

# BERKELEY POLICE DEPARTMENT

DATE ISSUED: December 30, 1991

GENERAL ORDER T-1

SUBJECT: TELECOMMUNICATIONS CENTER

## PURPOSE

- 1 - The purpose of this General Order is to establish procedures governing the operations and maintenance of all teletype and telecommunications terminals, manuals and files located within the Telecommunications Center.

## POLICY

- 2 - The Berkeley Police Department shall follow all federal and state regulations in the daily operation of the Telecommunication Center.

## PROCEDURES

- 3 - The Telecommunications Center shall be under the direction of the Captain of the **Support Services** Division. Supervision for employees assigned to the Telecommunications Center shall be provided by the **Telecommunications Center Supervisor**.
- 4 - Employees assigned to the Telecommunications Center shall be responsible for:
  - (a) Operation of all teletype and telecommunications terminals within the Center.
  - (b) Maintenance of the Telecommunications Procedural Manuals and other manuals relating to telecommunications equipment.
  - (c) Maintenance of **hard copy files of the following systems; Stolen Vehicle System (SVS), Automated Property System (APS), Automated Firearms System (AFS), Missing Persons** and warrants.
- 3 - Telecommunications equipment shall be used exclusively for the conduct of official Departmental business.
- 4 - Employees not trained in the operation of the telecommunications equipment shall not operate the equipment.
- 5 - Access to the Telecommunications Center and use of the equipment therein is restricted to the following personnel:
  - (a) Employees assigned to the Center.
  - (b) Members of the Warrant Detail.
  - (c) Other employees authorized by the **Support Services** Division Commander.

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- 6 - Requests for information from data banks maintained in the Telecommunications Center or accessible through computer terminals located therein shall be made either in writing, by telephone or via radio.
- 7 - Telecommunications Center personnel shall maintain a log of all information requests processed. **At the end of each month, the Telecommunications Center Supervisor shall file the logs in the Telecommunications Log file, maintaining them for a period of one year.**
- 8 - All requests from other City of Berkeley departments for information of any kind from Police Department data files or files accessible through remote computer terminals are to be referred to a **Support** Service Division Commanding officer for response.
- 9 - All telephone inquiries from citizens regarding the existence of outstanding warrants are to be referred to and handled by Warrant **Detail** or Telecommunications Center personnel. In the absence of said personnel, the person receiving the call should either refer the caller to the Berkeley-Albany Municipal Court (BAMC) or take the name and phone number of the caller for referral to a member of the appropriate detail for response.

### STOLEN VEHICLES

- 10 - Telecommunications Center personnel are responsible for both entry and removal of stolen vehicles from the Stolen Vehicle System (SVS) and shall follow the provisions of General Order V-5 (Stolen Vehicle Investigations).

### PROCESSING OF CONSOLIDATED ARREST REPORTS BY TELECOMM PERSONNEL

- 11 - Duplicate (**yellow**) copies of the Alameda County Consolidated Arrest Report (CAR) shall be delivered to the Telecommunications Center "in-tray" (located inside the window which is adjacent to the Patrol Team mailboxes) by the arresting officer.
- 12 - Telecommunications Center personnel shall then process inquiries for warrants, other wants, obtain abstracts, complete the necessary processing.
- 13 - The duplicate (**yellow**) copy of the CAR shall **then** be routed to the Warrant **Detail**. All updates for warrant arrests will be attached to the Warrant **Detail** copy of the CAR immediately upon being updated. In the event that the warrant cannot immediately be updated, the Warrant **Detail** copy of the CAR will be held until updating can be one, or passed on to the next shift with instructions to update the warrants.
- 14 - When bail is accepted at the public counter, the person accepting bail shall notify the Telecommunications Operator or Warrant **Detail** personnel to insure that the

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warrant is updated and the update is attached to the warrant service card or abstract from the outside agency.

**VERIFICATION - STAY-AWAY ORDERS**

- 15 - Telecommunications Center personnel are responsible for the verification of stay-away orders issued in criminal cases involving domestic violence when the probability of victim intimidation exists. The stay-away file, housed in the Telecommunications Center, are filed alphabetically by defendants surname. Personnel shall adhere to the provisions set forth in General Order D-5, Domestic Violence Investigations.**

Reference: General Orders B-1, C-31, **D-5** and V-5