

IDAHO STATE POLICE PROCEDURE

07.14 REGIONAL COMMUNICATION CENTER (RCC) OPERATIONS

I. GENERAL

- A. The Idaho State Police (ISP) operates two Regional Communications Centers (RCCs); RCC North located in Coeur d'Alene and RCC South located in Meridian.
- B. The RCCs' primary responsibility is officer safety. Other responsibilities include, but are not limited to:
 - 1. Each Regional Communications Officer (RCO) will work with urgency and display the multi-tasking skills necessary to complete their job duties.
 - 2. Screening and prioritizing radio traffic and calls for service or assistance;
 - 3. Assigning and dispatching units; including resident trooper callout;
 - 4. Acquiring and providing pertinent information for troopers; and
 - 5. Completing reports and tracking activities as required.
 - 6. Completing requests in a timely manner.

Other state, federal, and local agencies may also use RCC services.

II. EACH RCO WILL UNDER NORMAL CIRCUMSTANCES:

- A. Maintain the ABC's of dispatching, Accuracy, Brevity and Clarity.
- B. Answer all troopers within three seconds of their original transmission. If advised to standby, provide a reason.
- C. Provide NCIC, driver's license, and registration returns within two minutes, provide an explanation if extended period of time.
- D. Dispatch calls for service or attempt to locate information within one minute of receiving.
- E. Know the general location of troopers and patrol areas at all times.
- F. Comply with ILETS established protocols when providing information to the public and law enforcement personnel with regard to criminal histories, driver's license information, in-house information, providing legal assistance and use of the Idaho Public Safety & Security Information System (ILETS).
- G. Each RCO will know the resources for the area they dispatch. When a trooper requests or needs back-up, the RCO will know their location and which agency to call for assistance, if necessary.
- H. RCOs will assist each other and communicate when assistance is needed whether within the center or with another agency.
- I. RCOs will have a working knowledge of where information is located in the center in order to complete a task or handle a situation in an efficient manner.

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III. ASSIGNED RCO SHIFTS

- A. The RCC Coordinator (RCCC) and RCC Supervisors maintain the shift schedule and leave requests.
- B. The Regional Communication Officers (RCOs):
 - 1. to be on time for a shift the RCO shall be at the console, signed into their computers, have relieved the prior RCO, and be ready to dispatch at the top of the hour/half hour as appropriate.
 - 2. remain on assigned shifts until properly relieved, or as directed by a supervisor or designee;
 - a. During the hours of weekday prime time (0600-0900 and 1600-1900) RCOs will not leave the dispatch floor. The exceptions are restroom breaks or work-related activities. Supervisor approval is needed to leave the dispatch floor during prime time.
 - 3. complete all CAD entries, logs, computer files, records, and other documents generated during the shift;
 - 4. thoroughly brief relief personnel prior to leaving the duty station.
 - 5. RCC personnel follow the guidelines established in [CAD Manual Companion](#) and [RCC Standard Operating Procedures](#).

IV. ASSIGNED CALLS FOR SERVICE

- A. RCOs broadcast a call for service on the appropriate channels, based on trooper status and location of call. Troopers acknowledge and respond in accordance with the protocol outlined in [07.12 Patrol Radio Operations](#), subsection G.
- B. RCOs call out off-duty troopers based on patrol assignments and current schedule:
 - 1. troopers scheduled to work a night shift normally cover any callbacks through 0400;
 - 2. troopers scheduled to work a day shift normally cover any callouts after 0400, and
 - 3. resident troopers are subject to call out in their areas at any time.
 - 4. CVS/Hazmat troopers are subject to call out at any time, RCOs will utilize the rotations in CAD.

V. IN-COMING TELEPHONE CALLS

- A. Answer with "Idaho State Police, 'your name':"
 - 1. phone lines are answered preferably on the first ring but no later than the third ring;
 - 2. 911 calls receive top priority when processing incoming telephone lines; and
 - 3. promptly transfer telephone calls, or provide the caller with the phone number, to the proper person or division.
- B. Prior to placing a calling party on hold, the RCO inquires if it is an emergency:
 - 1. if the call is an emergency, prioritize it with other activities;
 - 2. if the call is routine: return to the call in a timely manner; or

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3. obtain the caller's name and call back number, then forward the information to appropriate personnel.

C. Telephone calls more appropriate for another agency:

1. emergency calls – the RCO collects all pertinent information and transfers the caller to the appropriate agency; remaining on the line to ensure a successful transfer.
2. non-emergency calls – the RCO refers the caller to the appropriate agency
3. if the caller is complaining about another agency, forward it to the Captain of the District.

D. Telephone calls from the news media are handled in accordance with ISP procedure [02.05 Media Releases](#).

E. Other Agency Calls are handled in accordance with established RCC Standard Operating procedures.

F. When speaking to the public, RCOs will provide quality information in a courteous and efficient manner. RCOs will not provide legal advice or attempt to answer legal questions. RCOs will remember to speak to the public in plain language, avoiding the use of jargon that would be unfamiliar to the caller.

VI. OUT-GOING TELEPHONE CALLS

A. RCOs place telephone calls at a trooper's request only when the trooper provides sufficient information for the RCO to complete the call without further radio communications. RCOs do not make routine calls for troopers.

B. When calling an individual to obtain or give information, RCOs:

1. confirm they have reached the appropriate party;
2. identify themselves as ISP employees;
3. take appropriate steps to calm any fears the person may have; and
4. state the reason for the call.

VII. COMPUTER FILES AND RECORDS

A. The RCC is responsible for the organization, completion and maintenance of all files, manuals and other information required in the RCC.

B. Each RCC maintains manual(s) containing information unique to assigned Districts.

C. Each RCO will maintain accurate CAD records and ensure their completion prior to the end of their shift.

D. All RCOs must be familiar with applicable communications manuals, emergency response plans, Standard Operating Procedures, and shared reference files.

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- E. The following files and records may be maintained by the RCC:
- Daily Recap
 - PERQ
 - Shared Reference Files
 - NOTEQ
 - others as assigned
- F. RCC personnel use Idaho Law Enforcement Telecommunications System (ILETS) and National Crime Information Center (NCIC) systems consistent with procedures outlined in the ILETS and NCIC Operating Manuals.
- G. RCOs access and monitor the U.S. Department of Energy (DOE) Transportation Communications (TRANSCOM) system while DOE radioactive materials shipments are traveling in Idaho.
1. The RCC Coordinator ensures that RCOs have the necessary clearance and training:
 - a. only U.S. citizens may access the system because of the SAFEGUARDS classification of the information.
 2. The TRANSCOM system will be accessed as necessary:
 - a. RCOs monitor local shipment information;
 - b. to complete training.
- H. RCOs monitor all enroute shipments while the shipments are in Idaho, as requested by the Commercial Vehicle Safety Captain.
- I. RCOs perform EPIC records checks for any Idaho law enforcement agency making a request. All EPIC checks follow EPIC protocol and are documented in CAD.
- J. RCSs and RCCCs may serve as a Notary Public, if an agency need is identified. The bond applications and renewals are handled through the Director's Office Administrative Assistant and all notarial acts must be in accordance with [Idaho Code Title 51](#).
- K. Supervisors will complete quarterly audio reviews and provide quality feedback for each RCO according to Standard Operating Procedure.
1. All critical incidents should be reviewed within one week.
 2. Any officer safety issues or feedback should be addressed within one week.

VIII. CALLS FOR SERVICE

- A. When the RCC receives a request for service from another agency:
1. The RCO will never advise a unit is unavailable.
 2. The RCO advises the calling agency that an appropriate unit will be called out or en route, and the location they are responding from;
 3. If it is acceptable to the calling agency, dispatch a unit;
 4. If the calling agency withdraws the request as a result of the ETA and the request was for an ISP trooper, the RCO cancels the call and clears it with the clearing code of NR, including in the comments field in the CAD entry why the agency wanted ISP to cancel;

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5. If the calling agency determines at any point that ISP is not needed, advise the dispatched unit; and
6. Enter all pertinent information.

IX. CRASHES

- A. RCOs receiving a report of a crash determine:
 1. location;
 2. 911 coordinates, if available;
 3. direction of travel;
 4. what side of the roadway (right shoulder or median, etc.)
 5. injuries or extrication needs;
 6. status of ambulance notification, if appropriate;
 7. number of vehicles;
 8. road blockage;
 9. any available details about the crash including type of vehicles involved, presence of hazardous materials, possible injuries, or any other pertinent information;
 10. reporting party's name, contact number, and if the reporting party is a witness.
- B. For injury or unknown injury crashes, the RCO must:
 1. immediately request or confirm an ambulance is en route to the crash;
 2. activate alert tones prior to the crash broadcast;
 3. dispatch troopers to the crash; and
 4. provide updates when available.
- C. Upon request, the RCO notifies the nearest on duty or on call CVS/HM Specialist for crashes involving commercial vehicles or a hazardous material spill in accordance with ISP procedure [07.02 Crash Investigations](#).
- D. The investigating trooper provides the RCC with crash information prior to going out of service.
- E. A synopsis of crash events will be provided for a press release on major injury, fatality, or special circumstance crashes.

X. ABANDONED VEHICLES

- A. Troopers advise an RCO of an abandoned vehicle and how soon it must be removed. The RCO attempts to obtain a phone number for the listed registered owners through the utilization of applicable resource material.
 1. For immediate removal, the RCO immediately attempts to contact the owner by phone:
 - a. if the RCO receives a response:
 - i. advise the owner or answering party that the vehicle must be removed immediately;
 - ii. obtain an estimated time for removal or the party's preference for a tow truck;

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- iii. if the owner is unable or unwilling to remove the vehicle, advise that ISP will have the vehicle towed;
 - b. if the RCO receives no response, leave a message if possible;
 - c. make a notation of the phone number and the response;
 - d. advise the trooper of the vehicle removal status and follow the trooper's directives;
 - e. document all related information in the CAD call.
- 2. For removal by dark, the RCO must attempt to contact the owner by phone as soon as reasonably possible:
 - 3. if the RCO receives a response, advise the owner or answering party that the vehicle needs to be removed by dark or it will be towed;
 - 4. if the RCO receives no response, leave a message if possible;
 - 5. make a notation of the phone number and the response;
 - 6. document all related information in the CAD call.
 - 7. follow applicable CAD protocol to ensure vehicle can be checked later to ensure voluntary removal compliance or applicable ISP towing procedure implementation.
 - 8. For removal within 3-hours, the RCO must attempt to contact the owner by phone as soon as reasonably possible:
 - a. if the RCO receives a response, advise the owner or answering party that the vehicle needs to be removed by dark or it will be towed;
 - b. all related information if the RCO receives no response, leave a message if possible;
 - c. make a notation of the phone number and the response;
 - d. document in the CAD call.
 - e. follow applicable CAD protocol to ensure vehicle can be checked later to ensure voluntary removal compliance or applicable ISP towing procedure implementation.
 - i. For removal within 48-hours, the RCO must attempt to contact the owner by phone between the hours of 0800 and 2100:
 - f. if the RCO receives a response, advise the owner or answering party that the vehicle must be removed within 48-hours or it will be towed;
 - g. if the RCO receives no response, leave a message if possible;
 - h. make a notation of the phone number and the response;
 - i. document all related information in the CAD call;
 - j. follow applicable CAD protocol to ensure vehicle can be checked later to verify voluntary removal compliance or applicable ISP towing procedure implementation.

XI. TROOPER REQUESTS FOR SERVICES

- A. When a trooper requests a service unit such as a sand truck or utility company, the RCO:
 - 1. relays the request to the specified agency or company;
 - 2. obtains an estimated time of arrival, if available;
 - 3. advises the requesting trooper; and
 - 4. documents all related information in CAD.

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- B. If the RCO receives a request from a trooper indicating a specific air ambulance the RCO will clarify if the trooper is requesting the closest air ambulance or a specific company.
- C. Requests for tow trucks are processed in accordance with ISP procedure [07.17 Use of Tow Trucks](#).

XII. FATALITY NOTIFICATION

- A. Upon request from a patrol shift supervisor, the RCO contacts a state law enforcement agency outside of Idaho to make a death notification.
- B. The RCO provides the other agency with sufficient information to identify the deceased, locate next of kin, and describe circumstances surrounding the death.
- C. Upon receiving a request from a law enforcement agency outside of Idaho to make a death notification in Idaho, the RCO:
 - 1. obtains sufficient information from the other agency to identify the deceased, locate next of kin, and describe circumstances surrounding the death; and
 - 2. gives the request and information to the patrol shift supervisor.