broadcasting the information pertaining to the call for service, the communications employees shall call a unit or units simultaneously by area of assignment of the call for service location in numeric order. Each unit called shall then respond with their unit number and current location:

RADIO: Radio to 124 ADAM, 125 BAKER

UNIT: 124 ADAM (responds with location),
125 BAKER (responds with location)

2. The communications employees shall begin with the call for service information in the following format:

Location, broadcast twice with a business name, lot number, suite number, building number, apartment number, and detailed exact location of the incident; call type literal, vehicle information utilizing the CYMBALS format, Head-to-Toe Standard Person Description, Cross streets if warranted, Weapons, in-progress, just occurred, time lapse, direction of travel if identified, Complainant Name, location if available, etc.

RADIO: 124ADAM, 125BAKER 100 West Broadway, 1-0-0 West Broadway in front of Thornton's Food Mart, (fight)³⁹ between two white males with baseball bats. #1 subject is 6'0, 175, Blonde hair, blue eyes, last seen wearing black t shirt, black jeans, #2 WM 5'8, 200, Red hair, Mustache, Gold rimmed glasses last seen wearing Black ball cap, Red U of L shirt, blue jean shorts. #2 subject got out of red Honda

³⁸ Call for service broadcast formats and related activities detailed in Communications Training Manual

³⁹ 10 code removed 8-23-07.

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Accord that is in the intersection. Complainant is the clerk at Thornton's, Debra Hall.

UNIT: 124 ADAM okay⁴⁰, 125 BAKER ³⁹Okay⁴⁰

RADIO: 124 ADAM, 125 BAKER, Time is given acknowledging both the responding units and the time the call was assigned.

3. No additional radio transmission will continue unless a field unit assigned has further information to provide or needs to obtain additional from the communications employee.
4. Units failing to acknowledge receipt of the broadcasted information by voice, shall be asked to confirm the call for service assignment, communications employees shall not accept a "click of the mic" as acknowledgement of a call for service.
5. No communications employees will accept information from field personnel concerning call for service acknowledgement, assignment, or notification of out of service ³⁹or eating by telephone.
6. It will be the responsibility of the field unit to notify the on-duty commanding officer of the same who shall call the Communications Center by phone with the information.
7. This policy also includes dispatching calls for service, in the event a call for service needs to be dispatched by phone the divisions unit commander will be notified.
8. The phone shall not be used routinely for dispatching runs, to do so creates a tracking problem for the street level supervisor and creates a possible delay in response if there were closer available units.

⁴⁰ "Okay" added 8-23-07

MetroSafe Standard Operating Procedures	SOP Number: 6.24
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: Daily Operations	Accreditation Standards:
Subject: Use of Alert Tones	

6.24 USE OF ALERT TONES

A. Purpose

The Alert Tones are to be used to identify major incident broadcasts.⁴¹

1. Identification

A series of single long tone bursts (2 times) initiated by the Communication Specialist II on the broadcast channel is utilized to gain all units attention of a serious or priority call for service such as a hold-up alarm, rape in-progress, shooting, stabbing, etc.

B. Major Crime Alert

The Major Crime Alert is used to provide field personnel with immediate access to communications when responding to a confirmed potentially life threatening situations.

1. Identification

The Major Alert once engaged, is a series of automated repetitive tone bursts (each 3 seconds) to alert each field unit on the channel that only units involved in and have been assigned or are responding to the situation are to have access to the channel.

2. All non-emergency traffic shall wait or move to the unit's assigned service channel for assistance.

3. The Major Crime Alert shall be activated immediately upon the following:

a. 10-30, Officer Needs Assistance Calls

b. Upon the arrival of any Officer to a Confirmed Hold Up. If there is any indication that the hold-up is in progress or life threatening injuries have occurred, this information shall be included at the time of

⁴¹ Alert tone usage detailed in Communications Training Manual

MetroSafe Standard Operating Procedures	SOP Number: 6.24
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: Daily Operations	Accreditation Standards:
Subject: Use of Alert Tones	

dispatch and the operator may engage the major alert tone.⁴²

- c. Armed Robberies which are in progress or just occurred, or Hold Up Alarm
- d. Vehicles Failing to Stop
- e. Foot Pursuits
- f. Any incident involving the reported use of weapons that is currently in progress.

C. Responsibility for Ending the Alert

- 1. It is the responsibility of the field unit responding to notify radio to discontinue the alert as soon as circumstances permit in order to return to normal broadcast operations.
- 2. If an officer requests the cancellation of the major alert tone, the communications employee will comply with the request and continue to update the responding units with the necessary information.

D. Access to Broadcast Channel

Nothing in this policy shall prevent an officer, field unit, commanding officer or communications employee in the activation of the alert tones in any situation that may require a field unit to have immediate access to the broadcast channel per officer safety concerns.

E. Utilization of Appropriate Radio Channel

Field units shall utilize the appropriate radio channel within their area of assignment or service channel assignment per the Chief of Police unless required by notification of communications to move due to specialized detail or in the event of channel failure.

⁴² Sentence added 8-23-07. "If there is any indication that the hold-up is in progress or life threatening injuries have occurred, this information shall be included at the time of dispatch and the operator may engage the major alert tone."

MetroSafe Standard Operating Procedures	SOP Number: 6.25
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Specialized Responses	

6.25 SPECIALIZED RESPONSES⁴³

A. 10-30, Officer Needs Immediate Assistance

1. Specialized Responses Field units which are responding to a 10-30, Officer Needs Immediate Assistance type calls as identified by either a field unit request or assignment by the communications employee requires specialized response to radio activities.
2. The communications employee, upon notification or recognition of this type of situation shall immediately make a broadcast of the location and nature of the original call followed with "10-30" and identify the unit by number if available.
3. Fields units who are responding, shall notify radio and the Communication Specialist II shall document the unit number and time of response.
4. The Communications employee will engage the Major Crime Alert to identify the emergency situation, clearing the air for the field unit involved and on-scene of the situation access to the radio channel for updates.
5. In the event the field unit whom the 10-30 has been called has not updated the responding personnel, the first unit arriving on scene after the initial broadcast shall do so to further coordinate responses and notification of additional personnel.
6. At no time shall the communications employees working the incident make superfluous transmissions that may limit access to the channel of the unit involved in the 10-30 situation or corresponding response personnel enroute to the scene to provide assistance.

B. Failure to Stop/Foot Pursuits⁴⁴

⁴³ Specialized Responses detailed in Communications Training Manual

⁴⁴ Failure to Stop/Foot Pursuits detailed in Communications Training Manual

MetroSafe Standard Operating Procedures	SOP Number: 6.25
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Specialized Responses	

1. Failure to Stop/Foot Pursuits also require specialized responses. Upon notification of either of these situations by a field unit, the telecommunicator shall make an immediate broadcast of the situation providing:
 - a. Location
 - b. Direction of travel
 - c. Unit involved.
2. Additionally, the channel will be cleared by use of engaging the Major Crime Alert and the communications employees shall assign responding units (2 minimum) for assistance.
3. The Air Unit shall be contacted for response as well if available.
 - a. At the point the Air Unit is active in the situation and on-scene, the communications employees shall utilize the Air Unit as the lead in the situation to relay specific information concerning the on-going events.
4. Broadcast of revelant information shall be repeated by the communications employees concerning updated location, direction of travel, suspects and vehicles involved provided by the lead unit in the situation.

C. Priority Zero and notifications to other agencies⁴⁵

1. Dispatchers are responsible for notifying all responders of other agencies responding to a call for service.⁴⁶
2. All priority zero calls are to be broadcasted on all police channels both primary and service channels.⁴⁷

⁴⁵ Added June 18, 2007

⁴⁶ General Memorandum No. 06-001 Added June 18, 2007

⁴⁷ General Memorandum No. 06-002 Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 6.26
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Daily Operations	Accreditation Standards:
Subject: Service Channel Guidelines	

6.26 SERVICE CHANNEL GUIDELINES

A. Prioritizing Requests

1. Service channel duties include a wide variety of requests and responsibilities. These requests will come by phone and by radio.
 - a. Radio requests will get the first priority.
 - b.. Telephone requests will be performed as time permits.

B. Telephone Requests For NCIC

At no time will a telephone request for service inquiry be referred to NCIC.

C. Wanted Check³⁶ On A Person

When officers request a wanted check on a subject the following information shall be obtained:

1. The subjects' name, date of birth, Numeric identifier (social security number or operators' license number) race, sex and the inquiring officers location.
2. All subjects shall be inquired upon utilizing the name and date of birth format. It is not acceptable to inquire by only a numeric identifier.
3. All inquires resulting in a positive response require that the information listed in the "hit" be compared to the information given by the officer.
4. When calling NCIC for a hit confirmation all the above information concerning the subject will be relayed.

D. Main Radio Channels-Rolling Stolen Checks

³⁶ 10 code removed 8-23-07.

MetroSafe Standard Operating Procedures	SOP Number: 6.26
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Daily Operations	Accreditation Standards:
Subject: Service Channel Guidelines	

1. Main radio channels-Rolling stolen checks are just that, stolen checks only. If the inquiring officer also wants registration, they will be politely directed to the appropriate service channel.

2. Main radio channels are not to be tied up with registration information unless the service channel is on detail.
 - a. Example: 321 David radio rolling stolen on 123ABC

 Radio: 321 David, 123 ABC shows clear on a White 97 Ford
 321 David: Radio go ahead with the rest
 321 David: Switch to 3

3. License Plates
 When officers inquire on a license plate, the channel operator will read back the plate with the information.
 - a. Example: 123 Adam radio 1028, 1029 on 123 ABC

 123 Adam: Copy on 123 ABC
 123 Adam: Go ahead
 Shows clear on a White 97 Ford
 Vehicle owner's name, address, & expiration date
 - b. The phrase "no stolen" should not be used. This eliminates the possibility of the channel operator being misunderstood.

4. Driver License Checks
 When an officer gives a number for a drivers license check, the operator will either read back the number or the name for verification.
 - a. Example: 222 Charlie radio OL status on D98765421

 Radio: 222 Charlie OL status to Mike Davis shows in force, no restriction, no priors
 OR
 Radio: 222 Charlie OL on D98765421 shows in force no restrictions, no priors.

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Chapter: Daily Operations	Accreditation Standards:
Subject: Service Channel Guidelines	

5. Wanted Check³⁶
 When an Officer requests a wanted check³⁹ on a subject, if that subject is confirmed through district court as wanted, the service channel operator will relay that information by stating the subject's last name and 10-85, the officer will respond 10-86 and then the operator provides the warrant number and the charge. If the subject is clear, the operator shall state the name when broadcasting that information.

a. Example- (wanted) 123 Baker radio wanted check³⁹ on a W/M, last name Jones, first name Robert DOB 19621212 OL# J98765432, I'm Bardstown at I264.

Radio- 123 Baker Jones is 10-85
 123Baker 10-86 go ahead
 Bench warrant Number 54321 for TBD over
 OR

Example- (clear) Radio 123 Baker
 123Baker go ahead

Your subject Jones is clear local, LINK NCIC, OL status "In force."

6. Stolen Vehicle Check

a. When an officer request a stolen check on a vehicle and that vehicle is listed as stolen, the operator shall inquire if the vehicle is occupied before broadcasting that information.

b. If the vehicle is in fact occupied a back-up unit shall be started and then the operator will ensure that the unit is 10-86.

Example: 431Edward radio stolen check³⁹ on 123ABC
 Radio 431 Edward is that vehicle occupied?
 431 Edward okay³⁹
 Radio 431 Edward that vehicle is listed possible stolen NCIC, your back up has been started, and I have requested a hit confirmation through NCIC.

³⁶ 10 code removed 8-23-07.

MetroSafe Standard Operating Procedures	SOP Number: 6.27
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Pursuits	

6.27 PURSUITS

A. Communications Employees' Responsibilities

Communications employees shall be responsible for the following during any vehicle pursuit:

1. Ensuring the immediate commanding officer is aware of the pursuit and the nature of the pursuit.
2. Clearing the primary channel of unnecessary traffic, advising all other channels a pursuit is in progress, providing all relevant information, and activating the emergency tone on the primary channel.
3. Coordinating assistance under the direction of the commanding officer in charge of the pursuit.
4. Notifying the air unit and canine unit.
5. Performing relevant record and motor vehicle checks.
6. Notifying outside agencies if the pursuit may involve their jurisdiction, and whether the call is a request for assistance or merely a courtesy notification with no participation requested.
7. Conducting all transmissions on a radio frequency/channel capable of being monitored and recorded by communications while within the primary channel range.

MetroSafe Standard Operating Procedures	SOP Number: 6.28
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Status Checks	

6.28 STATUS CHECKS

Dispatch communications employees will perform status checks on responders. The length of time should not exceed the recommended time by CAD, however nothing will prevent an operator from checking on a responder if the situation warrants a check sooner than the prescribed time.

MetroSafe Standard Operating Procedures	SOP Number: 6.29
	Effective Date: 8-1-05 Revised Date:
Chapter: Hazardous Locations	Accreditation Standards:
Subject: Service Channel Guidelines	

6.29 HAZARDOUS LOCATIONS

A. Entry of Hazardous Locations into CAD

1. During the routine entry of a location into CAD when the address is listed as a hazardous location, the calltaker will enter the remarks into the text of the call for service and state why the address is listed as such.
2. Special items of interest such as weapons, police fighter or name of the subject (s) must be included for the relaying of information correctly to response personnel.

B. Responsibility to Relay Information

While the initial documentation of hazardous locations belong to the calltaker during interogation, dispatchers are ultimately responsible for the proper relaying of the information to responders.

MetroSafe Standard Operating Procedures	SOP Number: 6.30
	Effective Date: 8-1-05 Revised Date: 7-17-07
Chapter: Daily Operations	Accreditation Standards:
Subject: CIT Calls	

6.30 CIT CALLS

Communications will dispatch all CIT calls for service in the same manner as any other trouble call for service. (Must be a two car response)

A. Mentally Ill Individuals In A Crisis/Disturbance Event

1. For all calls for service involving mentally ill individuals in a crisis/disturbance event, Communications will attempt to dispatch a CIT officer as the primary unit along with the necessary patrol units.
2. If CIT officers are not available in the division, the dispatcher will dispatch a CIT officer from the nearest division. If no CIT officers are available in either division, the dispatcher shall dispatch officers from the original division, and make the responding officers and a commanding officer from the affected division aware of the status of CIT officer availability.⁴⁸
3. The initial two cars from the Division in which the call for service was originated will continue until the neighboring Division CIT officer arrives on scene.
4. Communications will be notified of which cars are CIT via the daily rundown, which will be completed by the Division Commanding officer.
5. Communications personnel are responsible for obtaining pertinent information regarding a caller/subject's mental status. CIT criteria include but are not limited to:⁴⁹
 - a. Any incident where mental illness or disorder requires officers to be dispatched or respond (e.g. disorderly person talking to themselves);
 - b. Any run involving Mental Inquest warrants (MIW);
 - c. Any incident where there is reasonable causes to believe that the subject may harm themselves or others;

⁴⁸ New wording effective July 17, 2007.

⁴⁹ New wording effective July 17, 2007.

MetroSafe Standard Operating Procedures	SOP Number: 6.30
	Effective Date: 8-1-05 Revised Date: 7-17-07
Chapter: Daily Operations	Accreditation Standards:
Subject: CIT Calls	

- d. Any request by a mental health coordinator or a LMPD commanding officer to transport for involuntary commitment;
 - e. Any incident where the subject voluntarily accompanies officer and there is reason to believe that the safety of the public and the subject are best served by the officer transporting the subject to a facility for voluntary commitment.
6. Communications Resources and Documentation
- a. Communications specialist are responsible for using the “Calltakers Check List” and pertinent inquiring questions to obtain information regarding the suspected mental patient involved in the call for service.
 - b. Also, refer to the Medical Priority Dispatch System to determine if the CIT call for service requires any additional resources.
 - c. All information will be documented in the call for service and marked as a CIT 10-32C call for service.
7. Both calltakers and dispatchers are responsible for notifying all responders of multi agency responses.
8. Dispatchers will also be responsible for notifying Fire and EMS of scene safety issues warranted by the Police.
9. Dispatchers will be responsible for updating calls for service with the appropriate 10 code if call for service is determined not to be a CIT call.
10. It will be the CIT officer on scene who will make the determination and the officers’ responsibility to advise communications.

MetroSafe Standard Operating Procedures	SOP Number: 6.31
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Responders In Need Of Assistance	

6.31 RESPONDERS IN NEED OF ASSISTANCE

A. Responder Requests On Unassigned/Service Channel

1. In the event that a responder requests emergency assistance (i.e. pursuits, back-up, 10-30) on a channel that is not assigned to that geographic area, or on a service channel, the communications employee shall initiate an immediate response to the requesting responder.
 - a. At no time should a responder be required to move to another channel for help.
 - b. All channels will broadcast the need for assistance and the personnel responding shall move to the channel where the request was made.
 - c. Nothing in this policy would prevent a commanding officer or a communication supervisor from moving the event to a detail channel once the situation is under control.

MetroSafe Standard Operating Procedures	SOP Number: 6.32
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Consular Notification And Access	

6.32 CONSULAR NOTIFICATION AND ACCESS

A. Arrest Or Detention Of Foreign National

1. The United States is obligated and legally bound under international agreements and customary international law to notify foreign authorities when foreign nationals are arrested, or otherwise detained in the United States.
2. Upon knowingly arresting/detaining a foreign national, officers shall:
 - a. Contact communications to determine if the country is a mandatory or non-mandatory notification country.
 - b. Obtain a call for service number (CAD#).
 - c. The Officer will call NCIC and advise them the information necessary to complete the fax sheet for Notifying Consular Officers of arrest or detentions.
 - d. The NCIC operator will complete the form with the information provided along with the officers' code # and CAD#.
 - e. The completed sheet will then be faxed to the appropriate consular officer using the provided reference book.
 - f. Copies of the faxed sheet will be maintained and housed in a file in NCIC, even if notification is declined for a non-mandatory country.

MetroSafe Standard Operating Procedures	SOP Number: 6.33
	Effective Date: 8-1-05 Revised Date: 1-22-09
Chapter: Daily Operations	Accreditation Standards:
Subject: Dissemination Of Information	

6.33 DISSEMINATION OF INFORMATION

A. General

1. All pertinent information and mandatory fields within the computer aided dispatch or run card formats shall be completed at the time of a call for service request is initiated.
2. All necessary information shall be disseminated to field personnel and the on duty supervisor in a timely and accurate manner.
3. The messaging feature on CAD, MDT and the phone system are to be utilized for work related issues only. Messages of a personal nature are strictly prohibited

B. Means Of Disseminating Information

1. Dissemination of information shall be relayed primarily through radio communications.
 - a. However, if the situation warrants, the telephone or messaging may occur as directed per commanding officer.
2. It is the intent of the Communications Center to provide timely and accurate information concerning call for service requests via the radio channel to field personnel in the geographical area of response per the call for service request.
 - a. However, per commanding officer or on duty communications supervisor notification, Communications employees shall disseminate information via telephone, page device or scrambled broadcast format when the investigative means may be compromised and therefore officer safety may be in jeopardy should the broadcast be disseminated in the normal format.
3. The phone may not be utilized for routine calls for assignment.

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	Effective Date: 8-1-05 Revised Date: 1-22-09
Chapter: Daily Operations	Accreditation Standards:
Subject: Dissemination Of Information	

4. Information in CAD concerning Hazardous locations, drug activity, etc., shall not be disseminated to callers. The information will be included in the remarks section of the call for service to be relayed to responders.
5. Information concerning LINK, NCIC, and Courtnet shall not be disseminated to members of the public.

MetroSafe Standard Operating Procedures	SOP Number: 6.34
	Effective Date: 8-1-05 Revised Date: 8-23-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Privacy Requirements	

6.34 PRIVACY REQUIREMENTS

A. Notifying Responders Of Potential Biohazards

1. Medical conditions are protected under the Fourteenth Amendment of the United States Constitution.
2. Communications will, however, advise officers of health risk when responding to runs involving a potential biohazard.
 - a. General, non-specific notification of a health risk will be communicated without violating an individuals right to privacy.
 - b. Officers will be advised of Universal Precautions³⁹ (risk of air-borne pathogen) or³⁹ (risk of a blood borne pathogen) at the dispatched location.
 - c. This precaution will enable officers to utilize appropriate personal protection equipment.
3. Officers are never to communicate medical information over the radio.

MetroSafe Standard Operating Procedures	SOP Number: 6.35
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Requests For Residential House Watches/Extra Patrol	

- 6.35 REQUESTS FOR RESIDENTIAL HOUSE WATCHES/EXTRA PATROL**
 Requests received involving periodic checks of residential locations due to the homeowners vacationing, death or unoccupied status of the location, shall be transferred to the appropriate district for assistance.

MetroSafe Standard Operating Procedures	SOP Number: 6.36
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Long Distance Telephone Call Procedures	

6.36 LONG DISTANCE TELEPHONE CALL PROCEDURES

A. Incoming Long Distance Telephone Calls

1. Communications employees shall not accept Long Distance Telephone Calls from sources outside the employees of the agency.
2. Agency employees frequently travel due to training and law enforcement investigation events that may require contact internally to command staff and it shall be policy of the Communications Center to accept ONLY those calls that the long distance operator can identify the caller by name and which can be verified as an communications employees of the agency.

B. Outgoing Long Distance Telephone Calls

1. Outgoing Long Distance Telephone calls by Communications center communications employees shall be initiated as a result of official law enforcement duties only and shall be documented as to the date, telephone position utilized, time, complete telephone number (including the area code) called, agency contacted, a brief description as to the reason the call was placed and the person's name and code number who placed the call on the appropriate departmental form⁵⁰.
 - a. Long Distance Calls transferred from the communications center shall be placed on hold for the call duration as the call shall be part of the complete record for communications. This will include all calls transferred to an interpreter service.
 - b. Commanding officers requiring connection to a long distance telephone number as a result of an official departmental investigation who are in the field shall be connected and documentation will be the

⁵⁰ Long Distance Telephone Call Documentation form, Communications Training Manual, position Resource Manual

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Chapter: Daily Operations	Accreditation Standards:
Subject: Long Distance Telephone Call Procedures	

responsibility of the communications employees who handled the request.

1. Other sworn communications employees shall be directed to their area of assignment for connection to long distance calls.
 2. In addition to the documentation required as listed, IF a Commanding officer requests a transfer to a long distance telephone number, the Name of the Commanding Officer and code number shall be included on the form noting the call was a transfer request.
- c. All long distance transfers shall be placed on hold, instead of being released for documentation purposes.

C. Documentation Of Long Distance Telephone Calls

1. Any communications employees who accepts or places departmental related long distance telephone calls shall forward the Long Distance Telephone Call Documentation form immediately to the on duty communications supervisor or designee upon termination of the telephone call.
2. The on-duty communications supervisor shall be responsible to maintain and review long distance telephone call records as necessary per validation of usage, departmental investigation, etc.

D. Policy Violations

1. Any communications employee who violates this policy as outlined, will be subject to discipline per current contractual agreement.
2. Violations of this policy are not only subject to internal penalties but may also be subject to criminal penalty as identified by investigation.

MetroSafe Standard Operating Procedures	SOP Number: 6.37
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Transferring Calls For Emergency Responders	

6.37 TRANSFERRING CALLS FOR EMERGENCY RESPONDERS

The Communications Center does not routinely transfer calls for emergency response personnel. There are however events that require the call be recorded for documentation or court purposes. In the event that an emergency responder needs a taped line, the communications employee shall transfer the call and place the call on hold for recording purposes.

MetroSafe Standard Operating Procedures	SOP Number: 6.38
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Notifications/Callout Procedures	

6.38 NOTIFICATIONS/CALLOUT PROCEDURES

A. Documentation

1. Requests for notification of standby or callout of specialty teams or on-call detectives shall be documented and handled immediately.
2. The on-duty commanding officer or designee shall be notified of the request.
3. The on-duty Communications supervisor or designee shall follow established guidelines when making such notifications. The paged information transmitted to team employees shall include but not be limited to the following:
 - a. Identify Response Notification Callout or Standby Only notification
 - b. Location of the incident request
 - c. Nature/circumstances surrounding the request
 - d. Identify responder Safety Concerns
 - e. Response Code
 - f. Staging Area
 - g. Radio Channel to be utilized and if channel is secured for detail.

MetroSafe Standard Operating Procedures	SOP Number: 6.39
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: On Duty District Commander/Designee Notifications	

6.39 ON DUTY DISTRICT COMMANDER/DESIGNEE NOTIFICATIONS

A. Calls Not Processed Due To Unit Unavailability

1. MetroSafe will immediately notify the on-duty division commander or his/her designee upon receiving a call for service when there are no units available to dispatch on that particular call for service.
 - a. This notification will be made immediately and without regard to the run type or priority.
 - b. The operator will await instructions regarding sending units from other beats, sectors, or divisions for coverage.
 - c. The communicator will document the notification in the remarks section of that call-for-service record in the computer-aided-dispatch system.
2. The on duty district commander or designee shall utilize his/her discretion when determining the action to be taken regarding the pending call for service request.

B. Nature, Priority And Unit Availability

1. The Nature, Priority and Unit Availability shall be of primary consideration in broadcast of call for service requests for assistance. In doing so, the on duty commander shall ensure efficient deployment of personnel in assignment of call for service requests.
2. Patrol officers will stay in their geographically assigned areas during their tour of duty, unless otherwise directed by a commanding officer.
3. Detectives and Flex members are required to diligently pursue their assigned cases or assignment as directed by a commanding officer.

MetroSafe Standard Operating Procedures	SOP Number: 6.39
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: On Duty District Commander/Designee Notifications	

C. Travel Outside Assigned Area

1. Circumstances may necessitate a patrol officer travel outside of their division to enter an expressway ramp or access roadways.
2. In those instances the officer should take a direct route and return immediately to their assigned area.

D. Dispatching Outside Assigned Area

1. If a need arises to dispatch an officer into another division, the MetroSafe dispatcher will notify the officer's commanding officer of the run location and run nature, and will request permission to send the officer out of their assigned division.
2. If permission is granted by the commanding officer, the MetroSafe dispatcher will dispatch the officer on the run and will additionally notify the commanding officer of the division the officer has been dispatched into regarding run location, run nature and assigned units.
3. Officers should inform the MetroSafe dispatcher when they have returned to their geographically assigned area.

E. Travel Outside Assigned Area to Complete Assignment

1. If an officer must leave their assigned geographical area to complete their police assignment, such as transporting a prisoner to jail or retrieving a warrant, the officer must notify their commanding officer or the MetroSafe dispatcher who in turn will notify the commanding officer.
2. If a commanding officer directs an on-duty officer to perform a task outside the assigned division, the officer shall inform MetroSafe dispatch that they will be leaving the division and will complete their task and return to their geographically assigned area immediately.

MetroSafe Standard Operating Procedures	SOP Number: 6.40
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Notification Of Severe Or Inclement Weather	

6.40 NOTIFICATION OF SEVERE OR INCLEMENT WEATHER

A. Notification Responsibility

1. The on-duty Communications supervisor or designee shall be responsible for making notification of Severe or Inclement Weather moving into the area through use of:
 - a. Monitoring the National Weather Service
 - b. Partnership with television stations
 - c. The DTN Weather Radar display located in the Communications Center.

B. Radio Broadcast Information

1. Upon receipt of Severe or Inclement Weather information, that information which may affect the operations of field unit, shall be broadcast over all radio channels and shall include but not be limited to the following:
 - a. Type of weather approaching the jurisdictional area.
 - b. Estimated timeframe for arrival to allow preparation of field units.
 - c. Severity expectation: High winds, flooding, projected snow amounts, etc.
 - d. Direction of travel and the length of time expected to move out of the area.
 - e. Broadcasts of any immediate action to be taken per broadcast /development of information from the sources identified.

C. Relaying Information to Field Commanders

Communicators shall be responsible for relaying information to the Communications supervisor on duty from Field Commanders concerning temporary changes in specific call for service responses

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due to Severe or Inclement Weather to properly obtain, disseminate and track call for service operations during this time period.

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	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: FCC Regulations CALEA Standard 81.1.2	

6.41 FCC REGULATIONS CALEA STANDARD 81.1.2

A. Title 18, US Code, Chapter 71, Paragraph 1464

1. The Federal Communications Commission (FCC) is authorized by law to formulate and enforce regulations governing radio frequency use.
2. All radio users are required to follow FCC rules and regulations and failure to comply may result in substantial fines levied against the Department and may place the licenses in jeopardy.
3. The regulations below are of particular importance and are enforced by the FCC:
 - a. Use of indecent, obscene, or profane language is strictly prohibited: "whoever utters an obscene, indecent or profane language by means of radio communications shall be fined not more than \$10,000 and/or imprisoned not more than two years. (Title 18, US Code, Chapter 71, paragraph 1464)
 - b. Federal law states that "each licensee shall restrict all transmissions to the minimum practicable transmission time and employ efficient operating procedure to maximize the utilization of the spectrum." FCC interpretation of this rule forbids the use of "CB" type language as a wasteful and inefficient use of radio time.
 - c. Federal law states that radio users may transmit only the following types of communications:
 - 1) Any communication related directly to the imminent safety of life and property. Federal law provides such emergency transmission with priority over all other communications.
 - 2) Communications directly related and necessary to those activities which make the licensee eligible for the license.

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- 3) Communications for testing purposes required for proper radio system maintenance.

MetroSafe Standard Operating Procedures	SOP Number: 6.42
	Effective Date: 8-1-05 Revised Date:
Chapter: Daily Operations	Accreditation Standards:
Subject: Station Identification	

6.42 STATION IDENTIFICATION

A. FCC Regulations 90.425

1. The FCC regulations require all licensed stations to transmit the callsign of the transmitting station, but there are several methods to comply. The pertinent section is 90.425 of Part 90 of the FCC Rules & Regulations, which says:
 - a. "Stations licensed under this part shall transmit identification in accordance with the following provisions: (a) Identification procedure. Except as provided for in paragraph (d) of this section, each station or system shall be identified by the transmission of the assigned call sign during each transmission or exchange of transmissions, or once each 15 minutes (30 minutes in the Public Safety Pool) during periods of continuous operation. The call sign shall be transmitted by voice in the English language or by International Morse Code in accordance with paragraph (b) of this section. If the station is employing either analog or digital voice scrambling, or non-voice emission, transmission of the required identification shall be in the unscrambled mode using A3E, F3E or G3E emission, or International Morse Code, with all encoding disabled."

MetroSafe Standard Operating Procedures	SOP Number: 6.43
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Call Dispatch Procedures	Accreditation Standards:
Subject: LMEMS Dispatch Sequence	

6.43 LMEMS DISPATCH SEQUENCE⁵¹

A. Identifying Unit Numbers

1. Call the unit number using the prefix “medic” if the unit is a BLS or ALS transport unit.
2. Call the unit number using the prefix “car” if the unit is a non-transport unit.

B. Example Of Proper Dispatch Sequence

1. Engage the alert tone for one (1) second.
2. Always state the lowest medic number first.
 - a. Radio to Medic 115, Medic 215.
3. Wait for the units to respond using their unit number and their location.
 - a. If a unit fails to give their location, ask them one (1) time for their location.
4. Repeat the unit numbers again and begin the dispatch sequence.
 - a. Medic 115 and Medic 215, respond Code 3 on ALS Division 5.
 - b. One Twenty Three Main Street, 1-2-3 Main Street
 - c. 50 year old male with chest pain.
 - d. Incident Number 3-5-0-6-7.
 - e. Cross street Broadway
 - f. Dispatch time 1642

⁵¹ General Memorandum No. 06-007. Added June 18, 2007.

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Chapter: Call Dispatch Procedures	Accreditation Standards:
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5. The run will be dispatched one (1) time only.
6. Each responding unit should repeat the location and nature of the call for confirmation.
7. If the information repeated is correct and the unit advises they are responding, the response from the dispatcher should be "responding time 1642."

MetroSafe Standard Operating Procedures	SOP Number: 6.44
	Effective Date: 8-1-05 Revised Date: 6-18-07
Chapter: Daily Operations	Accreditation Standards:
Subject: Fire and EMS Channels Terminology	

6.44 FIRE AND EMS CHANNELS TERMINOLOGY⁵²

- A. Plain Text**
All Fire and EMS personnel utilize Plain Text.
- B. 10 Codes**
10 Codes will not be used on any Fire or EMS Channel.

⁵² General Memorandum No. 06-011. Added June 18, 2007.

MetroSafe Standard Operating Procedures	SOP Number: 6.45
	Effective Date: 8-1-05 Revised Date: 03-17-08
Chapter: Daily Operations	Accreditation Standards:
Subject: LMEMS Code 1 Calls For Service	

6.45 CODE 1 CALLS FOR SERVICE

A. Duties of the LMEMS Administrative Resource Manager (ARM)

1. The duties of the LMEMS **Administrative Resource Manager (ARM)** include but not limited to:
 - a. Continuously monitor the available number of ambulances to determine the need for a mutual aid response from Yellow Ambulance. When LMEMS has 6 or less ambulances available and a Code 1 run is received, the ARM will call Yellow Ambulance to relay the run information.
 - b. If Yellow Ambulance has an available resource to respond, **Double Click** on the run to ensure the run is displayed on the screen. **Right Click** on the call, scroll down to the bottom of the list and select **'Transfer to Yellow'**, a box titled **'Transfer Event'** will pop up, make sure the 'agency/group' column the letters **YLW/YLW** appear then click **Ok**, these functions will move the call to the **'Yellow Transfer Event'** box.
 - c. Monitor the **'Yellow Transfer Event'** box for any updates to the runs Yellow is responding to and notify the appropriate med Channel operator of the updates.
 - d. If the run is reconfigured to a higher level of response, the ARM will notify Yellow Ambulance to respond based on the new determinant code. The ARM will **Double Click** on the run to ensure the run is displayed on the screen, **Right Click** on the run that has been reconfigured, scroll to the bottom of the list and select **'Transfer Back to Metro EMS'**. A **'transfer event'** box will pop up, make sure in the **agency/group** column the letters **EMS/EMS** appear, **Click Ok**. The event will appear in the pending box for the operator to dispatch the LMEMS resource recommended by CAD.
 - e. Once the run has been active for **60 minutes** in the **'Yellow Transfer Event'** box, the ARM will dispose of

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Chapter: Daily Operations	Accreditation Standards:
Subject: LMEMS Code 1 Calls For Service	

the run. **Right Click** on the run and select cancel, using the disposition Code **‘transferred from EMS** (the only Code listed).

B. Duties of the LMEMS Operations Resource Manager (ORM)

1. The duties of the LMEMS Operations Resource Manager (ORM) include but are not limited to:
 - a. Monitor radio traffic on Channel 6.
 - b. Adjust ambulance coverage for Med Channel 9 and 10.
 - c. When Channel 6 is on detail, manage radio traffic and monitor Channel 5 for service requests.
 - d. Provide directions to LMEMS resources.
 - e. Obtain run numbers and run times for current or past events.
 - f. Contact hospitals and monitor radio traffic for LMEMS personnel to speak with Doctors on Med Channel 8.
 - g. Answer LMEMS phone lines.
 - h. Provide recorded phone lines for LMEMS personnel when calling hospitals, protective service, etc...
 - i. Copy events for other agencies response (police, fire) when advised by an LMEMS authority.
 - j. When requested, enter line-ups, log units on and off duty.
 - k. Assume dispatch duties for Med Channel 9 or 10 if a problem occurs with a radio or CAD.
 - l. Notify the LMEMS Operations Officer (P-2) on Channel 6 if Yellow Ambulance is unable to respond as the mutual aid for a Code 1 event. Update the

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'station notification' function of the change of either 'bump to Code 2' or 'bump to Code 3'. Advise the appropriate Med Channel to dispatch accordingly.

- m. Notify Police Service Channel of a wrecker request.
- n. Call hospitals to notify of incoming patient status when requested.
- o. Call hospitals for units to 'clear without paperwork' when advised by an LMEMS authority.
- p. Call complainant when requested.
- q. Call for a coroner response when requested.

MetroSafe Standard Operating Procedures	SOP Number: 6.46
	Effective Date: 8-1-05 Revised Date: 05-06-09
Chapter: Daily Operations	Accreditation Standards:
Subject: LMEMS Resource Allocation	

6.46 LMEMS RESOURCE ALLOCATION⁵³

A. Procedure for Six Units or Less

1. Whenever available LMEMS resources are at six (6) units or less, the following procedure will be used:
 - a. A three (3) tone announcement will be broadcast on both primary dispatch channels notifying all units to clear the hospitals without paperwork.
 - b. The available units should be deployed to stand-by locations as defined in the Unit/Coverage placement document.
 - c. The street supervisor may contact communications for the specific numbers of available units via channel six or the telephone.
 - d. The specific information requested may include the unit number and location of crews who have been at a hospital for 20 minutes or more.
2. Communications will no longer broadcast the number of available units.

⁵³ General Memorandum No. 09-030. Added May 5, 2009.

MetroSafe Standard Operating Procedures	SOP Number: 7.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Complaints	Accreditation Standards:
Subject: Investigative Guidelines	

CHAPTER 7 COMPLAINTS

7.0 INVESTIGATIVE GUIDELINES

A. Complaints Against Communications Employees

1. The Communications Managers shall be made aware of any complaint received against communications employees of the Communications Unit to include formal, non-formal complaints, investigations and disciplinary actions recommended and taken by communications supervisor.
2. Any investigation shall be in accordance with applicable laws, communications employees' policies, contractual agreement and departmental policy.

MetroSafe Standard Operating Procedures	SOP Number: 7.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Complaints	Accreditation Standards:
Subject: Internal Complaint Process Relating To Communication Duty Activities	

7.1 INTERNAL COMPLAINT PROCESS RELATING TO COMMUNICATION DUTY ACTIVITIES

A. Communications Employee’s Behavior Toward Responders

At no time shall a communications employee engage in a verbal disagreement or argument with responders via radio communications, messaging neither of any type nor through use of the telephone.

B. Handling Complaints

1. It shall be the responsibility of the on-duty communications supervisor or designee at the direction of the communications supervisor to initiate complaints on responders.
2. It shall also be the responsibility of the on-duty communications supervisor or designee to respond and investigate complaints identified by unit commanders.

C. Prohibited Contact

Contact initiated by responders directly to the communications employees or through the communications employees to the responder directly involved, is prohibited.

MetroSafe Standard Operating Procedures	SOP Number: 7.2
	Effective Date: 8-1-05 Revised Date:
Chapter: Complaints	Accreditation Standards:
Subject: Investigative Review	

7.2 INVESTIGATIVE REVIEW

Communications supervisor shall forward the completed investigation to the Operations Manager or designee through the appropriate chain of command for review and appropriate action.

MetroSafe Standard Operating Procedures	SOP Number: 7.3
	Effective Date: 8-1-05 Revised Date:
Chapter: Complaints	Accreditation Standards:
Subject: Quality Assurance Review	

7.3 QUALITY ASSUARANCE REVIEW

A. Responsibilities

It shall be the responsibility of the Administrative Manager and the communications supervisors to monitor communications employees' job related performance for Quality Assurance Review.

B. Procedure

1. This shall be accomplished in review of master tape recordings when identifying call for service informational requests per departmental investigation, court proceedings and through random sampling of calls per telephone position, radio position, etc and shall be reported on the Quality Assurance Evaluation Form.⁵⁴
2. Utilization of the quality assurance form for documentation of duty or specific task performance relating to call-taking, dispatch and service channels is to serve as an on-going evaluation process of communications employees performance.
3. The quality assurance review form shall identify if the communications employees in the task performance surrounding the duty area, performed at minimum standard as identified by the agency. Exemplary performance or deficiency in performance mandates comments by the reviewer.

C. Results of Review

The information documentation per quality assurance review shall identify the potential need for further investigation, remedial training, performance counseling and recommendation of commendation per the performance and shall be reviewed with the communications employees to present on-going performance.

⁵⁴ Training Manual , Communications employees Handbook

MetroSafe Standard Operating Procedures	SOP Number: 8.0
	Effective Date: 8-1-05 Revised Date: 9-23-08
Chapter: Motobridge	Accreditation Standards:
Subject: Motobridge Interoperability	

CHAPTER 8 MOTOBRIDGE

8.0 MOTOBRIDGE INTEROPERABILITY

A. MOTOBRIDGE Operations Policy

1. The MOTOBRIDGE link will be established when it has been determined that such a link will improve interoperability for joint operations.
2. Interoperability has to occur in real time, when needed and when authorized.
3. The link can be established between MetroSafe Communications and another agency's Communications Center, or it can be established between two outside agencies.
4. It is important that the MOTOBRIDGE link be established at the request of a commanding officer or supervisor for a specific incident and terminated at the completion of the incident for which it was initiated.
5. In this document will be a listing of those agencies that have agreed to allow access through the MOTOBRIDGE link.

B. Steps For MetroSafe To Establish The MOTOBRIDGE Link:

1. The Communications Supervisor or designee will select up the channel of the outside agency on the MOTOBRIDGE console and listen for a break in radio traffic
2. Once a break in radio traffic on their channel permits, MetroSafe will ask permission to link the channels.
3. Once the link is established, the dispatcher of the agency initiating the link will maintain control of the incident. The other agency's communications operator will be responsible for tracking of their units.
4. Once the incident is complete or under control and the need for the link has been resolved normal operations will resume.

C. Script For Metrosafe To Request Link With An Outside Agency

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Subject: Motobridge Interoperability	

“MetroSafe Communications to (outside agency name), requesting a link with your channel for (type of incident) at (location).”

D. Steps For An Outside Agency To Request Link To Metrosafe

1. The outside agency will contact MetroSafe Communications and speak to the supervisor or designee to make the request.
2. An announcement will be made on the MetroSafe channel to be linked prior to establishment that will include location, type of incident at a minimum.
3. The link will be established and the outside agency’s communications operator will maintain control of the incident. The MetroSafe communications operator will be responsible for tracking of any units involved and will input the information into CAD.
4. Once the incident is complete or under control and the need for the link has expired, it will be taken down and normal operations will resume.

E. Steps To Link Two Outside Agencies:

1. One outside agency will contact MetroSafe Communications Supervisor or designee by phone and request the link be established with another outside agency.
2. MetroSafe will select up the second outside agency and listen for a break in radio traffic to request the link with the first outside agency.
3. Once permission is granted, the link will be established and will remain in place unmonitored by MetroSafe until such time one of the agencies calls by phone to terminate the link.

F. Examples of Multi Jurisdictional Operations

Examples of types of multi-jurisdictional operations to establish links include but are not limited to:

1. Pursuits
2. Searches

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3. Multi-alarm fires
4. Large Hazmat incidents
5. Mass casualty incidents
6. Special Details
7. Any incident where having unified communications will be of benefit.
8. Any incident where an on scene command or supervisor requests such a link

G. Termination Of Bridge

The bridge will be terminated at the first opportunity after completion of the joint operation as to not hinder radio traffic.

H. Agencies Having Interoperability Access

The following agencies have interoperability access:

WITHIN THE LOUISVILLE/JEFFERSON COUNTY METRO AREA	WITHIN KENTUCKY	WITHIN INDIANA
Anchorage Police	Bullitt County EMS	Clark County Fire
Jefferson County Public Schools	Bullitt County Fire	Clark County Sheriff
Jefferson County Sheriff	Bullitt County Sheriff	Floyd County Sheriff
Jeffersontown Police	Henry County Fire	Harrison County Fire
Kentucky Air National Guard	Henry County Sheriff	Harrison County Sheriff
Kentucky State Police	Kentucky State Police	Indiana State Police
Louisville Metro Animal Control	Meade County EMS	Jeffersonville Fire
Louisville Metro Corrections	Meade County Fire	New Albany Fire
Shively Police	Meade County Sheriff	Washington County Sheriff
St. Matthews Police	Nelson County EMS	
Transit Authority of River City	Nelson County Fire	
United States Coast Guard	Nelson County Sheriff	
University of Louisville Police	Oldham County Fire	
	Oldham County Sheriff	
	Shelby County EMA	
	Shelby County Fire	
	Shelby County Sheriff	
	Spencer County Sheriff	
	Trimble County Fire	
	Trimble County Sheriff	

MetroSafe Standard Operating Procedures	SOP Number: 9.0
	Effective Date: 8-1-05 Revised Date:
Chapter: Contract Ambulance Service	Accreditation Standards:
Subject: Contract Ambulance Service Procedure	

CHAPTER 9 CONTRACT AMBULANCE SERVICE

9.0 CONTRACT AMBULANCE SERVICE

A. Procedure For Contacting Yellow Ambulance

1. Louisville Metro EMS supervisors may direct MetroSafe employees to refer calls for service to Yellow Ambulance.
2. MetroSafe employees who call Yellow Ambulance to respond to a call for service will inquire as to whether or not Yellow Ambulance has an available ambulance to respond immediately to the call.
 - a. If Yellow Ambulance does **not** have the available resource for an immediate dispatch, the MetroSafe employee will contact the Louisville Metro EMS supervisor for additional direction regarding the call for service.
 - b. If Yellow ambulance does have the resource available, the MetroSafe employee will relay any and all pertinent information concerning the call for service and dispose of the call in CAD by marking it as transferred to Yellow Ambulance.

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	Effective Date: 8-1-05 Revised Date: 9-22-08
Chapter: Homeland Security	Accreditation Standards:
Subject: Homeland Security Guidelines	

CHAPTER 10 HOMELAND SECURITY

10.0 HOMELAND SECURITY GUIDELINES⁵⁵

A. Protocols for Homeland Security Bulletins

1. Any Homeland Security bulletin that is received via NCIC in which a change in the alert status is announced or a message is received addressed to the duty officer, the NCIC operator will:
 - a. Take a copy to the communications center or request the supervisor to come to NCIC and pick it up.
 - b. Then request the on duty Communications Supervisor to page the LMPD Homeland Security Group.
 - c. The on duty Communications Supervisor will page the LMPD Homeland Security Group including basic information from the bulletin.
 - d. MetroSafe Director Doug Hamilton, Lt. Col. Troy Riggs, Major James Sohan and Lt. Michael Brandon will call communications to confirm they received the page.
 - e. If anyone does not call back, wait 10 minutes and page them again.
 - f. If they still do not call back, contact one of the LMPD Homeland Security group at their cell phone listed below and advise them.
 - 1) 744-0577: Director Doug Hamilton
 - 2) 817-0795: Lt. Col. Troy Riggs
 - 3) 744-1638: Lt. Michael Brandon

⁵⁵ Contact information updated September 22, 2008.

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	Effective Date: 8-1-05 Revised Date: 9-22-08
Chapter: Homeland Security	Accreditation Standards:
Subject: Homeland Security Guidelines	

- 4) 376-9200: Major James Sohan
2. This will include any change of status overall or for such places as bus terminals, railroad stations, airports, etc., as well as any overall change in the threat level.
 3. NCIC will make copies of all Homeland Security messages received via NCIC and will put them in interdepartmental mail immediately for Lt. Col. Troy Riggs, Major James Sohan, Lt. Michael Brandon and MetroSafe Director Doug Hamilton.
 - a. Lt. Col. Rigg's goes to the Chief's Office box
 - b. Director Hamilton's will be placed in the Metro Mailroom box for EMA/MetroSafe at 410 S. 5th Street.
 - c. Lt. Brandon's will be placed in LMPD mail for LMPD Homeland Security at 410 S. 5th Street.
 - d. Major Sohan's goes to Metro Narcotics at Barrett Avenue.
 4. For any Homeland Security Notice received that is addressed to a specific person, please do the following:
 - a. The NCIC operator will take the message to communications or request that the communications supervisor come to NCIC to pick it up.
 - b. Then request the person be paged and advised of the message immediately.
 - c. If no response, page them again. If still no response, call the cell number provided if the addressee is one of the people listed below:
 - 1) 744-0577: Director Doug Hamilton

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- 2) 817-0795: Lt. Col. Troy Riggs
 - 3) 744-1638: Lt. Michael Brandon
 - 4) 376-9200: Major James Sohan
- d. The NCIC operator will make a copy to put in interdepartmental mail to the person.

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	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Mandatory Training Requirements	

CHAPTER 11 COMMUNICATIONS TRAINING

11.0 COMMUNICATIONS TRAINING MANDATORY TRAINING REQUIREMENTS

A. KRS Mandated Certification

Kentucky Revised Statute mandates communications employees to obtain and maintain Telecommunications certification as developed and administrated by the Communications Training Unit who issues required certification per curriculum approved by the Kentucky Law Enforcement Council.⁵⁶

B. Other Courses Outside KRS

Courses identified by the agency as necessary to enhance duty performance or operations in service to the community above the minimum mandated courses may be developed and administered without scrutiny of the Kentucky Law Enforcement Council.

1. This may include but is not limited to:
 - a. Association of Public Communication Officials
 - b. Medical Priority Dispatch
 - c. American Heart Association BLS CPR, AED or First Aid
 - d. Hazardous Materials and Weapons of Mass Destruction
 - e. Terrorist
 - f. Critical Incident and Crisis Debriefing or Intervention
 - g. Foreign language for emergency response

C. Review of Curriculum

Kentucky Revised Statute and Local Ordinance review curriculum as those affected resources mandate and in that these examples

⁵⁶ Per KRS 15.530 15.560

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are in addition to mandated requirements for certification as a Communications employees per state guidelines.

D. Other Training

Per specific duty, communications employees within the Communications Center shall also receive:

- a. Criminal Justice Information Systems related training to obtain and maintain state mandated certification as approved by the Kentucky Law Enforcement Council and the control terminal agency.
- b. Kentucky State Police LINK directives as identified by CJIS administrators.

E. Telecommunications Academy And CJIS

Telecommunications Academy and CJIS courses shall be conducted by Kentucky Law Enforcement Council certified instructors of the unit and administered in accordance with all local, state and federal requirements.

F. Scope Of Departmental Policies On Employees

All communications employees shall be bound by all departmental policies, procedures, rules and directives during the course of attendance in training programs and throughout employment with the agency.

MetroSafe Standard Operating Procedures	SOP Number: 11.1
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Communications Training Operator Program	

11.1 COMMUNICATIONS TRAINING OPERATOR PROGRAM⁵⁷

A. CTO Program Instruction

1. Participants in the Communications Academy Basic Training Program shall be instructed per specific duties, tasks, methods and techniques uniformly by a Communications Training Operator (CTO) on an assigned shift upon successful completion of the classroom certification requirements.
2. The CTO program shall be under the direction of the Communications Training Unit and each CTO shall document for review with the communications trainee and Training Unit Communications supervisory staff performance evaluations throughout each phase of the training program.
3. Continued participation within the program and until a point of demonstrating proficiency in each of the phase areas, the trainee shall be monitored and assisted by an assigned CTO as directed by the Training Communications supervisory staff.
4. A trainee shall not serve in a capacity of a fully functional Communications Specialist I or Communications Specialist II until all training is complete.
5. Communications employees who are rehired shall complete whatever certification requirements are necessary and shall not be permitted to work in any area where their certification has lapsed.

⁵⁷ Detailed Requirements, training forms, evaluation and task performance formats located in the Communications Training Manual

MetroSafe Standard Operating Procedures	SOP Number: 11.2
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: In-Service Training Requirements	

11.2 IN-SERVICE TRAINING REQUIREMENTS

A. In-Service Training Course

1. Communications employees shall be required to attend yearly and biennial in-service training courses as identified and required by Kentucky Revised Statute, Kentucky Law Enforcement Council, CJIS and all applicable laws, regulations and established policies.⁵⁸
2. Other training may be necessary and all training classes are deemed mandatory.

B. Altering Assigned Training Schedules

1. Altering assigned training as scheduled shall only be permitted in the case of illness, injury, hospitalization or death of the communications employees or communications employees' immediate family as identified by agency policy.
2. In the event rescheduling must occur due to the identified reasons above, the communications employees must make immediate notification to the on-duty communications supervisor of the inability to attend the required scheduled training.
3. It shall be the responsibility of the on-duty communications supervisor to contact the training unit to allow for rescheduling.
4. In the event that an employee misses their scheduled training for whatever reason the employee shall be scheduled for the next available class. In the event that no other classes remain, the additional class required to maintain the mandated certification will be scheduled at the convenience of the training staff.

⁵⁸ Per KRS 15.530 15.560

MetroSafe Standard Operating Procedures	SOP Number: 11.3
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Authority Of Course Instructor	

11.3 AUTHORITY OF COURSE INSTRUCTOR

A. Disruptions During Training Programs

1. A course instructor is authorized to expel from the site of a departmental training program any communications employees who:
 - a. By his/her conduct or attitude represents a danger to the safety of other persons
 - b. Who continues to disrupt training after being advised of the disruptive conduct.
 - c. The expelled communications employees shall be instructed to immediately report to the Training Communications supervisor or Administrative/ Operations Manager for appropriate action.

MetroSafe Standard Operating Procedures	SOP Number: 11.4
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Remedial Training Requirements	

11.4 REMEDIAL TRAINING REQUIREMENTS

A. Responsibilities Of The Communications Supervisor

1. It is the communications supervisor's responsibility to determine the existing training needs of communications employees within his/her area of supervision and to recommend remedial training when such action is warranted by the circumstances surrounding a communications employee's inadequate or weak job, duty, or task specific performance.
2. Prior to recommending remedial training for a communications employees or performing direct action to correct a communications employees training needs, the communications supervisor shall make reasonable effort to determine the extent of the performance inadequacy.

B. Causes For Remedial Training

Additional remedial training needs may be identified as a result of:

1. Performance review
2. Quality assurance review
3. Justification per investigation of a complaint received
4. Training observation
4. Clarification of policy or recommendation per result of progressive discipline processes as identified by contractual agreement

C. Responsibilities Of The Communications Training Unit

1. Upon notification of the need for remedial training, the Communications Training Unit shall develop and present remedial training to any communications employees to assist in areas of performance weakness designed to raise performance to meet or exceed minimum standards as

MetroSafe Standard Operating Procedures	SOP Number: 11.4
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Chapter: Communications Training	Accreditation Standards:
Subject: Remedial Training Requirements	

identified by the agency, to promote responder safety and enhance services to the community.

2. All remedial training shall be documented and evaluated per demonstration, performance checklist or form of written or verbal examination, which shall be retained in the communications employee's training file.

5. The communications supervisory staff shall be notified of the successful completion of remedial training and a synopsis of the training activities shall be forwarded for communications supervisory records.

MetroSafe Standard Operating Procedures	SOP Number: 11.5
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Scheduling Remedial Training	

11.5 SCHEDULING REMEDIAL TRAINING

A. Documentation Of Need

1. An identified need of remedial training shall be documented in written format, letter form and forwarded to the Training Communications supervisor, the Operations Manager and the Administrative Manager.
2. Supporting documentation, copies of performance observations, master tape recordings, CAD information, etc. that identifies the performance weakness shall also be provided to assist the Training Unit in the development of the course to assist the communications employees.
3. Performance inadequacies that pose no immediate clear and present danger to the agency; its communications employees of the community shall be corrected at the earliest possible opportunity.

MetroSafe Standard Operating Procedures	SOP Number: 11.6
	Effective Date: 8-1-05 Revised Date:
Chapter: Communications Training	Accreditation Standards:
Subject: Training Attendance	

11.6 TRAINING ATTENDANCE⁵⁹

A. Requirements

1. All Communications training is deemed mandatory and attendance is required at the scheduled time and for the length of time identified to successfully administer and complete the course of instruction.

B. Behavior

1. Communications employees shall be respectful of the course instructor and those in attendance at all times.
2. Inappropriate behavior, lack of participation, failure to return from assigned breaks at designated time or lunch shall result in expulsion from the class.
3. Failure to complete the course or upon leaving prior to being released by the course instructor shall be considered an unexcused absence and shall result in disciplinary action per contractual agreement.

⁵⁹ Communications Training Manual, per KRS 15.530-15.560

MetroSafe Standard Operating Procedures	SOP Number: 12.0
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Purpose	

CHAPTER 12 NATIONAL CRIME INFORMATION CENTER (NCIC)

12.0 PURPOSE

The purpose of this National Crime Information Center (NCIC) Standard Operating Procedures Manual is to explain the organization and policies and procedures of the unit. All employees shall be familiar with and proficient in the proper use of the manual's content.

The manual has been designed as a resource guide book to provide information to members while performing their daily tasks. However, it is neither possible nor would it be realistic to design a manual which can provide all the specific steps, procedures or regulations for each and every situation which may be encountered while performing the duties associated with NCIC. Each circumstance must be clearly evaluated before appropriate action may be implemented. Based on these ideals, it shall be clearly understood that under certain conditions, an employee may be forced to vary from the established guidelines herein.

We must continue to strive to be professional and therefore compassionate, well informed and attentive to the needs of the citizens we serve as well as those persons for whom we provide information. The information obtained, documented and disseminated is vital to the operations of the police department and the safety of its officers. Accuracy is the key element in all functions that are performed in the unit. We are dedicated to pursuing high standards, promoting the safety of police officers and public safety through maintaining alertness to established policy and procedures while achieving success by encouraging teamwork from all persons involved in the operations of the unit.

MetroSafe Standard Operating Procedures	SOP Number: 12.1
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Chain of Command	

12.1 CHAIN OF COMMAND

A. Day-To-Day Operations

1. NCIC Operators shall adhere to the Chain of Command concerning the day-to-day operations of the unit.
2. The following is a detailed listing of the proper chain of command:
 - NCIC supervisor or designee
 - Supervisor II- Administrative Manager
 - Supervisor II- Operations Manager

B. Sensitive Circumstances

In the event the circumstances surrounding the situation or incident is difficult to discuss with the employee's immediate supervisor, the employee shall notify and request permission to discuss "an item" with the next supervisor within the direct chain of command.

MetroSafe Standard Operating Procedures	SOP Number: 12.2
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Technical Services Division LMPD & MetroSafe	

12.2 TECHNICAL SERVICES DIVISION LMPD & METROSAFE

A. LMPD Involvement

The Louisville Metro Police have several departments that are involved in the reporting process:

1. Records Department
2. Data Entry
3. Photo Lab
4. Records Management System (RMS)
5. CRASH

B. Duties Of The NCIC Unit

The NCIC Unit processes information received from various sources including, but not limited to:

1. Communications
2. Louisville Metro Police officers
3. Other agencies (both in and out of state)
4. Federal agencies
5. Citizens of the community pertaining to:
 - a. requests for information
 - b. dissemination of vital information
 - c. entry of items into the NCIC system.

C. Responsibilities Of NCIC Operators

1. The NCIC operators, while processing information, are responsible for the prompt and accurate entry of missing

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Chapter: National Crime Information Center	Accreditation Standards:
Subject: Technical Services Division LMPD & MetroSafe	

persons, wanted persons, stolen vehicles, and other stolen property.

2. They shall also ensure that information obtained from the NCIC system is only disseminated to those authorized departmental members and Satellite users.
3. If any operator is unsure of the identity of the person requesting information, it shall be their responsibility to verify the identity via personnel listing or Satellite user code authorization.

MetroSafe Standard Operating Procedures	SOP Number: 12.3
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Security	

12.3 SECURITY

A. Confidentiality

All activity associated with operations of the NCIC Unit are considered confidential and all information produced should be treated with the highest level of security.

B. Adherence to Policies & Procedures

All LINK, NLETS, CJIS and departmental policies and procedures set forth shall be adhered to without deviation.

C. Operator Responsibility

Each operator shall be familiar with the policies contained within this document.

MetroSafe Standard Operating Procedures	SOP Number: 12.4
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Physical Security	

12.4 PHYSICAL SECURITY

A. Terminal Accessibility

1. Each terminal capable of accessing the NCIC Network will be located in such an area that will prevent any unauthorized access.
2. The NCIC terminal shall be placed in an area that is **not** accessible to the public.
3. The computer screens shall not be visible to any area that is accessed by the public.
4. No terminal will be located in such a place as to be viewed by those who are not certified or authorized to obtain the information from the system.

B. Terminal Relocation

1. No terminal will be relocated without first obtaining approval for the new location from the Terminal Agency Coordinator (TAC) who will seek approval from the Law Information Network of Kentucky (LINK) Staff.
2. Once approval has been given, the appropriate administrative message will be transmitted to notify the LINK staff of the intention to move the terminal and the date of the planned move.

C. Visitors

1. Any visitor in the terminal area will be accompanied by an NCIC operator at all time, to prevent any unauthorized access to the system.
2. The visitor's time into the terminal area will be kept to a minimum. The visitor will not be allowed to view any printouts or information obtained from the NCIC system.
3. At no time will any visitor be left alone with a terminal.

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	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Physical Security	

4. If the need arises for the terminal area to be left unattended, even briefly, the operator will log the terminal off and the door shall be locked denying access to anyone until a certified operator returns to the area.

MetroSafe Standard Operating Procedures	SOP Number: 12.5
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Information Security	

12.5 INFORMATION SECURITY

A. Preventing Unauthorized Access

1. Any information obtained from the NCIC system will be provided security to prevent unauthorized access.
2. All printouts, when no longer required, will be shredded.
3. No printouts will be thrown in the garbage can for general disposal in the trash.
4. All information obtained from the NCIC system is confidential and all operators will ensure that they appropriately dispose of any information obtained.

B. Verifying Identity Of Users

1. When receiving requests from officers or satellite users for information, it shall be the responsibility of the NCIC operator to verify the identity of the person requesting information.
2. This can be done by referring to the LMPD personnel listing or by requesting the code assigned to the Satellite (authorized agencies) user.
3. Satellite users have been required to submit a list of authorized personnel to receive information. This personnel list is located with the Satellite Agency User List.
4. If at any time the operator is unsure of the identity of the person requesting information, no information shall be disseminated until further checking to verify the person's identity.

MetroSafe Standard Operating Procedures	SOP Number: 12.6
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Data Entry Guidelines	

12.6 DATA ENTRY GUIDELINES

A. Guidelines

1. Entry of items into NCIC will be made in a timely manner when information is received.
2. Officer may contact NCIC by fax, phone, or ILEADS to relay the appropriate information for entry of items into NCIC.
3. If a fax machine is available officers may fax reports for entry directly to NCIC.

B. CJIS Policies

1. Entry of items into NCIC will follow established policy set forth by Criminal Justice Information Systems (CJIS) that can be found in the on-line manual and reference materials located in the NCIC office.
2. In the event there is anything in this SOP that conflicts with CJIS and LINK policies, the established CJIS and LINK policies will supersede this SOP.

C. Prioritizing Entries

1. NCIC operators are to use their best judgment when there are multiple items for entry.
2. Prioritization of the entries will be based on the urgency of the entry itself based on the circumstances for the entry.
3. Items posing an officer safety threat should take the highest priority with information requests and article entries taking the lowest priority.
4. Wanted persons entries are to be entered as soon as possible; in no event will the entry be any later than 72 hours from the received time. In the event that the time period exceeds the 72 hours the NCIC supervisor will be notified immediately.

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	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Data Entry Guidelines	

5. The state form for request for a wanted person entry shall be completed for each warrant received. This form is to be attached to the warrant with a paper clip.

6. Missing persons must be entered immediately, but in no event any later than 2 hours from the time listed on the report. In the event that the time period exceeds the 2 hours the NCIC supervisor will be notified immediately.

MetroSafe Standard Operating Procedures	SOP Number: 12.7
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Hit Confirmations & Responses	

12.7 HIT CONFIRMATIONS AND RESPONSES

A. Guidelines

1. Hit confirmation requests will be sent in a timely manner and the request marked as "Urgent" or "Routine" based on the circumstances of the request.
2. If a response is not received in the allotted time, then a second request will be sent.
3. If the allotted time passes again with no response, then a third request will be sent.
4. In the event that an agency does not respond to these requests, an attempt will be made to contact them by phone to determine if there is a problem with receiving the request.
5. Every attempt will be made to confirm the status of the hit confirmation via NCIC.

B. Response Requests Received

1. Per CJIS policy, hit confirmation requests received by this agency will be responded to in the allotted time.
2. An administrative message will be sent to the requesting agency in the event of a delay. This message will advise the requesting agency of the time necessary to complete the request.
3. All second hit confirmation requests received shall require notification to the NCIC supervisor. A note explaining the circumstances of the delay will be placed in the file.
4. All third hit confirmation request received shall require the notification of the NCIC supervisor and the Administrative Manager. A note explaining the circumstances of the delay will be placed in the file.

MetroSafe Standard Operating Procedures	SOP Number: 12.8
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Locate Messages	

12.8 LOCATE MESSAGES

A. Guidelines

1. A Locate Message will be transmitted for every recovery by this agency of a foreign entry, per CJIS policy.
2. LMPD entries recovered by a foreign agency will be cleared after receiving the Locate Message.
3. Should the foreign agency fail to send a Locate Message in a reasonable amount of time, the entry will be cleared without it.

MetroSafe Standard Operating Procedures	SOP Number: 12.9
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Validations Procedures	

12.9 VALIDATIONS PROCEDURES

A. Guidelines

1. The validation process provides that each record of entry will be validated three months after entry and every year after that for the retention period or until validation is no longer obtained.
2. The validation process for each of the NCIC file types is listed below. Articles are not included.

MetroSafe Standard Operating Procedures	SOP Number: 12.10
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Missing Persons	

12.10 MISSING PERSONS

A. Validation Process

1. Send the letter for juveniles and adults to the reporting party. If no response is received in 10 days forward the list to Crimes Against Children Unit (CACU.)
2. Inquire additional resources, such as AVIS, DLIC and Criminal History.
3. Update each record with any new information that is obtained.
4. Compare the entry to the case report and validations print out for accuracy.
5. Cancel any records determined not to be valid or that are unable to be validated with the entering authority.
6. Perform on-line validation for each record that is valid.
7. 10 and 30 day messages will be forwarded to CACU-Missing Persons Unit for them to follow up.

B. Missing Persons Entry⁶⁰

1. NCIC will copy all missing person reports and cancellations daily to Shawn Herron (Search and Recovery) SAR via interdepartmental mail to EMA (federal reserve)
2. NCIC will call the communications supervisor on any missing person 10 and under or diminished capacity or illness that would necessitate an immediate response to ensure that notification was made to the SAR.
3. The NCIC operator will note on the entry paperwork which supervisor they spoke to and the time.

⁶⁰ General Memorandum No. 06-003 Added June 18, 2007

MetroSafe Standard Operating Procedures	SOP Number: 12.11
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Wanted Persons	

12.11 WANTED PERSONS

A. Validation Process

1. For each record on the validations list, inquire into AOC to determine if the warrant is recalled, served or active.
2. For older warrants that are not in AOC computer, contact Commonwealth Attorney's Office Fugitive Detective for validation of warrants.
3. Perform inquiries into Criminal History, AVIS, and DLIC for updated or additional information to pack the record.
4. Compare the information from the entry to the validations print out for accuracy and supplemental information.
5. Cancel any entry determined no longer valid or that is unable to be validated with the entering authority.
6. Update each valid entry with updated or additional information obtained.
7. Perform on-line validation for each valid record.

MetroSafe Standard Operating Procedures	SOP Number: 12.12
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Stolen Property	

12.12 STOLEN PROPERTY:

A. Validation Process

1. Contact the entering authority for each record and verify the status of the case.
2. Include in the NCIC entry file, the contact date, time, status of the case and the name of the person/s who validated the record.
3. If a vehicle has been paid off by an insurance company, the company becomes the new contact for the validation. Include the insurance company employee's name for future contact.
4. Compare the entry to the case report and validations print-out for accuracy.
5. Inquire AVIS for additional or updated information.
6. Update each valid entry with updated or additional information obtained.
7. Cancel any entry that is determined to be no longer valid or that is unable to be validated with the entering authority.
8. Perform on-line validation for each entry.

MetroSafe Standard Operating Procedures	SOP Number: 12.13
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Criminal History Information	

12.13 CRIMINAL HISTORY INFORMATION:

A. Criminal History Requests

1. Criminal History Requests from police officers and authorized departmental members will be completed only when properly documented on the LMPD Criminal History Request Form.
 - a. Each request requires:
 - 1) the full name of the requestor and their code number,
 - 2) the reason for the request including a case number, file number, call for service number, etc., and
 - 3) the subject's available personal information.
- 2.. Once completed, the requestor shall pick up the information in person within 24 hours or it will be destroyed.
3. Each officer picking up their Criminal History will be required to sign indicating that they have received it.
4. No Criminal History request will be completed without the required documentation.
5. No Criminal History will be sent out via interdepartmental mail. The person requesting the Criminal History must pick it up personally.

B. Satellite Agencies

1. Any Criminal History request from Satellite agencies must also be documented and kept with that agency folder.
2. Verification for access to criminal history information shall be obtained prior to running the Criminal History inquiry.

MetroSafe Standard Operating Procedures	SOP Number: 12.13
	Effective Date: 8-1-05 Revised Date: 2/17/09
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Criminal History Information	

3. All satellite agencies will be required to pick up Criminal Histories and sign that they have been received.

MetroSafe Standard Operating Procedures	SOP Number: 12.14
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Terminal Agency Coordinator	

12.14 TERMINAL AGENCY COORDINATOR

A. Responsibilities

The Terminal Agency Coordinator (TAC) has many responsibilities that require their attention in order to maintain the NCIC system at their agency. The following outline the TAC responsibilities:

1. The TAC shall be the coordinator between the agency and the Control Terminal Agency as well as the primary contact point for all Satellite agencies.
2. The TAC shall ensure that all records entered into the LINK/NCIC system are accurate and kept up to date.
3. Shall keep all operators and satellite agencies up to date on all policy, procedures and capabilities of the LINK/NCIC system.
4. Shall ensure that all hit confirmations are responded to in the appropriate time frames. Urgent Requests shall be sent a response within 10 minutes. Routine requests will be sent a response within one hour. This applies to both the Terminal Agency and any Satellite Agency with entries.
5. Shall ensure that the monthly validation listing for the Terminal Agency is complete and remains on file for 1 year.
6. Shall ensure that each satellite for which entries are performed, receives their validation listing and validations are performed.
7. Shall ensure that the validation letters are signed and returned to the Terminal Agency by the due date. Such letters will remain on file for a period of 1 year.
8. Shall ensure that only those satellite agencies having a signed criminal history user agreement receive criminal history data.
9. Shall ensure that a signed user agreement is on file for each Satellite Agency

MetroSafe Standard Operating Procedures	SOP Number: 12.14
	Effective Date: 8-1-05 Revised Date:
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Terminal Agency Coordinator	

10. Shall attend annual statewide LINK user meetings when possible.
11. Shall be certified as a full access LINK terminal operator.
12. Shall ensure system maintenance operations are performed as prescribed by the State Control Terminal Agency.
13. Shall ensure second party checks for accuracy are performed by terminal operators on records entered.
14. Should appoint an Assistant TAC
15. Shall ensure a case report, warrant or missing person report that includes a complete description of the person or property and all documentation supporting the entry is on file at the terminal agency for each record entered into LINK/NCIC.

MetroSafe Standard Operating Procedures	SOP Number: 12.15
	Effective Date: 8-1-05 Revised Date: 9-22-08
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Homeland Security Guidelines	

12.15 HOMELAND SECURITY GUIDELINES⁶¹

A. Protocols for Homeland Security Bulletins

1. Any Homeland Security bulletin that is received via NCIC in which a change in the alert status is announced or a message is received addressed to the duty officer, the NCIC operator will:
 - a. Take a copy to the communications center or request the supervisor to come to NCIC and pick it up.
 - b. Then request the on duty Communications Supervisor to page the LMPD Homeland Security Group.
 - c. The on duty Communications Supervisor will page the LMPD Homeland Security Group including basic information from the bulletin.
 - d. MetroSafe Director Doug Hamilton, Lt. Col. Troy Riggs, Major James Sohan and Lt. Michael Brandon will call communications to confirm they received the page.
 - e. If anyone does not call back, wait 10 minutes and page them again.
 - f. If they still do not call back, contact one of the LMPD Homeland Security group at their cell phone listed below and advise them.
 - 1) 744-0577: Director Doug Hamilton
 - 2) 817-0795: Lt. Col. Troy Riggs
 - 3) 744-1638: Lt. Michael Brandon

⁶¹ Contact information updated September 22, 2008.

MetroSafe Standard Operating Procedures	SOP Number: 12.15
	Effective Date: 8-1-05 Revised Date: 9-22-08
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Homeland Security Guidelines	

- 4) 376-9200: Major James Sohan
2. This will include any change of status overall or for such places as bus terminals, railroad stations, airports, etc., as well as any overall change in the threat level.
 3. NCIC will make copies of all Homeland Security messages received via NCIC and will put them in interdepartmental mail immediately for Lt. Col. Troy Riggs, Major James Sohan, Lt. Michael Brandon and MetroSafe Director Doug Hamilton.
 - a. Lt. Col. Rigg's goes to the Chief's Office box
 - b. Director Hamilton's will be placed in the Metro Mailroom box for EMA/MetroSafe at 410 S. 5th Street.
 - c. Lt. Brandon's will be placed in LMPD mail for LMPD Homeland Security at 410 S. 5th Street.
 - d. Major Sohan's goes to Metro Narcotics at Barrett Avenue.
 4. For any Homeland Security Notice received that is addressed to a specific person, please do the following:
 - a. The NCIC operator will take the message to communications or request that the communications supervisor come to NCIC to pick it up.
 - b. Then request the person be paged and advised of the message immediately.
 - c. If no response, page them again. If still no response, call the cell number provided if the addressee is one of the people listed below:
 - 1) 744-0577: Director Doug Hamilton

MetroSafe Standard Operating Procedures	SOP Number: 12.15
	Effective Date: 8-1-05 Revised Date: 9-22-08
Chapter: National Crime Information Center	Accreditation Standards:
Subject: Homeland Security Guidelines	

- 2) 817-0795: Lt. Col. Troy Riggs
 - 3) 744-1638: Lt. Michael Brandon
 - 4) 376-9200: Major James Sohan
- d. The NCIC operator will make a copy to put in interdepartmental mail to the person.

MetroSafe Standard Operating Procedures	SOP Number: 13.0
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Daily Operations	

CHAPTER 13 LOCAL GOVERNMENT RADIO

13.0 REPORTING FOR DUTY

A. Start of shift

1. Employees are required to report on time for duty and relieve the previous shift.
2. Employees will check equipment (telephone, radio, computer, etc.)
3. Employees will report any equipment that is out of service to the on-duty LGR supervisor or Communications Center supervisor.
4. Employees are expected to review current activities, any communications and/or on-going calls that may carry over into their shift before the shift starts.
5. Employees who do not follow this procedure shall be considered late for work.

B. End of shift

1. Wait for the entire shift to be relieved. No employee shall leave the center until the entire shift has been relieved, unless approved by a competent authority.
2. Employees will relay any information that needs to be carried over to the next shift.
3. Employees will clean up their work station.
4. Employees will return all resources to their proper place.
5. All loose or unwanted teletypes/operation printouts are to be posted, placed in the wastepaper bin or shredded.
6. Any other items are to be returned to their proper place.

MetroSafe Standard Operating Procedures	SOP Number: 13.1
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: General Operations	

13.1 GENERAL OPERATIONS

A. Purpose

1. The purpose of Local Government Radio (LGR) is to relay calls for service to various public service/public safety departments within and outside the jurisdictional boundaries of Louisville Metro Government.
2. In addition, LGR acts as a contact point for the Louisville/Jefferson County Metro Emergency Management Agency, after normal business hours.
3. Normal business hours are defined as Monday through Friday, 08:00-17:00.

B. Agencies Serviced

The Metro agencies that LGR provides service for include, but are not limited, to the following:

- Louisville & Jefferson County Metro EMA
- Louisville Metro Public Works & Assets
 - Operations and Maintenance
 - Road Maintenance
 - Electrical Maintenance
 - Signs & Markings
 - Vehicle Impoundment
 - Vacant Lots
 - Facilities Management
 - Solid Waste Management Services (SWMS)
 - Fleet Services
- Jefferson County Coroner's Office
- Louisville Metro Corrections (Juvenile Detectives Division)
- Louisville Metro Parks Department
- Louisville Metro Health Department

MetroSafe Standard Operating Procedures	SOP Number: 13.2
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Phone Procedures	

13.2 PHONE PROCEDURES

A. Incoming Lines

1. LGR has two incoming numbers assigned go the unit: 574-3506 and 574-3507. While LGR has other numbers, these are the only numbers that shall be released to the public.

B. Script for Answering Phone

1. LGR operators shall answer the phone “EMA MetroSafe, this is _____, how may I help you?”
2. Answering the phone with the same script every time ensure the public and other agencies that they have reached the correct agency.

MetroSafe Standard Operating Procedures	SOP Number: 13.3
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Radio Procedures	

13.3 RADIO PROCEDURES

- A. All information that is transmitted is considered confidential.
- B. The content of each message should be accurate, brief and concise. Small talk is not to occur.
- C. Only business related messages are to be broadcast.
- D. Radio numbers are to be used to call units at all times.
- E. When contacting another agency or group within the agency, identify yourself as "Local Government Radio"
- F. Plain text is utilized when relaying information. In the event an agency uses a code you are not familiar with ask what the problem is to be relayed in plain text.
- G. Your effectiveness as an operator derives from:
 - 1. The decisions you make
 - 2. The words you use
 - 3. Your tone of voice
- H. Understand each message before you broadcast it.
- I. Avoid saying you or I as much as possible. At no time, except for an emergency message or situation, shall a units name be broadcast on the air.
- J. If an operator needs a unit to repeat a transmission, simply state "Unit calling, repeat"

MetroSafe Standard Operating Procedures	SOP Number: 13.4
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Radio Etiquette	

13.4 RADIO ETIQUETTE

A. On Air Procedures

1. Take charge of the conversation
2. All transmissions should brief
3. Speak distinctly, in a calm and orderly manner
4. Do not broadcast extra verbiage: please, thank you, sir, etc., are unnecessary.

MetroSafe Standard Operating Procedures	SOP Number: 13.5
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Equipment Problems	

13.5 EQUIPMENT PROBLEMS

A. Reporting Procedures

In the event of any equipment malfunction, contact the on-duty MetroSafe Supervisor.

MetroSafe Standard Operating Procedures	SOP Number: 13.6
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Coroner's Office	

13.6 JEFFERSON COUNTY CORONERS OFFICE

- A. The Jefferson County Coroners Office is an organization independent from Police, Fire, or EMS, that is called to respond to locations where there has been a death. The Coroners Officer investigates all deaths in Louisville Metro except if the deceased has been hospitalized for an ailment for more than 24 hours. Sometimes the coroner will not investigate a death if there is a doctor with the deceased and the deceased has died at home of naturally causes.

- B. Hospitals and Hospices nurses frequently call for the Coroner's office to call them to handle a death situation. MetroSafe frequently calls LGR to request the coroner to respond to a death situation on behalf of Louisville Metro Police and Louisville Metro EMS. The information found in this chapter is a normal operations procedure for handling the Coroners, as well as calls for service requesting the coroner by another agency.

- C. The coroners operate on a 24-hour shift, which starts at noon each day. There are two coroners on-duty at once: a Primary or '1st Call' Deputy Coroner and a Secondary or '2nd Call' Coroner. These coroners switch status' usually between 2230 hrs and midnight, from '1st Call' to '2nd Call' and vice versa.

- D. It is imperative that the location of the coroner is maintained by LGR at all times. This is imperative because the Deputy Coroners are out making calls for service in an official capacity, and could conceivably find themselves in a situation where police would be needed but cannot call for the police themselves.

- E. Deaths can be called in from the following agencies, which would result in a Coroner notification:
 - 1. Funeral Homes (For Cremations ONLY)
 - 2. Police Departments
 - 3. Hospitals
 - 4. MetroSafe (On behalf of LMPD or LMEMS)
 - 5. Nursing Homes

MetroSafe Standard Operating Procedures	SOP Number: 13.6
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Coroner's Office	

6. Hospice of Louisville

- F. All other calls for service for the Coroners Office must be checked out by LMPD or the jurisdictional police department for verification of the death. If a private citizen calls LGR to request a deputy coroner to respond for a family member, we are to advise them that the police would need to respond and give them the number or transfer them, depending on the volume of traffic the operator has at that time. This will eliminate prank or superfluous calls to the coroners.
- G. When a call is received requesting a deputy coroner to respond, the LGR operator will notify the '1st Call' deputy coroner via the PageGate paging system. LGR operator must attempt to provide them with the following information, the location, contact name, and contact # of the person at the scene of the death. If he is able to respond, he will do so. If the coroner is unable, he will identify to the LGR operator of such and advise them to pass this call for service to the deputy coroner with '2nd Call' status.
- H. PageGate is the most common way to reach deputy coroners. However, a coroner shall identify to you which is the best method to contact them. They will advise if the best method is either pager (PageGate), home phone (provided) or radio (by unit call number).
- I. Deputy Coroners will occasionally ask the LGR operator to call for a pick-up of the corpse at a scene. They will do so from the contract service provider for the Coroners Office. When calling them, advise that the coroner needs for them to pick up a body and take it to the morgue (Urban Government Center – 810 Barret Ave). Also, Coroners will occasionally have a special request for the body, such as black bag, double body bag, etc.
- J. Never give out a Deputy Coroner's home phone or pager number to anyone unless instructed to do so by the Deputy Coroner. Address and phone numbers are to be kept confidential. A current list is maintained in LGR. All coroners' pagers numbers are listed in the paging system for easy access.
- K. When the media calls asking to speak with the coroner about a death, take their phone number and tell them that the Coroner will return their call at their earliest convenience. Operators shall not give any other information to the media regarding a coroner case

MetroSafe Standard Operating Procedures	SOP Number: 13.6
	Effective date: 05/11/07 Revised date: 02/09/09
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other than the location of the scene where the death occurred. The coroner may instruct the operator to hold their calls until they become available, and the coroner will return the calls at that time.

- L. The Coroners Office operates off UHF radios, along with Juvenile Court Detectives and Louisville Metro Health Department.
- M. Whenever the first method for contacting the coroner is not successful, try the other methods. Continue trying until the coroner acknowledges the call for service.

MetroSafe Standard Operating Procedures	SOP Number: 13.7
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Metro Public Works	

13.7 LOUISVILLE METRO PUBLIC WORKS

Public Works is an agency within Metro Government that performs variety of tasks that Police, Fire, and EMS cannot or do not take care of. These issues or services provided include, but are not limited to: repair of traffic signals, maintaining of streets within the urban areas and some suburban streets, etc.

MetroSafe Standard Operating Procedures	SOP Number: 13.8
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Suburban Works	

13.8 SUBURBAN WORKS

- A. Suburban Works is the department within Louisville Metro Public Works that handles the Suburban Services district (Former Jefferson County). Suburban Works is responsible for all miscellaneous issues that the different departments within the Urban Services District take care of, including Signs and Markings on streets and roads not maintained by State Highway, debris in the roadway including trees still attached but are obstructing the roadway.
1. During normal business hours, Suburban Works has their own dispatcher for each of the three districts, which makes receiving a call for service for them rare. In the event that an LGR operator receives a call for service in the Suburban Works area during normal business hours, they are to refer that call for service to the appropriate Suburban Works District. Metro Works has three service districts:
 - a. East District. This district is responsible for calls for service from Taylorville Rd. north to the Ohio River. (Ex: Fern Creek, Middletown, Lyndon)
 - b. Urban District. This district is responsible for calls for service from Taylorsville Rd South to Preston Hwy (Ex: Okolona, Bardstown Rd, Newburg Rd)
 - c. West District. This district is responsible for calls for service from Preston Hwy south to south west to the Ohio River (Ex: Fairdale, Pleasure Ridge Park, Valley Station)
- B. For service after hours, LGR will be responsible for contacting the on-call person for calls for service within the specific district boundaries. Each district shall have their own on-call contact person to respond to these calls for service.

MetroSafe Standard Operating Procedures	SOP Number: 13.9
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Electrical Maintenance	

13.9 ELECTRICAL MAINTENANCE

- A. Electrical Maintenance is the unit under Public Works that takes care of traffic signals when they are malfunctioning. Electrical Maintenance has someone on-duty 24 hours a day during the weekdays, and an on-call person for the weekends.
- B. During weekday hours, call the On-duty Electrical Maintenance personnel for malfunctioning traffic stops on the radio.
- C. On weekends, you will need to page whomever the on-call supervisor is for Electrical Maintenance to respond to the call for service with a malfunctioning traffic light.
- D. Agencies that would normally call to report a traffic light malfunctioning would be: MetroSafe Communications on behalf of LMPD or LMEMS, or other Metro Government Agencies. If a private citizen would call LGR to report a malfunctioning traffic light, advise them that LGR will handle it.
 - 1. 5. When calling for Electrical Maintenance on the radio, using the following example: "Radio to Electrical 16"
 - 2. When the supervisor answers, advise him of the location of the malfunctioning traffic light and what the problem is. Ex: "768 Barret Ave, on red flash"
 - 3. The Electrical Maintenance Supervisor shall either delegate to another car, or make the call for service them.
 - 4. The most common time for traffic lights to be malfunctioning would be during or after a storm. That is when Electrical Maintenance would be the busiest.

MetroSafe Standard Operating Procedures	SOP Number: 13.10
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Signs and Markings	

13.10 SIGNS AND MARKINGS

- A. Signs and Markings Division is responsible for regulatory, street signage and stop signs that are reported damaged, fallen down or missing are to be reported to Signs and Markings.
- B. Signs and Markings operate on the radio . During the day, an LGR operator can reach Signs and Markings with a call for service over the radio, contacting the on-duty Signs and Markings Supervisor.
- C. Signs and Markings do not operate after-hours and have no on-call contact for LGR. If an agency calls in to report a stop sign down, order a portable stop sign in the same manner that you would order barricades from Highway Safety Services.

MetroSafe Standard Operating Procedures	SOP Number: 13.11
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Streets and Roads	

13.11 STREETS AND ROADS DIVISION

Public Works Streets and Roads Division receive calls for service when there is street damage on a Metro Government-maintained street or roadway.

- A. Streets and Roads division are only contacted during normal business hours by LGR. After hours, if there is a Metro Government-maintained Street or Roadway issue reported that could jeopardize the safety of individuals or property on that street or roadway, order barricades for the reporting agencies using the normal barricades procedure.
- B. Streets and Roads division responds with Salt Trucks during Snow Emergencies. Check the Salt Truck deployment plan for the current year for the section that they cover.

MetroSafe Standard Operating Procedures	SOP Number: 13.12
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Open Spaces	

13.12 OPEN SPACES

Open Spaces provides a service in maintaining greenery around Louisville Metro, such as flowers on the river walk or on the belvedere.

MetroSafe Standard Operating Procedures	SOP Number: 13.13
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Facilities Maintenance	

13.13 FACILITIES MAINTENANCE

- A. Facilities Maintenance is responsible for the maintenance of most Metro Government Buildings, such as 410 S 5th St. at EMA/MetroSafe. Note: They are NOT responsible for The Louisville Metro Housing Authority Building – The housing authority has their own maintenance. The Housing Authority is also responsible for the back parking lot of 768 Barret Ave.

- B. Local Government Radio provides a minimal service for Facilities Maintenance, only contacting someone in the event that it is requested.

- C. After-hours contact information is no longer maintained by Local Government Radio. If someone calls requesting Facilities Maintenance, you can refer them to Facilities Maintenance Dispatch at **574-3443**.

MetroSafe Standard Operating Procedures	SOP Number: 13.14
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Solid Waste Management	

13.14 SOLID WASTE MANAGEMENT

- A. Solid Waste Management Services is responsible for trash pickup within the Urban Services district, street cleaning, and removal of debris in the roadway on streets maintained by Metro Government within the Urban Services boundaries.
- B. During normal business hours, SMWS have their own dispatcher. Any calls for SWMS received by LGR should be promptly referred to them. If the SMWS dispatcher is unavailable and a call for service is pending with LGR, notify the on-duty SWMS supervisor on-channel of the call for service.
- C. After-hours LGR shall relay call for service information over the radio to the on-duty SMWS supervisor as explained previously. SMWS has an on-duty supervisor 24 hours a day.
- D. Damaged or Malfunctioning Works Equipment
 - 1. Frequently agencies will call LGR advising that their equipment needs to be towed to the shop, generally the Logan Street Garage (sometimes referred to as the Packer Shop).
 - 2. LGR will make contact provide the agency with the phone number to VID, so that the tow information can be relayed to them.

MetroSafe Standard Operating Procedures	SOP Number: 13.15
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Metro Parks	

13.15 LOUISVILLE METRO PARKS DEPARTMENT

- A. Louisville Metro Parks Department is responsible for operating the city's parks, forests, historical properties, golf courses, swimming pools, community centers, and other recreational facilities. The system includes 123 parks covering 13,500 acres. Metro Parks Maintenance area also includes all of the Parkways, handling trees down on these parkways.
- B. Metro Parks Operations**
1. During normal business hours, LGR shall relay call for service information for Metro Parks to the on-duty supervisor via the radio system.
 2. After hours, refer calls for service for Metro Parks to the on-call supervisor for that park or area.
 3. Calls for service for Metro Parks could include a wide variety of issues, including but not limited to: citizens being locked in a park, park patrons awaiting service that has not been provided in a timely manner, i.e. ballfield lights not on as arranged, Trees fallen or damaged during a storm or otherwise in a park or parkway.
- C. Otter Creek Park**
Otter Creek Park is maintained by Metro Parks, but is not located in Louisville Metro, but just outside of it. For on-call information regarding issues at Otter Creek Park, refer to the Metro Parks binder that can be found within LGR.
- D. Jefferson Memorial Forest**
Jefferson Memorial Forest is located in Southern Jefferson County in the Fairdale area, and is the largest park in the Louisville Metro area. For on-call information regarding issues at Jefferson Memorial Forest, refer to the Metro Parks binder that can be found within LGR.
- E. All Other Parks Operations**
- For calls for service within the remainder of Louisville Metro's 123 Parks, refer them to the on-duty supervisor or on-call supervisor for

MetroSafe Standard Operating Procedures	SOP Number: 13.15
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that District or Park. Please refer to the Metro Parks binder to obtain this information.

F. All Other Services Performed by Local Government Radio

LGR provides service to other departments not given a chapter within Metro Government; include Louisville Metro Emergency Management Agency, and activating warning sirens on a Louisville Metro-wide basis, and ordering barricades for LMPD.

G. Barricades

Barricades and portable stop signs are ordered by LGR from Highway Safety Services (HSS), and are billed to the ordering agency, as such. LGR will order barricades for Louisville Metro Police Department, IPL, and other Metro Agencies. The LGR operator shall obtain the location of the issue that calls for barricades or portable stop signs, what the issue is, the name of the individual that is requesting the stops, and the date and time. The LGR operator shall then relay this information to HSS, who will deliver the equipment to the location. The safety equipment is being ordered because there is a safety hazard at the specified location.

The LGR operator shall log this information into a Barricade Log Sheet found in the LGR folder on the computer inside the Radio Room.

LGR shall no longer order Barricades or Portable Stops for Louisville Metro Public Works. Public Works shall order their own.

MetroSafe Standard Operating Procedures	SOP Number: 13.16
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Metro Health	

13.16 LOUISVILLE METRO HEALTH DEPARTMENT

- A. Louisville Metro Health Department is an agency that deals with the inspections of eating establishments within Louisville Metro, and the overall health and wellbeing of the citizens therein.

- B. The health department uses the UHF radio that is provided by LGR during normal business hours. It is rare that an LGR operator would have to perform a service for them. Whenever a Health Inspector would need an LGR operator to act as proxy between the Health Inspector and another Metro Agency, the operator shall do so with courtesy and efficiency. Generally, an LGR operator would currently only need to acknowledge the Health Inspector on the radio.

MetroSafe Standard Operating Procedures	SOP Number: 13.17
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Sirens	

13.17 SIRENS

- A. LGR is the activation point for Civil Defense Warning Sirens within Louisville Metro. Sirens are tested on the second Tuesday of every month during the daytime.

- B. During a local area emergency, an Emergency Management Official may contact the LGR operator and identify that they need a warning siren set off due to a Hazardous Material Spill, or other dangerous situation that could potentially affect the life and well-being of the citizens of Louisville Metro. The LGR operator can perform this function with the Civil Defense Warning Sirens console located within LGR. The map inside the radio room shall identify the location of the siren in correlation with the siren's number on the console.

- C. Electrical Maintenance performs maintenance on the Civil Defense Warning Sirens. Should a malfunction occur, the LGR operator shall contact the on duty Electrical Maintenance supervisor or on-call Electrical Maintenance supervisor for these issues.

MetroSafe Standard Operating Procedures	SOP Number: 13.18
	Effective date: 05/11/07 Revised date: 02/09/09
Chapter: Local Government Radio	Accreditation Standards:
Subject: Louisville Metro EMA	

13.18 LOUISVILLE METRO EMA

The Louisville Metro Emergency Management Agency (EMA) is responsible for preparation, mitigation, response, and recovery from natural and manmade disasters through advance coordination with local, state and federal agencies.

- A. Louisville Metro EMA is LGR and MetroSafe's parent agency. There are a few things that EMA would utilize LGR for:
1. During normal business hours, citizens and other agencies can reach the EMA business off at 574-3900. However, during non-business hours and during times where no one is available at the office to answer calls, EMA shall forward their extension to LGR for handling of calls and messages to EMA personnel.
 2. When the threat of inclement weather arises, LGR shall send a Severe Weather Notification Page using the PageGate paging system to individuals who have requested to be in this paging group. This page is to be made when a Severe Thunderstorm Warning, Flash Flood Warning, Tornado Warning, or other inclement weather notification is identify by the National Weather Service in Louisville. Sometimes an EMA official such as the Director or Assistant Director shall call and ask the LGR operator to make this page.
- B. EMA personnel may call and identify the need to activate one or more of the Civil Defense Warning Sirens located within Louisville Metro. For more about the Civil Defense Sirens, see the sections regarding this located earlier in the chapter.