

Nashoba Valley Regional Dispatch District

Operating Policies and Procedures



Title: Police, DOD and CORI

Section:300

The NVRECC answers all emergency and non-emergency calls for service for every Police Department associated with the regional center as well as the Department of Defense. It shall be the policy of the NVRECC that **ALL** incoming calls for service, and walk in requests for service be logged in our CAD system appropriately with the callers information attached, proper locations identified, and major complaint or reason for the call noted in the narrative.

The NVRECC recognizes that certain calls for service will require special logging or documentation required to successfully process the call for service.

Located in this section are some of the special calls that will require special logging, documentation or identifiers that will need to be clarified to successfully process the call for service. All Calls for service will be given a tiered response level. These levels can be found in the CAD system and have been attached to each Call Action. **Priority 1** response is a single cruiser. **Priority 2** response is 2 cruisers. **Priority 3** response is a full shift response and the on duty police supervisor can and often will request mutual aid responses from surrounding public safety agencies.

If a field unit requests deviation from the procedures documented in this section, then the dispatcher shall abide by the field unit and document the change in the narrative of the call.

Section: Police/DOD/CORI**Title: Bolos/Teletypes Police Broadcasts/ Notifications****Section: 300.01**

Date: June 18, 2013

Revision Date: May18, 2021

Purpose:

To establish guidelines for notifying police department personnel of various information of activity taking place in or around their jurisdictions that may affect their operations.

Procedure:**3.01.1 Fire/EMS Responses**

- 01.1.1 Based on the incident location, a broadcast shall be made to the respective agency notifying on duty personnel (Detail Officers) of a Fire/EMS response. This broadcast shall be done in conjunction with dispatching a cruiser to the call if units are available, for example: "Harvard Police be advised, 13E1 and 5A are responding to a possible Cardiac at 200 Ayer Road".

3.01.2 Miscellaneous Information

- 01.2.1 When information is received that does not require a police response, but should be forwarded to on duty police personnel, the dispatcher shall send a message to all on duty police personnel via MDT notifying the respective agencies of the information. On duty officers will be notified that a message has been sent over the MDT. Examples of this type of information are as follows; funeral announcements, general police information, Private Investigators, Repo's, etc. The teletype information will be then sent via printer/fax to the District Departments. The information shall then be documented in CAD under notification. A note should be made in the narrative stating all on duty personnel have received in the message.

3.01.3 Police Broadcasts

- 01.3.1 When a field unit requests an informational broadcast for an active call (missing person, stolen vehicle etc.) the transmission shall occur using the regional police frequency, the dispatcher shall begin the transmission with the following pre-cursor message; Attention to all surrounding cities and towns from the NVRECC stand by to copy a BOLO (Be On the Lookout). The BOLO shall be documented in the CAD entry for the call.

- 01.3.2 Upon receipt of a BOLO from CJIS or other means, the dispatcher shall broadcast the message over the Police frequencies and follow the broadcast up with the info being sent of the MDT's as well. The BOLO shall be logged in the CAD system stating all on duty personnel have received the BOLO. A paper copy of the BOLO will then be scanned and sent to member department's printer to have a paper record of the BOLO. The necessary location, recipient relationship and the name and number of the person they are to call should not be placed in the narrative. A call should be created in CAD under "Notification" call reason. Attach the RP's name, and the narrative should read "Notification has been delivered to John Doe".

3.01.4 Notification

- 01.4.1 While making an emergency message notification, the officer may leave a message to have the recipient return their call regarding the emergency message. "If the recipient returns the officer's call through the NVRDD, the dispatcher may relay the emergency message unless it is a death notification, or the police shift supervisor directs dispatch differently. Death notifications must be handled exclusively by officers unless otherwise directed by police officials.

Section: Police/DOD/CORI**Title: Emergency Message Delivery****Section: 300.02**

Date: June 18, 2013

Revision:

Purpose:

To establish a method for the receipt and delivery of emergency messages, arising separately from reports of criminal activity or medical emergencies.

Procedure:**03.2.1 Definition of Emergency Message**

- 2.1.1 An "Emergency Message" is any notification to be made by a police department requested by the public or an outside agency. The messages are not routine in nature; death notification or serious illness, request for contact for emergency medical situations (i.e. consent for surgery, involvement in an accident, medical/family history, etc.) or urgent situations involving official personnel or their families. Other definitions of emergent messages notifications may apply or as field supervisory personnel approve.

03.2.2 Call Processing

- 2.2.1 Upon receipt of a request for emergency notification by either the public or an outside agency, the dispatcher shall verify if the reported situation has a legitimate basis on which to proceed.

03.2.3 Notification

- 2.3.1 While making an emergency message notification, the officer may leave a message to have the recipient return their call regarding the emergency message. "If the recipient returns the officer's call through the NVRDD, the dispatcher may relay the emergency message unless it is a death notification, or the police shift supervisor directs dispatch differently. Death notifications must be handled exclusively by officers unless otherwise directed by police officials.

Section: Police/DOD/CORI

Title: Bomb Threat/Explosive Device Found

Section: 300.04

Issue Date: June 18, 2013

Revision Date:

Purpose:

To establish a uniform method of processing bomb threats and found/reported explosive devices.

Policy:

It shall be the policy of the Nashoba Valley Regional Dispatch District to adhere to the following procedure upon notification of a bomb threat or a found explosive device.

Procedure:

3.04.1 Call Interrogation

- 04.1.1 Communications personnel shall be as thorough as possible in the interrogation and dispatch of any incident involving a confirmed or suspected explosive device. If the threat is directed at, or the device is found at the NVRECC, personnel shall be evacuated to the extent necessitated by the information available.
- 04.1.2 The dispatcher receiving the call shall determine the following information from the reporting party and where possible, make every effort to interrogate the actual person who received the threat.
 - Location of Device? Description of device, strange odor, liquid or powdery materials, electronic materials, etc?
 - Time of detonation?
 - The Suspects/Callers Speech, male/female, old/young, intoxicated, slurred, muffled, etc.?
 - Any background noise heard while receiving the threat?
 - Is the voice recognizable?
 - What exactly did the caller say?
 - Is the building being evacuated or planning to evacuate?

If the caller is inside the location that has been threatened, the dispatcher shall only obtain the critical reporting facts. The caller shall be instructed to vacate the facility if appropriate, and dial 9-1-1 from a nearby land line phone or cell phone so additional information can be obtained.

- 04.1.3 In the event a dispatcher receives a bomb threat directly from the suspect, the following information should be obtained:
- Where is device located?
 - When is the device going to detonate?
 - What does the device look like?
 - What is the phone number of your location?
 - Why was the bomb placed at the location?
 - Are you willing to escort first responders to the bombs exact location?
 - Are you doing this alone or are you apart of a group or organization?
 - Will you automatically detonate the device if we evacuate the building?
- 04.1.4 The NVRECC personnel will make every attempt to keep the caller on the line as long as possible, which may allow phone company staff to trace the call.
- 04.1.5 The NVRECC staff will not verbalize the word BOMB over the police radio. The dispatcher will contact the OIC and notify him/her of the incident and await further instructions. The OIC will then dictate response from his/her department policy and procedures. This procedure shall also be in place for a Fire Department response for a Bomb Threat.
- 04.1.6 If the Bomb threat is made against the NVRECC then follow the NVRDD disaster policy located in the Administrative/Operational section of this manual.

Section: Police/DOD/COR**Title: 9-1-1 Silent/Abandoned/Hang-up****Section: 300.05**

Original Date: June 1, 2013

Revision Date: April 15, 2021

Approved Date: April 27, 2021

Purpose:

To establish a uniform method of handling silent and abandoned 9-1-1 calls.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures upon receiving a silent, abandoned, or hang-up 9-1-1 call.

Procedure:

- 3.5.1 Every 9-1-1 call received at the NVRECC will have a unit respond to confirm whether the residents are safe or not. If the dispatcher on duty receives an abandoned or hang up 9-1-1 call, the dispatcher will call the residence back and speak with the homeowner and attempt to determine if there is an emergency at the residence. The on duty dispatcher will update all responding units of any additional information that can be obtained from the call back telephone call. The dispatcher on duty will send a patrol car to the residence to validate the safety of the residence in person. The dispatcher shall at no time inform the caller that a cruiser is on the way to confirm an accidental call.

- 3.5.2 If the dispatcher on duty receives an abandoned, or hang-up wireless 9-1-1 call, the dispatcher will attempt to call the number back, and speak with the calling party. The dispatcher will attempt to determine if there is an emergency, and if emergency services are needed. If emergency services are needed the dispatcher will send a patrol unit(s), and any other emergency service that may be needed.

If the dispatcher verifies the call was accidental, or unintentional, the dispatcher will confirm the caller's name, address, phone number, and location the call is originating from. The dispatcher will send a patrol unit to verify the accidental or unintentional call.

If the dispatcher is unable to speak with the caller, they will attempt to determine the name of the caller, the address the call originated from,

and/ or a precise location that the call is coming from. The dispatcher will send a patrol unit to the address or location to determine if an emergency exists. If no identifying information or precise location can be determined the dispatcher will log the incident for the appropriate community.

3.5.3 The on duty dispatcher will perform a history check on all abandoned or hang-up 9-1-1 calls.

The Silent Call Procedure

3.5.4 The Silent Call procedure is a unique program in the Massachusetts Enhanced 9-1-1 system that allows a caller who is unable to verbally communicate their emergency over the phone to receive the appropriate response.

If you need to call 9-1-1 and you are unable to speak for any reason, such as a physical disability, domestic violence or home invasion follow these simple steps using a wireline or cell phone:

FIRST DIAL 9-1-1....

When the call is answered, indicate your need by pressing the appropriate number on your telephone

IF YOU NEED **POLICE**

PRESS 1

IF YOU NEED **FIRE**

PRESS 2

IF YOU NEED AN **AMBULANCE**

PRESS 3

The 9-1-1 dispatcher will send the appropriate responding agencies

Section: Police/DOD/CORI**Title: Arrest/Booking/Protective Custody****Section: 300.06**

Date: June 1, 2013 Revision

Date: May 18, 2021

Purpose:

To establish a uniform method of documenting arrests and protective custody situations.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to these procedures during an arrest or protective custody issue.

Procedure:

- 6.1.1 A dispatcher has certain documentation responsibilities that have to be fulfilled to assist the officer with an arrest/protective custody. The dispatchers roll in an arrest, booking procedure, or a protective custody issue is one of documentation and observation.
- 6.1.2 The dispatcher will ensure all parties, vehicles, narratives, and additional required documentation are entered into CAD appropriately, accurately, and timely. It is the goal of the NVRECC to have all necessary elements entered and ready to go before the officer begins the booking process.
- 6.1.3 A dispatcher is responsible to provide the officer with the following paperwork to help facilitate the charges in which the suspect will be arrested for. In the case of a Protective Custody issue, the paperwork will provide the officer with a detailed background check to facilitate officer safety. The dispatcher will provide the following documentation; Board of Probation check, NCIC warrant check, WMS warrant check, Suicide Check, Triple I check and a drivers license check. This documentation will be sent to the member department via booking or OIC printer.
- 6.1.4 The dispatchers shall ensure that the names of juvenile arrestees are not in the narrative section of the incident. The name should be attached in the involved parties' fields and labeled as arrest, but not in the narrative. If a member of the general public should request the daily log, then the name of the juvenile needs to be redacted so as to remain private.

- 6.1.5 The dispatcher will provide an AR number and/or Offense number to assist with facilitating the booking of the prisoner, or when an officer requests one.
- 6.1.6 If the dispatcher(s) are able to, they will observe the booking process to ensure officer safety. If an incident should occur, the dispatcher will notify all on duty officers and have them return to the station immediately.

Section: Police/DOD/CORI**Title: Bank Alarm/Financial Institution/High Risk Institution****Section: 300.07**

Date: June 1, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method for dispatching police units to bank alarms, financial institutions, and high risk institutions, such as Cannabis Retail sites i.e.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to these procedures whenever dispatching for a bank alarm, financial institution, and high risk institution.

Procedure:

- 7.1.1 Upon a dispatcher receiving an alarm the dispatcher shall dispatch at least two patrol officers to the scene immediately.
- 7.1.2 The dispatcher will then telephone the institution; whichever applies, and state; "This is the (Blank) Police Department. We have received notice that the alarm has been activated do you have an Emergency"? If the institution personnel stated it was an accidental activation, then the on-duty dispatcher will remain on the line with the official and notify responding officers that this is an accidental activation. The dispatcher will then inform the official that another employee must go outside and meet the officers who are responding. The dispatcher will gain the following information from the official on the phone as to who is going outside to meet the officers; Sex of person, hair color, shirt/blouse/dress color, slacks color. The dispatcher will forward this information to responding units and will continue to remain on the phone until the officers have arrived and spoken with the dispatcher on the phone to confirm the accidental activation.
- 7.1.3 If there is no answer upon the dispatcher's initial call, then the dispatcher is to notify responding units of such and the call should then be treated as a robbery in progress. The dispatcher should check with responding units to see if additional resources are needed. The dispatcher may call the institution back a second time. If the call is answered on the second call back then the officers responding are to be updated with that information. If the institution personnel states that the alarm is accidental, then the

procedure above should be followed. If the employee does not respond verbally to the dispatcher's question then the silent call procedure should be followed. Responding units should be notified and updated immediately. If the employee still does not respond to the dispatcher's verbal commands however the telephone line is left open, then the dispatcher will update units as to what he/she is hearing in the background while remaining on the phone. At no time will the on-duty dispatch staff disconnect the call if an open line is established.

- 7.1.4 If the dispatcher determines from the telephone call that a robbery has already occurred, and the suspects have left the **institution**: the dispatcher shall obtain all pertinent information (description of suspects, motor vehicle, direction of travel, if firearm/weapon was shown, etc). The dispatcher will then broadcast this information to all responding units that a robbery has occurred and the pertinent information that was gathered. The dispatcher will notify the **institution** that police are on scene and they will be entering shortly and not to touch any possible evidence. The dispatcher shall check with responding units if additional mutual aid units are needed to respond. The dispatchers shall also check with the responding units if a BOLO and regional broadcast should be put out to notify surrounding cities and towns of the incident and any description that has been gathered at this point.
- 7.1.5 If it is determined from the initial telephone call that a robbery is in progress, then the dispatcher shall ask the employee if he/she is in a safe place and can answer some questions. If the employee states yes then the dispatcher will **ask** the caller for all relevant information, forward all gathered information to responding units, and remain on the line until the incident is resolved. If it is determined that the caller is in a safe place but cannot speak then the silent call procedure will be enacted, the information gathered from the caller will be forward to responding units. If it is determined that the caller cannot remain on the phone, then the dispatcher shall instruct the caller to leave the line open and the dispatcher shall remain on the line to gather any and all information he/she can and forward it to responding units.
- 7.1.6 The dispatch staff shall ensure that all relevant information shall be attached to the incident, all parties, vehicles, AR numbers, OF numbers shall be attached accordingly.

7.1.7 If an alarm is received at a Cannabis Dispensary (retail/medical/grow) or a High Risk Institution, all of the above protocols will be followed.

Section: Police/DOD/CORI**Title: Residential & Commercial Alarms****Section: 300.08**

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of dispatching police services to reports of residential and commercial burglar alarms.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching police services to a report of either a commercial or residential burglar alarm.

Procedure:

- 8.1.1 Upon the receipt of a commercial or residential burglar alarm, the dispatcher shall obtain the address, home owner's name, type of alarm activation, zone of activation, alarm companies name, call back number, home owner response, and operator number. The dispatcher shall notify appropriate units of the address, alarm company, zone of activation, and whether the homeowner is responding to the residence or not. The dispatcher will provide name of the business to the responding units, and if a responsible party will be responding.
- 8.1.2 The dispatcher shall ensure that all pertinent information is attached to the CAD incident. Pertinent information is address, home owner name, type of alarm, alarm company name, zone of activation, and operator number. The call shall be closed with the call action; "Appears Secure".
- 8.1.3 If upon the officer search of the property an open window or door is discovered, then an additional units will be dispatched to assist with the search at the scene immediately. If mutual aid is need to fulfill this requirement, then check with the on scene officer for which city/town he/she would like to respond.

Section: Police/DOD/CORI
Title: Domestic/Disturbances
Section: 300.09

Date: June 1, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of dispatching police services to domestic and disturbance calls.

Policy:

It is the policy of the Nashoba Valley Regional emergency communications Center to adhere to the following procedures whenever dispatching police services to domestic and disturbance calls.

Procedure:

- 9.1.1 When a domestic situation is on going the on duty dispatcher will gather critical call criteria from the caller and dispatch a minimum of two (2) cruisers to the scene.
- 9.1.2 The dispatcher will then remain on the line with the caller gathering further information that the responding units will need prior to arrival. If there is only one (1) officer on duty, then the dispatcher will ask the responding unit over the police radio frequency if he/she would like mutual aid from a surrounding city or town be dispatched to assist. The dispatcher will determine which town is closest to the incident and notify that department **by phone** that their assistance is required. The dispatcher shall remain on the phone with the caller until responding units arrive on scene.
- 9.1.3 If during the call it is determined that the caller is not in a safe environment then have the caller remain on the line and move to a room of the structure that she/she can lock the door i.e. bedroom, bathroom, closet. Remain on the phone and update units with the caller's location within the structure. If there is not a safe place inside the residence then have the caller exit the residence and gain refuge in a locked vehicle, shed, garage, or neighbor's residence.
- 9.1.4 If the Officer on scene is not heard from within a **five (5)** minutes time frame then the on duty dispatcher will conduct a status check over the

police frequency with the officer on scene to ensure officer safety. If after the third attempt to conduct a status check, the officer does not answer, contact another unit and have that unit respond (in town or mutual aid) immediately to the scene to ensure officer safety, **unless otherwise notified.**

- 9.1.5 The dispatch staff will ensure that all pertinent information is attached to the incident; involved parties, vehicles, AR numbers, OF number etc.

Section: Police/DOD/CORI**Title: Motor Vehicle Stop****Section: 300.11**

Date: June 1, 2013

Revision Date:

Purpose:

To establish a uniform method of processing motor vehicle stops

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures whenever processing motor vehicle stops

Procedure:

- 11.1.1 The dispatcher responsibility is primarily on of monitoring/tracking and documentation. The on duty dispatcher will create a call in IMC and log the MV Stop appropriately. The vehicle that was stopped will be run and attached to the call, as well as the owner, operator (if different), and all pertinent information. The outcome of the stop will be documented in the narrative i.e. (Written warning, Verbal Warning, Citation issued).
- 11.1.2 The vehicle/owner/operator shall be run appropriately in CJIS and notify the officer on scene of the outcome. When this notification is being made the on duty dispatcher will predicate the information with the following statement (Clear to copy information). This will ensure that the officer is ready to receive the information and that he/she is safely away from the operator of the vehicle.
- 11.1.3 If a citation or written warning is issued then the officer will provide the dispatcher with the official Commonwealth of Massachusetts citation number and that citation number will be attached to the incident appropriately.
- 11.1.4 If the officer has been on scene during this call for five (5) minutes and verbal or written contact has occurred, then the dispatcher shall conduct a status check of the officer to ensure his/her safety. If after the first status check the dispatcher does not receive an answer, then the dispatcher shall try two more times to contact the officer both in written (over the MDT) and verbal form. If after the third attempt no contact has been made then the on duty dispatcher will send another unit albeit from the same community or from mutual aid to check on the officer personally.

Section: Police/DOD/CORI**Title: Erratic Operator/Motor Vehicle****Section: 300.12**

Date: June 18, 2013

Revision Date:

Purpose:

To establish a uniform method for dispatching and processing erratic operator calls for police services.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures whenever dispatching or processing an erratic motor vehicle complaint.

Procedure:

- 12.1.1 The dispatcher shall remain on the line with the caller until the vehicle is either stopped, or it leaves a jurisdiction that is covered by the NVRECC.
- 12.1.2 If the vehicle should make it out of our jurisdiction, then the agency that covers the jurisdiction that the vehicle has entered will be contacted and notified about the situation. If the call can be transferred to that jurisdiction, then the on duty staff shall administer the call transfer.
- 12.1.3 The dispatcher while on the phone will gain all of the critical call criteria from the caller (plate, location, direction of travel, make, model, color, number of occupants) and forward that information to the responding units or jurisdictional department which the vehicle has entered into. The dispatcher will provide responding units with constant updates on location and direction of travel.
- 12.1.4 All of the pertinent information will be attached to the call, along with the outcome of the incident i.e. verbal for operation, arrest, left our jurisdiction, etc.

Section: Police/DOD/CORI
Title: Motor Vehicle/Foot Pursuit
Section: 300.13

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method for dispatching and monitoring motor vehicle and foot pursuits.

Policy:

It is the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to these procedures when dispatching or monitoring motor vehicle and foot pursuits.

Procedure:

- 13.1.1 An M/V Pursuit is when a Patrol Officer engages another vehicle and it refuses to stop. The Patrol Car will follow and attempt to safely stop the said vehicle.
- 13.1.2 The primary Police unit engaged in a motor vehicle or foot pursuit will notify the dispatcher on-duty and inform him/her that a pursuit is in progress; and provide the dispatcher with a location, direction of travel, speed, and either the type of vehicle or the license plate of the vehicle involved.
- 13.1.3 Once the dispatcher has been informed of the pursuit, he/she will immediately inform the on duty police supervisor and the supervisor shall then take control of the incident. The dispatcher will monitor the situation and document accordingly. If no supervisor is available the dispatcher shall activate the vehicular pursuit emergency protocol which is as follows;
- 13.1.4 The dispatcher will receive and record all incoming information on the pursued vehicle, announce over the radio that a pursuit is in progress, and provide all pertinent information to supporting units. If the pursuit continues into another jurisdiction the dispatcher will contact that jurisdiction, and provide the direction of travel and familiarize those agencies with the particulars of the vehicle, occupants, and potential pending charges.

- 13.1.5 The dispatcher will perform a relevant record check of the motor vehicle and its owner, and provide it to all appropriate responding personnel. The dispatcher will coordinate assistance of other Officers under the direction of the dispatch shift supervisor, along with notifying other law enforcement agencies that may offer assistance with bringing this incident to a safe conclusion. That notification to other law enforcement agencies should be made via appropriate communication systems, and those agencies will be informed when the pursuit has been either called off or ended.
- 13.1.6 The dispatchers will ensure the vehicle, occupants, owner, operator, and additional information is documented and logged appropriately in the call. The dispatcher will ensure an OF numbers and AR numbers are attached appropriately.

Section: Police/DOD/CORI
Title: Motor Vehicle Accidents
Section: 300.14

Date: June 1, 2013

Revision Date:

Purpose:

To establish a uniform method for dispatching police units to motor vehicle accidents

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to these procedures whenever dispatching police units to motor vehicle accidents.

Procedure:

- 14.1.1 When the NVRECC receives notification of a motor vehicle accident, the on duty dispatcher will dispatch two (2) cruisers if available to the scene. If only one cruiser is available, then the dispatcher will send only the one and await instructions from the officer once he/she gets on scene and evaluates the situation.
- 14.1.2 Dispatcher's will ensure all vehicle, owners, operators; witnesses and accident numbers, offense numbers, and citations numbers in will be attached appropriately to the incident so the officer can complete his accident report appropriately.
- 14.1.3 At no time will the responding officer have the ability or the authority to cancel fire personnel who will be responding to the scene. If the officer arrives on scene and determines that there are no injuries or hazards, the Fire Department will be notified via the appropriate fire radio frequency and the fire officer in charge or duty officer will determine if the response to the scene can be reduced.
- 14.1.4 All dispatchers shall ensure that if any vehicles are towed from the scene that they are recorded in the Tow Log.

Section: Police/DOD/CORI
Title: Motor Vehicle Lockouts
Section: 300.15

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method for dispatchers to process calls for motor vehicle lockouts

Policy:

It is the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures whenever dispatching for a motor vehicle lockout.

Procedure:

- 15.1 Motor Vehicle Lockouts are to be broken down into two categories:
 - 15.2 Occupied Vehicles
 - 15.3 Unoccupied Vehicles
- 15.2 Occupied Vehicles- The on-duty dispatcher shall determine through the critical call criteria if the vehicle in question is occupied by a person or animal.
 - 15.2.1 The dispatcher will gather the following information and relay it to the responding officer; vehicle make, model, plate, color, location, and whether the owner or operator is on scene. All of the information gathered shall be documented in the call within CAD (IMC).
 - 15.2.2 Dispatchers shall ensure that if the owner is not the operator then both parties information is documented within the proper fields in CAD (IMC).
- 15.3 Unoccupied Vehicles- The on-duty dispatcher shall determine through critical call criteria if the vehicle in question is un-occupied by a person or animal.
 - 15.3.2 The dispatcher will gather the following information and relay it to the responding officer; vehicle make, model, plate, color, location, and whether the owner or operator is on scene. All of the information gathered shall be documented in the call within CAD (IMC).

Section: Police/DOD/CORI**Title: Stolen Motor Vehicle****Number: 300.17**

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of processing stolen motor vehicle calls for services

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching and processing stolen motor vehicle calls.

Procedure:

- 17.1.1 Call reporting either a stolen or possible stolen motor vehicle, the dispatcher will obtain all of the critical call criteria and dispatch a patrol car to the scene. The dispatcher will run the license plate of the vehicle and provide the responding officer with the vehicle description and plate.
- 17.1.2 Once the officer has arrived on scene and determines if the vehicle is in fact missing, then the dispatcher will enter the vehicle into the CJIS system as stolen and provide the officer with the Reference number, NCIC number, and file number.
- 17.1.3 The officer on scene will complete the Commonwealth of Massachusetts stolen vehicle/plate form. The on duty dispatcher **will not** wait to enter the vehicle until he/she sees the completed stolen vehicle/plate form.
- 17.1.4 If it can be determined that the vehicle was stolen within fifteen (15) minutes of the initial call, **dispatch will notify district wide members via radio**. This broadcast will be conducted once the responding officer confirms the vehicle has been stolen and the dispatcher has the appropriate vehicle description in hand.
- 17.1.5 All of the documentation from CJIS along with the Commonwealth's form will then be placed in the correct file for proper documentation purposes. An email will then be made to the NVRECC CJIS Representative notifying him/her that a vehicle or plate has been entered into CJIS.

- 17.1.6 The dispatch shift supervisor will then place the matter in the roll call book so the next shift can be made aware of the incident.
- 17.1.7 The dispatcher on duty will ensure that the vehicle, owner, operator, caller, Reference number, NCIC number, file number along with any additional pertinent information has been attached to the incident appropriately.

Section: Police/DOD/CORI**Title: Guns/Articles****Number: 300.18**

Date: June 18, 2013

Revision Date:

Purpose:

To establish a uniform method of processing stolen guns or articles calls for services

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching and processing stolen gun and articles requests.

Procedure:

- 18.1 When the on duty dispatcher is made aware or notified that a gun or article has been reported stolen, a cruiser shall be dispatched immediately and the police shift supervisor shall be notified also.
- 18.2 The dispatcher shall retrieve all critical call criteria on ownership of the gun, type, caliber, make, model, loaded/unloaded etc. Once the dispatcher has confirmation from the officer on scene that the gun has been lost/stolen the gun shall be entered into CJIS immediately. The Shift supervisor or the second dispatcher on scene shall sign the entering form as second verification. All pertinent NCIC/CJIS reference numbers shall be sent to the officer on scene via the mobile data terminals. The officer shall ensure that the signed entering report will be faxed to the dispatch center and the information shall be left for the CJIS Rep to inspect, verify, and finally final.
- 18.3 The same procedure as listed in 18.1 shall be followed by the dispatcher for entering an Article as well.

Section: Police/DOD/CORI**Title: Wanted Person****Number: 300.19**

Date: June 18, 2013

Revision Date:

Purpose:

To establish a uniform method of processing Wanted Person calls for services

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching and processing wanting person's calls.

Procedure:

- 19.1 When the on duty dispatcher is notified via phone, teletype, radio, etc. of a wanted person the dispatcher first must confirm that said subject is in fact still wanted by the entering agency.
- 19.2 If the request comes from an outside agency requesting wanted information from a resident of one of our communities, the dispatcher shall pull the CJIS file and run the person in NCIC/CJIS to visually see the entry. The dispatcher shall then call the on duty police shift supervisor and ascertain that the record in CJIS/NCIC is still a valid wanting record. Once the record is confirmed along with if there is confirmed extradition the dispatcher shall process the call including sending all valid hit confirmation teletypes along with requesting a valid locate from the appropriate locating authorities. All paperwork shall be signed, packaged, second signature verified by the shift supervisor or the second dispatcher on duty and left for the CJIS Rep to process and ultimately file.
- 19.3 If the request comes from an internal community on a person not entered by one of our communities then the dispatcher shall send a hit confirmation message adhering to CJIS policy. The dispatcher shall then follow up the hit confirmation with a phone call ensuring the subject in question is still actively wanted and that there is proper extradition.
- 19.4 Once confirmation is confirmed, the dispatcher shall notify the officer and all paperwork shall be printed out to the PD as well as the dispatch center. The shift supervisor shall act as second party verifier. All documentation shall be printed at the PD as well as the dispatch center.

Section: Police/DOD/CORI
Title: Recovered Motor Vehicles
Section: 300.18

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of dispatching and processing recovered motor vehicle calls for service.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures and to be consistent in the documenting and recording of information relating to recovered stolen motor vehicles.

Procedure:

The recovery of stolen motor vehicles have been broken down into two categories; Local Jurisdictional Recovery or Outside Jurisdictional Recovery.

18.1 Local Jurisdictional Recovery

- 18.1.1 If a license plate is attached, run the plate to determine if the vehicle is stolen. If a plate is not visible or attached to the vehicle, then the dispatcher shall run the VIN to determine if the vehicle has been reported stolen.
- 18.1.2 The dispatcher shall determine who the entering agency is. If the vehicle was entered by the NVRECC, then the dispatcher will CANCEL the vehicle in CJIS ensure the proper documentation has been made within CAD and notify the owner of the vehicle that the vehicle has been located.
- 18.1.3 Check with recovering officer if the vehicle shall be held for prints. The dispatcher will check with recovering officer if a tow is needed.
- 18.1.4 All CJIS paperwork will be filled out and copies of the CANCEL/CLOSED vehicle will be attached to the Commonwealth form and placed in the recovered vehicle file. An email will then be sent to the NVRECC CJIS Rep notifying him/her that a vehicle has been located and cancelled in the CJIS system.

- 18.1.5 The CJIS Rep will then check the paperwork to ensure all pertinent documents have been filled out correctly and accurately.
- 18.1.6 If the vehicle was not a NVRECC entry but was recovered locally, then contact the entering agency to confirm the vehicle is still an active stolen motor vehicle (an officer must be dispatched to stand stand-by the vehicle while confirmation can be made).
- 18.1.7 There are two ways the confirmation of stolen will be made.
 - 13.1.7.1 The first will be a direct teletype to teletype message using the entering agencies unique ORI number.
 - 13.1.7.2 The second is a telephone call to the wanting agency to confirm the record.
- 18.1.8 Once confirmed contact the filed unit with the same, tow vehicle, contact owner and provide the following; location of recovery, condition, and need to be removed from the tow yard.
- 18.1.9 A locate must be placed on the vehicle through CJIS so the entering agency can close/cancel the vehicle within the NCIC network.

18.2 Outside Jurisdictional Recovery

- 18.2.1 If notification is made that one of our jurisdictional departments stolen motor vehicle record has been located, then our agency will obtain the record from the file cabinet and confirm with our CAD system that the vehicle is still out as stolen.
- 18.2.2 Once the record has been confirmed the dispatcher will send a confirmation teletype to the querying agency confirming the record.
- 18.2.3 A follow-up telephone call will also be placed to the querying agency as a redundant measure to confirm the recovery.
- 18.2.4 The vehicle (location, damage, tow company, etc) will be obtained then the dispatcher shall close/cancel the vehicle in CJIS.
- 18.2.5 The owner of the vehicle will then be contacted and notified that the vehicle has been found, the condition of the vehicle, and the contact info for the tow company.
- 18.2.6 The on duty police supervisor from the originating agency should be contacted and informed of the incident. The OIC will advise if they want the vehicle held for prints.

- 18.2.7 All documentation will be attached to the proper commonwealth form and placed back in the appropriate file.
- 18.2.8 An email will then be sent to the CJIS Rep notifying him/her that the record has been recovered. A second email will be made to the Executive director notifying him/her of the incident as well.

Section: Police/DOD/CORI**Title: Stolen/Missing Plate****Section: 300.19**

Date: June 1, 2013

Revision Date:

Purpose:

To provide a uniform method of processing stolen/missing license plate calls for service.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when processing calls for a stolen/missing license plate.

Procedure:

- 19.1 The dispatcher will obtain all of the critical call criteria and dispatch an officer to the caller's location.
- 19.2 Run the license plate in CJIS, the dispatcher has the ability to complete the Commonwealth of Massachusetts stolen vehicle/plate form.
 - 18.2.1 If the form is completed by a dispatcher please ensure that the responding officer signs the form appropriately and the officer also has the owner of the vehicle or the reporting party signs the form as well.
- 19.3 Enter the plate into the CJIS system as lost/stolen and provide the reporting officer with the reference, File, and NCIC number.
- 19.4 All of the documentation from CJIS along with the Commonwealth's form will then be placed in the correct file for proper documentation purposes.

Section: Police/DOD/CORI
Title: Recovered License Plate
Section: 300.20

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of processing and dispatching calls for recovered lost or stolen license plates.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching and processing calls for recovered license plates.

Procedure:

The recovery of lost/stolen license plates have been broken down into two categories; Local Jurisdictional Recovery or Outside Jurisdictional Recovery.

20.1 Local Jurisdictional Recovery

- 20.1.1 When a stolen license plate is recovered, the on duty dispatcher will log it appropriately in CAD and if it is one of our lost/stolen plates, the record will be cancelled in CJIS.
- 20.1.2 The police shift supervisor will be contacted and notified of the recovery. The registered owner of the plate will be contacted and notified when and where the plate may be picked up.
- 20.1.3 The NVRECC CJIS Rep will be contacted via email and notified of the recovery.

19.2 Outside Jurisdictional Recovery

- 20.2.1 When a license plate is recovered from an outside entering agency, a locate message shall be sent to the entering agency.
- 20.2.2 A follow-up telephone call shall accompany the locate message to ensure receipt of the message.

- 20.2.3 The entering agency shall be instructed to contact the owner and have arraignments made to retrieve the plate from the NVRECC.
- 20.2.4 All of the documentation from CJIS along with the Commonwealth's form will then be placed in the correct file for proper documentation purposes. An email will then be made to the NVRECC CJIS Representative notifying him/her that a plate has been either located/cancelled in CJIS.

Section: Police/DOD/CORI
Title: Missing Persons Adult/Juvenile
Section: 300.21

Date: June 18, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of dispatching and processing reports of missing persons.

Policy:

It shall be the policy of the Nashoba Valley Regional emergency Communications Center to adhere to the following procedures when dispatching and processing calls for missing persons either adult or juvenile.

Procedure:

- 21.1 Dispatchers who receive a report of a missing person will gather all of the critical call criteria which will include all descriptive data, as well as the following; DOB, SS#, LIC#, clothing description, vehicle info and then dispatch a patrol car to take the report.
- 21.2 Once enough personnel information is gathered and the responding officer confirms the subject is missing, the dispatcher will enter the subject into CJIS as missing. The dispatcher will not wait for a signed missing persons report to enter a person into CJIS as missing.
- 21.3 The call for service will also be logged in our CAD system appropriately and all pertinent information will be attached.
- 21.4 The Responding Officer will be provided with the Reference and NCIC number that will be obtained from CJIS once the record has been entered for his/her report.
- 21.5 A copy of the officers missing persons form will be obtained later and attached to the CJIS paperwork and placed in the appropriate file.

The NVRECC strives to stack the records of all entries we make into CJIS. Because of this fact, when entering a person into CJIS as missing, we will fill out as much information as possible including driving license, plate of vehicle being driven, known aliases, and possible destinations.

- 21.6 The dispatcher will send out a teletype to all of Massachusetts (AGB) notifying other agencies of the missing person. A Broadcast will also be given out to the surrounding cities and towns notifying them directly with all of the pertinent information.
- 21.7 All of the documentation from CJIS along with the Commonwealth's form will then be placed in the correct file for proper documentation purposes. An email will then be made to the NVRECC CJIS Representative notifying him/her that a missing person has been entered into CJIS.

Section: Police/DOD/CORI
Title: Recovered/Located Persons
Section: 300.22

Date: June 1, 2013

Revision Date:

Purpose:

To establish a uniform method of processing and dispatching reports of recovered or located missing persons.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when receiving calls for recovered and or located missing persons.

Procedure:

The recovery or locate of a missing person have been broken down into two categories; Local Jurisdictional Recovery or Outside Jurisdictional Recovery.

22.1 Local Recovery/locate of Missing Persons

- 22.1.1 If the missing person was entered by the NVRECC and is located by a member department, then once an officer has been dispatched and confirms the person has returned, then the record may be closed in CJIS. An email will then be sent to the CJIS Rep and the Executive Director notifying them of the record being closed.
- 22.1.2 If the missing person was not entered by the NVRECC and is located by a non NVRDD member department then a locate message must be sent by the locating agency before the record may be closed. The police shift supervisor will be contacted and notified of the locate message before the record is closed.
- 21.1.3 If the person in question has expired the recovering police agency shall make the proper notification unless the field supervisor deems it necessary for the NVRECC to conduct the notification. The NVRECC supervisor shall make the notification unless the Executive Director is present, then he/she shall make the death notification.

21.2 Outside Agency Recovery/Locate of missing persons

- 21.2.1 A locate message must be received before the record will be closed in CJIS. The dispatcher shall document all of the pertinent information in CAD as well as notify the OIC of the received locate message.
- 21.2.2 The NVRECC will follow the locate message up with a phone call to ensure a redundant means of contact.
- 21.2.3 The NVRECC will ensure with the locating agency if the parents of a missing minor has been contacted or will be contacted by the locating agency. If the minor is to be held overnight in the KEY program, then that must be documented in CAD along with the District court that the youth will be appearing in on the next open court day.
- 21.2.4 All proper paperwork must be filled out and documented on the Commonwealth form. The CJIS Rep and the Executive Director will be emailed on the matter.

Section: Police/DOD/CORI**Title: Restraining Orders (209A's)/Harassment Orders****Section: 300.23**

Date: June 18, 2013

Revision Date: August 3, 2021

Purpose:

To establish a unified method of documenting and processing restraining and harassment orders.

Policy:

It is the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when documenting and processing restraining orders and harassment orders in the event that District Court, Superior Court, or an outside jurisdiction sends an order to the center.

Procedure:

To ensure that member departments receive Restraining Orders, Emergency Restraining Orders, or Harassment Prevention Orders in a timely manner,

- 22.1 The Dispatch Shift Supervisor or Dispatcher in Charge will create new call entry for Assist Other Agency. The log entry will include all the necessary information to complete the People Screen for both the defendant and plaintiff, and location where to order is to be served.
- 22.2 Once the order(s) has been logged the on-duty supervisor or OIC for the respective department will be notified that an order has been received by the Center, assigned to the OIC, and a log entry has been created in IMC. The order will then be scanned and emailed, or faxed to the department so the order can be recorded and served.

Section: Police/DOD/CORI
Title: Sexual Assaults/Rape
Section: 300.24

Date: June 1, 2013

Revision Date: May 18, 2021

Purpose:

To establish a uniform method of dispatching and processing calls reporting sexual assaults and rapes.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures when dispatching and process calls for sexual assaults and or rape.

Procedure:

- 23.1 The dispatcher must first determine if the threat to the victim is still imminent or is this report a past incident and no further threat is present.
 - 23.1.1 If the threat is still imminent then patrol officers will be dispatched immediately and the dispatcher will remain on the line until units respond on scene.
 - 23.1.2 If the assault occurred to a minor, then an ambulance will also be dispatched upon the request of the responding officer, the victim, or reporting party.
 - 23.1.3 An ambulance will not be immediately dispatched for an adult victim unless during the initial caller interrogation it is determined that immediate medical attention is required for the victim.
- 23.2 If the threat to the caller or the victim is not imminent, then the dispatcher on duty will notify the police OIC and send the appropriate response that will be determined by the OIC.
 - 23.2.1 The dispatcher will gather basic information from the caller as gentle as possible, in most circumstances a name, address, and telephone number is all that will be required.

- 23.2.2 At no time will a dispatcher ask specifics of the incident or for specifics of the assault that has occurred.
- 23.2.3 The dispatcher will remain on the telephone with the caller at all times. He or she will only disconnect once a police official is in the same room as the victim.

The dispatcher will ensure that all pertinent information is attached to the incident, and upon the officer clearing the scene, the dispatcher shall ensure that all appropriate OF, AR numbers are attached.

Section: Police/DOD/CORI**Title: Prisoner Transports****Section: 300.25**

Date: June 1, 2013

Revision Date:

Purpose:

To establish a uniform method of processing prisoner transports.

Policy:

It shall be the policy of the Nashoba Valley Regional Emergency Communications Center to adhere to the following procedures for all prisoner transports.

Procedure:

- 24.1 All prisoner transports will be logged independently of the arrest incident. The location of the transport shall be the court in which the prisoner is being transported too. The narrative shall include the name of the court, starting and ending mileage (If provided). The name of the prisoner shall be attached as the involved party.
- 24.2 Once the transport call is ready to be closed, the call shall be linked with the original arrest call.
- 24.3 The dispatcher shall also go into the original arrest call and make an addendum in the narrative with the time and date visible. The dispatcher shall document the prisoner transport with the following included:
 - Court transported to
 - Starting and ending mileage (If provided)
 - Name of officer making the transport

This completion of the original arrest call shall complete the call and bring the matter full circle.