


Haverford Township Police Department Operations Manual		
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Accreditation Index:		Rescinds: Directive 6.5.1 of November 2019
Section: Six – General Procedures		Chapter: Five – Communications and Information Technology
Chief of Police: <i>John F. Viola</i>		

SUBJECT: DELCOM COMMUNICATIONS PROCEDURES

I. PURPOSE

This directive is designed to provide all department personnel with the procedures established to forward to the Delaware County Emergency Communications Center (Delcom) the duty assignment report; C.L.E.A.N. and N.C.I.C. entry and cancellation requests; business emergency contact information additions or deletions; and any administrative information or dispatch problems.

II. POLICY

It is the policy of the department that all contact with Delcom for the purposes of notifying them of: daily assignments within the department; requests for C.L.E.A.N./N.C.I.C entries and cancellations; business emergency contact information additions or deletions; or dispatch problems will be handled by a supervisor or designated administrative personnel only.

III. PROCEDURES

A. DUTY ASSIGNMENT REPORT

1. Supervisor Responsibilities
 - a) The duty assignment report must be submitted to Delcom at least thirty (30) minutes prior to the beginning of the oncoming shift. Only the first page of the duty assignment

report will be faxed to Delcom. Updated assignment reports will be faxed to Delcom in the event that there are additions or deletions to the availability of personnel throughout the shift.

- b) It will be the responsibility of the on-duty supervisor to complete and sign the duty assignment report for the oncoming squad and fax this report to Delcom.
- c) The oncoming supervisor will forward an updated report to Delcom if there are changes to the original report after his/her shift begins.
- d) Supervisors will ensure that all sworn personnel are accounted for on the first page of this report to include: administrative sworn personnel; Detective Division sworn personnel; Special Operations Unit sworn personnel; and any special assignment sworn personnel such as detail officers. Badge numbers of all sworn personnel must be included with the name of the sworn officers. When known the radio designation of each sworn officer will also be included on this report.
- e) Detective Division and Special Operations Unit supervisory personnel will ensure that all on duty civilian personnel are included on the second page of the duty assignment report.

B. C.L.E.A.N./N.C.I.C. ENTRY AND CANCELATION PROCEDURES

All entries and cancellations into the C.L.E.A.N. /N.C.I.C. databases will be done by Delcom, therefore the following procedures will ensure timely entry and cancellation of persons or property.

- 1. C.L.E.A.N. /N.C.I.C. Entry
 - a) Officer Responsibilities
 - (1) When it is necessary to enter a person or property into the C.L.E.A.N. /N.C.I.C. databases the assigned officer will complete the appropriate C.L.E.A.N. /N.C.I.C. entry worksheet.
 - (2) The officer will ensure that all necessary information is completed including Incident Number (ex. H0500001234) and that his/her name and badge number is recorded on this worksheet.
 - (3) The completing officer will forward the completed entry worksheet to his/her supervisor for review and submission to DelCom.

- (4) Officers will note on the incident report that the appropriate entry worksheet was completed and forwarded to their supervisor for review.
- (5) If a NIC number is obtained by the department while the reporting officer is on duty the reporting officer shall update the report to document the NIC number.

b) Supervisor Responsibilities

- (1) Supervisors will review these entry worksheets to ensure all required information has been included in the report. He/she will sign the worksheet and include their badge number prior to faxing them to DelCom.
- (2) After reviewing and signing these worksheets the supervisor will fax it to Delcom.
- (3) After faxing these worksheets to Delcom the supervisor will forward the completed worksheet to the department's Communications Coordinator
- (4) Supervisors will document the date and time the worksheet was faxed to Delcom in a supplemental narrative to the original incident report.
- (5) The on-duty supervisor who receives notification that a NIC number has been obtained for the entry shall have the reporting officer document the NIC number in the incident report.
 - (a) If the reporting officer is off duty the on-duty supervisor shall ensure the NIC number is documented in the incident report.

c) Communications Coordinator Responsibilities

- (1) The Communications Coordinator will be responsible for the creation and maintenance of a filing system to retain these completed worksheets.
- (2) Upon receiving the printed copies of these entries from DelCom the Communications Coordinator will review and forward these printouts to the Detective Division secretary along with the completed C.L.E.A.N. /N.C.I.C. entry worksheet.
- (3) The Communications Coordinator will be responsible for retention and maintenance of these records as mandated by law.

2. C.L.E.A.N. /N.C.I.C. Cancellations

a) Supervisor Responsibilities

- (1) Supervisors will be the authorized department representative to contact DelCom to have an entry cancelled or modified. Officers and Information Assistants will not contact DelCom for this purpose.
- (2) Supervisors will ensure that the cancellation of the entry is documented in a supplemental narrative to the original incident report. This supplemental will include the circumstances of the cancellation and the date and time DelCom was notified to cancel the entry.
- (3) Supervisors will also send an email to the Communications Coordinator notifying him of the date and time DelCom was notified to cancel the entry.

b) Communications Coordinator Responsibilities

- (1) Upon receiving the printed copies of these cancellations from DelCom the Communications Coordinator will forward the copy of these printouts to the Detective Division secretary. This printout will then be filed with the completed C.L.E.A.N. /N.C.I.C. entry worksheet and entry printout.

C. BUSINESS EMERGENCY CONTACT INFORMATION

1. New and modified business emergency contact information will be placed on the appropriate form. The completed form will then be forwarded to the Communications Coordinator who will be responsible to fax or mail these forms to DelCom.

D. DISPATCH PROBLEMS

1. When a problem with a dispatch arises and there is a need to contact a DelCom supervisor immediately, the duty supervisor or a command officer will be the only authorized personnel to make contact with a DelCom supervisor to report the problem. Officers or Information Assistants are not authorized to contact a DelCom supervisor for any reason.

a) Supervisor Responsibilities

- (1) Any supervisor contacting a DelCom supervisor

concerning a dispatching problem will forward to the Patrol Division Commander or the Duty Commander an email documenting what the problem is; who he spoke with concerning this problem; and any other pertinent information necessary for a satisfactory resolution to the problem.

b) Command Officer Responsibilities

- (1) The Commander receiving the email will ensure that he/she notifies the Chief of Police and the Communications Coordinator of the facts of the dispatch problem. The Chief of Police will designate the appropriate personnel to investigate and resolve this problem.

BY ORDER OF THE CHIEF OF POLICE