



DP31

OPERATIONAL COMMUNICATIONS

DP31

Effective Date: 19 April 2013
Last Reviewed/Revised Date: 19 June 2025*

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POLICY

1. The Chief Constable shall ensure the provision of necessary operational communication infrastructure (e.g., Mobile Data Terminals, two-way radios, phones), hereafter ‘communications equipment,’ to facilitate efficient and effective communication in support of policing duties, and provide Procedures, pursuant to this Policy, regarding their use.
2. Delta Police Department employees are expected to answer, acknowledge and/or respond to communications received through communications equipment efficiently and professionally.

REASON FOR POLICY

3. To seek to ensure public and employee safety.

RELATED POLICIES

- DP30 – Authorized Access & Use of Electronic Systems
- DP61 – Distracted Vehicle Operation
- EC50 – Security & Privacy Management of Records, Information & Data
- IP34 – Digital Images, Video & Audio Recordings
- IP35 – Cell Phone Information Requests



PROCEDURES

Responsibilities

4. The Chief Constable will delegate to the Deputy Chief Constables responsibility for the following operational communications equipment elements:
 - a) maintaining a service agreement with E-Comm to provide 24/7 emergency call taking and radio dispatch, and ensuring E-Comm has the current contact information for members and records the appropriate information for calls for service;
 - b) providing means for persons to contact the Department for non-emergency reporting or information regarding service delivery (e.g., crime reporting, media and Freedom of Information requests, criminal record checks, fingerprinting, crime prevention information), including phone and online communications;
 - c) providing translation services to communicate with persons whose primary language is not English;
 - d) training, where required, for use of communications equipment;
 - e) determining which communications equipment will record and the security and management of those recordings; and
 - f) the security of operational communications, including equipment and provisions for back-up resources (e.g., an alternate source of electrical power).
5. Employees shall use the following for operational communications:
 - a) 24-hour clock system, commencing at 0000 hours and ending at 2359 hours;
 - b) NATO phonetic alphabet; and
 - c) proper transmission sequence, identifying the unit being called first followed by their own call sign.
6. Members shall notify E-Comm of their unit and radio number at the beginning of their shift and are expected to maintain communication with E-



Comm and their supervisor throughout their shift, including notification if leaving their assigned area and an estimated time of return.

7. Employees shall have no expectation of privacy when using operational communications equipment, and all communications may be recorded.

Mobile Data Terminals (MDTs)

8. Members whose duties involve the use of an MDT are to:
 - a) log on to their MDT at the beginning of their shift and log off at the end, and sign off if leaving it accessible to others or unattended for a prolonged period of time; and
 - b) for data inquiries, use their MDT unless impracticable or unsafe to do so, in which case they are to radio E-Comm to request the information.

Two-Way Radios

9. Members are responsible for monitoring their radio at all times, and radio communication shall be brief and restricted to essential operational matters.
10. At the beginning of their shift, Patrol members must sign out a portable two-way radio from the equipment storage room at HQ or PSB by using the equipment scanner to scan their personal barcode and those of the radio and battery pack.
11. If a radio malfunctions, the member must:
 - a) record the specific issue on a service tag and attach it to the radio;
 - b) place the radio in the designated bin in the equipment storage room; and
 - c) submit a ticket to Fleet Services, who are responsible for facilitating repairs.
12. Fleet Services is responsible for the management and maintenance of radios and battery packs.
13. Fleet Services may assign radios to specialized units or individual members, as required by their duties, and those members are responsible for carrying a radio while on duty and ensuring its proper storage.



14. Specialized units shall use encrypted channels for communications, as appropriate.

Phones

15. Employees answering phone calls shall:
- a) for information inquiries, provide information that is within their scope of duties to provide, or direct the person to another Department section or external resource;
 - b) for emergency calls, direct the person to call 9-1-1, except for Public Information Representatives (PIRs), who shall immediately transfer the person to E-Comm; and
 - c) for reports of a non-emergency incident that may merit member attendance, direct the person to a PIR, and PIRs receiving a report shall initiate a file and dispatch a member.
16. All employees shall make best efforts to return calls during the shift in which they were received, and are required to:
- a) return calls received while not on shift, during their following shift; and
 - b) if on leave or off-duty for an extended duration of time, use out of office email and voicemail absence notifications; and
 - c) if a Patrol member, record a voicemail message that provides:
 - i) an explanation of their shift pattern,
 - ii) their email address, and
 - iii) direction to call the on-duty Patrol Staff Sergeant if immediate action is needed.
17. Supervisors are responsible for ensuring employees in their section comply with the above.



Requesting Recordings

18. Members requiring a copy of operational communications for an investigative purpose or Crown disclosure shall submit their request to the Supervisor i/c Transcription in accordance with the Unit's request process.
19. For E-Comm recordings, the Supervisor i/c Transcription, or delegate, shall request the recording from E-Comm and forward it to the requesting member, who shall add it to the applicable file.
20. Employees shall not make unauthorized copies of, share, or otherwise store operational communications recordings.

*Revised Dates:
18 May 2017