

- B. The approved clothing list describes the specifications for all uniform items and all safety equipment required and authorized by the department for regular patrol duty and for specialized units within the department. All officers are responsible for remaining aware of the authorized clothing list contents and will adhere to the applicable specifications contained within, when purchasing items.
- C. The administrative lieutenant is responsible for supplying the updated list of authorized clothing, equipment, and vendors. NO unauthorized clothing or equipment may be purchased or utilized for use in the course duty without prior approval from the Chief of Police.
- D. The administrative lieutenant is responsible for the overall placement of orders for uniforms and equipment. As with all purchases made by this department, no orders will be placed without proper documentation being filed and authorized by the administrative lieutenant.
- E. Subject to the approval of the Chief of Police, the administrative lieutenant may appoint a supervisor to act as clothing officer to assist him/her with clothing orders.
- F. All uniforms and equipment will be ordered at one time each year. This order will be for both summer and winter uniforms. Equipment for special units should also be placed at this time.
- G. Division commanders will ensure that inspections are conducted to ensure that their respective personnel have complete uniforms, which are fit for duty at any given time.
- H. A mandatory uniform and equipment list will be issued to every officer of this department. Each officer's immediate supervisor is responsible to verify that each member of this department under his/her responsibility has all of the mandatory equipment on that list. The supervisor is also be responsible to verify that the respective uniforms and equipment are fit for duty. The supervisor will see that each officer properly completes the mandatory uniform and equipment list in accordance with each individual officer's needs. The supervisor will then review and endorse the list and forward the approved form to the clothing officer for processing or disapprove the list and return it to the officer for corrections or more information.
- I. The clothing officer will compile all of the mandatory uniform and equipment lists and coordinate placing the order through the administrative lieutenant.
- J. In the case of damaged or lost equipment, a letter explaining the circumstance of the loss or damage will be forwarded through the chain of command to the administrative lieutenant. The administrative lieutenant will review the circumstances of the loss or damage and determine if there is a need for emergency replacement of the lost or damaged equipment. Otherwise, the loss of damage is the responsibility of the individual officer. Any request for emergency replacement of uniforms or equipment will be handled directly by the administrative lieutenant. Incidental items such as buttons, tie clasps, ties, and hat covers can be routinely replaced as needed by the clothing officer. Other replacements will be considered emergency replacements and handled accordingly.

- K. The collective bargaining agreement sets clothing allowance for all personnel. Personnel who are not covered by a collective bargaining agreement will be supplied clothing and equipment as needed.

VI. FITNESS CLOTHING

- A. Fitness clothing requests will be forwarded by September 1st of each year after all other items are ordered from the mandatory uniform and equipment list. Total maximum dollar amount on fitness clothing shall not exceed \$200.00. Of that amount, total maximum of \$120.00 may be used towards fitness shoes/sneakers.
- B. All fitness related gear would be from the department-supplied vendor as approved by the Chief of Police. It shall be the responsibility of the administrative lieutenant to secure prices on recommended equipment to insure best quality/best price scenario.

VII. SPECIAL UNITS AND EXCHANGE OF EQUIPMENT

- A. Certain pieces of department-supplied clothing and equipment are specifically for certain units in this department. Officers assigned to specialty units, and detectives may have specialized equipment, which will not be available to all department personnel. The officer in charge of each respective special unit will handle these uniform and equipment lists. The officer in charge will forward all requests for the type equipment to the clothing officer and eventually to the administrative lieutenant for processing.
- B. No officer may exchange, change, or substitute clothing and/or equipment that had not been authorized for purchase by the Chief of Police. Anyone who violates this SOP is subject to disciplinary action. Any problems with department's clothing vendor shall be reported to administrative lieutenant or clothing officer.

VIII. JEWELRY

- A. Officer safety is of concern when dealing with the issue of personal jewelry. Only durable watches and personal rings that do not compromise safety may be worn on duty. No earrings, neck jewelry displayed outside duty uniform may be worn.
- B. The wearing of jewelry is generally limited to ceremonial or fraternal type rings, tie clips, watches or unobtrusive religious articles. Ankle bracelets are not authorized. Eccentric or faddish jewelry including, but not limited to, nose rings or studs, tongue rings or studs, eyebrow rings or studs, etc., shall be prohibited. Earrings are prohibited.
- C. *Note: all personnel are discouraged from wearing expensive, costly, valuable, or unique jewelry or wristwatches while on duty. The Township will not honor claims for employees reporting the damage or loss of these articles.*

IX. RESPONSIBILITIES

- A. Officers are responsible for maintaining his/her uniforms and equipment. Officers are responsible for requesting needed equipment by the established deadline on the approved form.

- B. As with any piece of clothing or equipment, it may become necessary to make alterations or adjustments once it is picked up. It is the responsibility of the officer who ordered the item(s) to make the necessary arrangements to have the item(s) altered to the satisfaction of the officer and bid specification for the item.
- C. Any officer's uniform appearance that is not acceptable will be the responsibility of his immediate supervisor. Any supervisor who signs off on his subordinates mandatory uniforms and equipment list will be responsible to insure that the stated uniform and equipment exists and is fit for duty.

X. RETURNED UNIFORMS AND EQUIPMENT

- A. All uniforms and equipment described in this SOP is department owned. The uniforms and equipment supplied by this department are for use by department personnel while in the performance of their assigned duties. NO department supplied uniform or equipment shall be utilized, displayed, or otherwise detailed without the expressed written consent of the Chief of Police.
- B. In the event of separation from employment, all department supplied uniforms and equipment will be turned in to the administrative lieutenant. He/she shall supply a written receipt for any and all items turned in. Any items issued for use while employed, which are not returned, as requested, upon separation from employment shall be the responsibility of the former employee and subject to compensation to the Township of Wall upon notice.

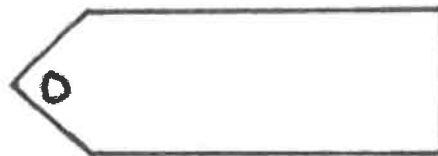
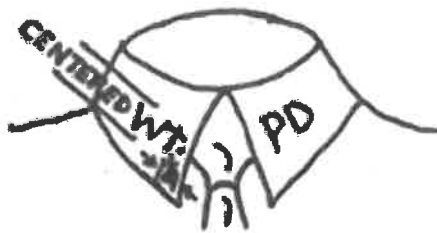
XI. DISPOSAL OF UNIFORMS

- A. All uniforms that are no longer serviceable shall not be disposed without authorization of the Chief of Police or his/her designee. Uniforms that are approved for destruction shall be disposed of in the following manner:
 - 1. An event report shall be generated in the CAD system indicated what is being destroyed and the reason for the destruction.
 - 2. All identifiable insignias or patches shall be removed from the uniform and the uniform shall be shredded into unusable pieces.
 - 3. The clothing officer shall store the removed insignias and patches.

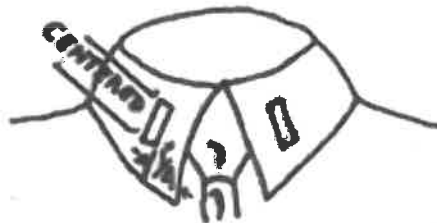
XII. LOSS AND DAMAGED UNIFORMS AND EQUIPMENT

- A. Public safety includes some risk. Regardless of the precautions taken, public safety employees are subject to sudden and at time, violent encounters that may result in loss of or damage to uniforms and equipment.
- B. All personnel, both sworn and non-sworn, are strongly discouraged from possessing precious gems, precious metals, family heirlooms, antiques, or other expensive items while on duty that may be lost or damaged. These items include, but are not limited to: diamond jewelry, engagement rings, designer clothing, expensive pen and pencil sets, precious timepieces, designer eyewear, etc.

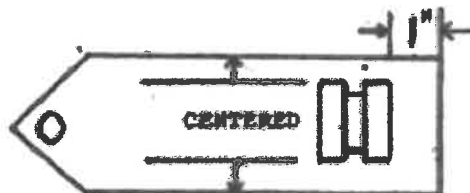
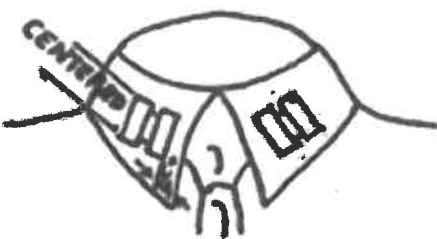
- C. This agency recognizes that individuals have their own tastes and may wish to have these expensive items with them while on duty. Good taste should not transcend common sense. Employees may do so, at their own risk! This department will not honor or entertain claims arising out of lost or damaged precious gems, precious metals, heirlooms, antiques, designer clothing, designer eyewear, precious timepieces, expensive pen and pencil sets, and similar artifacts.
- D. While convenient and ubiquitous, cell phones and other electronic devices are particularly susceptible to damage or loss. This department will not honor claims for lost or damaged cell phones and other electronic devices as they are not required to possess or use while on duty.
- E. Loss or damage claims arising out the performance of duty shall be handled in accordance with the prevailing collective bargaining agreement(s). The term 'performance of duty' shall be narrowly construed to be an official public safety action (e.g., watch damaged while wrestling with a subject, etc.). Except where otherwise permitted in a collective bargaining agreement, claims arising out of carelessness or negligence will not be honored.
- F. All claims for damage to uniforms or equipment shall be made in writing, directed to the Chief of Police, through the employee's chain of command.
 - 1. The written report shall detail the circumstances of the damage, the age of the item and the original purchase cost of the item, not the replacement cost.
 - 2. If possible, a receipt should accompany the miscellaneous report for the original article.
 - 3. Supervisors in the chain of command shall verify the claim to the extent possible. Claims will be investigated on a case-by-case basis.
 - 4. Payments may be made proportionately based upon expected serviceable life minus use.
 - 5. Appeals on decisions should be forwarded to the appropriate collective bargaining unit for action.



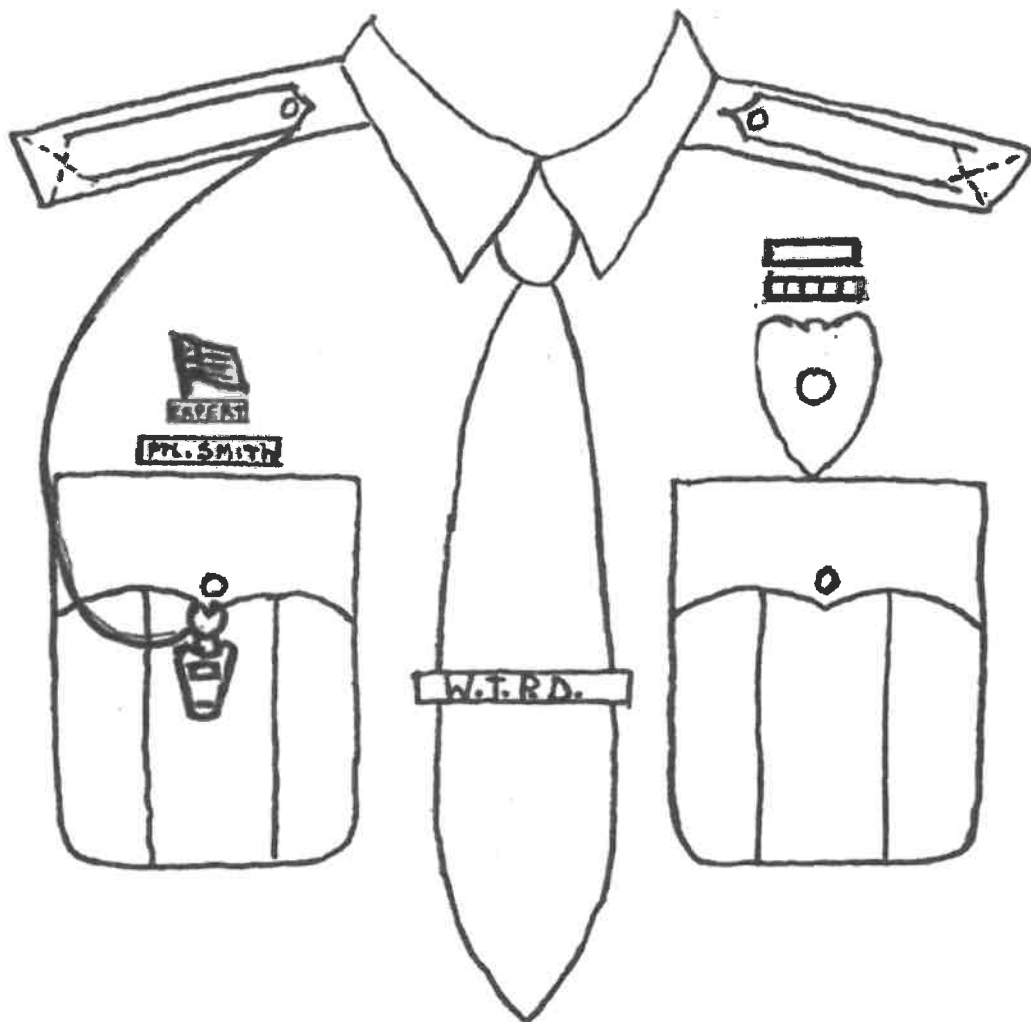
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LIEUTENANTS INSIGNIA



CAPTAINS INSIGNIA



WALL TOWNSHIP POLICE DEPARTMENT			
<i>Standard Operating Procedure</i>			
CHAPTER: 14	SECTION: 5	# OF PAGES: 10	
SUBJECT: USE OF FORCE			
EFFECTIVE DATE: April 1, 2009	ACCREDITATION STANDARDS: 1.10.2a, 3.3.1, 3.3.2, 3.3.3, 3.3.4	REVISION DATE	PAGE #
BY THE ORDER OF: Police Chief Robert Brice		08/28/09	8
		03/29/13	1, 3-5
		04/01/14	6, 8
		04/06/15	2, 9
SUPERSEDES ORDER #: G.O 1.3.1			

PURPOSE The purpose of this standard operating procedure is to maintain compliance with guidelines promulgated by the New Jersey Attorney General, Monmouth County Prosecutor, and existing statutory and case law.

POLICY Police officers have been granted the extraordinary authority to use force when necessary to accomplish lawful ends. That authority is grounded in the responsibility of every sworn law enforcement officer to comply with the laws of the State of New Jersey regarding the use of force and to comply with the provisions of this SOP. In situations where officers are justified in using force, the utmost restraint should be exercised. The use of force should never be considered routine. In determining whether to use force, each officer shall be guided by the principle that the degree of force employed in any situation should be only that, which is reasonably necessary. Officers should exhaust all other reasonable means before resorting to the use of force. It is the policy of the State of New Jersey, and the Wall Township Police Department, that officers will use only that force that is objectively reasonable and necessary.

This SOP reinforces the responsibility of personnel to take those steps possible to prevent or stop the illegal or inappropriate use of force by other personnel. Personnel are expected and required to take appropriate action in any situation where personnel are clearly convinced that other personnel are using force in violation of state law or this SOP. Personnel are encouraged to do whatever he/she can to interrupt the flow of events before others do something illegal and before any official action is necessary.

Sound judgment and the appropriate exercise of discretion will always be the foundation of police officer decision-making in the broad range of possible use of force situations. Officers whose actions are consistent with the law and the provisions of this SOP will be strongly supported by the law enforcement community in any subsequent review of their conduct regarding the use of force. Conversely, officers whose actions are contrary to law and the provisions of this SOP may be subject to disciplinary action, up to and including criminal prosecution and/or termination.

PROCEDURES

I. DEFINITIONS

- A. **Constructive Authority** does not involve actual physical contact with a subject, but involves the use of the officer's authority to exert control over a subject.
1. Examples include verbal commands, gestures, warnings, and un-holstering a weapon.
 2. Pointing a firearm at a subject is an element of constructive authority to be used only in appropriate situations. Such situations include pointing a firearm at a subject to discourage resistance or to maintain control over a dangerous situation.
- B. **Deadly Force** is force which an officer uses with the purpose of causing, or which the officer knows to create a substantial risk of causing, death or serious bodily harm. Purposely firing a firearm in the direction of another person or at a vehicle, building or structure in which another person is believed to be constitutes deadly force. A threat to cause death or serious bodily harm, by the production of a weapon or otherwise, so long as the officer's purpose is limited to creating an apprehension that deadly force will be used, if necessary, does not constitute deadly force.
- C. **Employee** shall mean all employees of the Wall Township Police Department regardless of sworn status, job title, or assignment.
- D. **Imminent Danger** describes threatened actions or outcomes that may occur during an encounter absent action by the officer. The period of time involved is dependent on the circumstances and facts evident in each situation and is not the same in all situations. The threatened harm does not have to be instantaneous. For example, imminent danger may be present even if a subject is not at that instant pointing a weapon at the officer, but is carrying a weapon and running for cover.
- E. **Law Enforcement Officer** is any person sworn to enforce the criminal laws of the State of New Jersey, who is certified by the Police Training Commission, or is currently employed by a public safety agency and is authorized to carry a firearm under NJSA 2C: 39-6.
- F. **Meaningful review** is a formal documented process to determine whether policy, training, equipment or disciplinary issues need to be addressed.
- G. **Mechanical Force** involves the use of some device or substance, other than a firearm, to overcome a subject's resistance to the exertion of the officer's authority. Examples include the use of an ASP baton or other object, canine physical contact with a subject, or chemical or natural agent spraying.
- H. **Physical Contact** involves routine or procedural contact with a subject necessary to effectively accomplish a legitimate law enforcement objective. Examples include, guiding a subject into a police vehicle, holding the subject's arm while transporting, handcuffing a subject and maneuvering or securing a subject for a frisk.

- I. **Physical Force** involves contact with a subject beyond that which is generally utilized to affect an arrest or other law enforcement objective. Physical force is employed when necessary to overcome a subject's physical resistance to the exertion of the officer's authority, to protect persons or property, to prevent an escape, affect an arrest or to accomplish other lawful objectives. Examples include, wrestling a resisting subject to the ground, using wrist locks or arm locks, striking with the hands or feet, or other similar methods of hand-to-hand confrontation.
- J. **Reasonable Belief** is an objective assessment based upon an evaluation of how a reasonable police officer with comparable training and experience would react to, or draw inferences from, the facts and circumstances confronting and known by the officer at the scene.
- K. **Substantial Risk**: Any discharge of a firearm entails some risk of an unintended outcome. A substantial risk exists when an officer disregards a foreseeable likelihood that innocent persons will be endangered. For example, firing a weapon into a confined space (room, vehicle, etc.) occupied by innocent persons exposes those persons to a substantial risk of harm.
- L. **Serious Bodily Injury** means bodily injury, which creates a substantial risk of death or which causes serious, permanent disfigurement, or protracted loss or impairment of the function of any bodily member or organ.

II. AUTHORIZATION AND LIMITATIONS

- A. Use of Physical or Mechanical Force
 - 1. Officers may use physical force or mechanical force when they reasonably believe it is immediately necessary at the time:
 - a. To overcome resistance directed at officers or others; or
 - b. To protect themselves, other officers or a third party from unlawful force; or
 - c. To protect property; or
 - d. To thwart the commission of a crime involving or threatening bodily harm; or
 - e. To effectuate other lawful objectives, including, but not limited to: making an arrest, preventing an escape, preventing a suicide or preventing someone from harming him/herself, etc.
 - 2. Once all resistance or physical force being used to resist or prevent officers from carrying out their duties as ceased, use of further force on the officers' part shall cease.
- B. Due to the potential for unintended serious injury or death, the use of sleeper holds or other similar neck/vascular restraint techniques is not authorized unless circumstances exists in which the officer(s) reasonably believe such action is immediately necessary to protect the officer or another person from imminent danger of death or serious bodily harm.

C. Use of Less Lethal Weapons

1. ASP Baton

- a. ASP Batons are defensive weapons that may be used when the justification for the use of less lethal force exists.
- b. Once resistance ceases, the use of the ASP baton as a less lethal weapon shall cease.
- c. ASP batons shall only be used as instructed. ASP batons shall not be used to deliberately strike another with a degree of force intended to cause serious bodily injury or death unless the use of deadly force is justified.
- d. Personnel must exercise special care in their use and avoid striking those potentially fatal areas of the body identified during training.

2. Oleoresin Capsicum (OC) Spray

- a. OC is permitted in less lethal force situations where the use of force is necessary and justified to apprehend or control an individual, and the use of the OC will facilitate the arrest with the minimum chance of injury to the officer, the arrestee, or innocent bystander.
- b. OC must not be handled by children or unauthorized individuals.
- c. OC has been found to be generally effective in controlling persons who are under the influence of alcohol and/or narcotics, persons highly agitated or motivated and those who are mentally unbalanced. The effects of OC vary with different types of individuals. Therefore, officers must be continually alert to the possibility that other means may be necessary to subdue a resistive or noncompliant subject or attacker.
- d. OC has been found to be effective against aggressive animal attack and may also work well against attacking dogs. Caution must be used when repelling dogs trained to attack and/or those who are extremely motivated. OC exposure to animals may not be effective and may cause the animal to be even more aggressive.
- e. OC should be sprayed directly into the target's face with the spray being directed to the eyes, nose, and mouth from as close as safely possible. OC should always be used in the upright position with short one-half to one-second bursts.
- f. Once resistance ceases, the further application of OC shall cease.
- g. Noncompliance with an officer's verbal commands may be considered justification for deployment where force is otherwise authorized.
- h. OC shall not be used in the immediate vicinity of infants or the elderly unless absolutely necessary.

- i. All persons who have been exposed to OC will at the earliest practicable time, be allowed to flush the affected area with cold/cool water,
- j. OC shall not be used on the operator of a motor vehicle unless the motor vehicle is first disabled (e.g. removal of keys from the ignition).

D. Use of Deadly Force

- 1. Officers may use deadly force when the officer(s) reasonably believe such action is immediately necessary to protect the officer or another person from imminent danger of death or serious bodily harm.
- 2. Officers may use deadly force to prevent the escape of a fleeing suspect:
 - a. Whom the officer has probable cause to believe has committed an offense that the suspect caused or attempted to cause death or serious bodily harm; and
 - b. Who will pose an imminent danger of death or serious bodily harm should the escape succeed; and
 - c. When the use of deadly force presents no substantial risk of injury to innocent persons.
- 3. If feasible, officers should identify themselves and state their intention to shoot before using a firearm.

E. Restrictions on the Use of Deadly Force

- 1. Officers are under no obligation to retreat or desist when resistance is encountered or threatened. However, an officer shall not resort to the use of deadly force if an officer reasonably believes that an alternative to the use of deadly force will avert or eliminate an imminent danger of death or serious bodily harm and achieve the law enforcement purpose at no increased risk to the officer or another person.
- 2. Officers shall not use deadly force to subdue persons whose actions are only destructive to property.
- 3. Deadly force shall not be used against persons whose conduct is injurious only to them.
- 4. Officers shall not discharge a weapon as a signal for help or as a warning.
- 5. While any discharge of a firearm entails some risk, discharging a firearm at or from a moving vehicle entails an even greater risk of death or serious injury to innocent persons. The safety of innocent people is jeopardized when a fleeing suspect is disabled and loses control of their vehicle. There is also a substantial risk of harm to occupants of the suspect vehicle who may not be involved, or involved to a lesser extent, in the actions that necessitated the use of deadly force. Due to this greater risk, and considering that firearms are not generally effective in bringing moving

vehicles to a rapid halt, officers shall not fire from a moving vehicle or at the driver or occupant of a moving vehicle unless the officer reasonably believes:

- a. There exists an imminent danger of death or serious bodily harm to the officer or another person; and
 - b. No other means are available at that time to avert or eliminate the danger.
6. Officers shall not fire a weapon solely to disable moving vehicles.
 7. Unless extraordinary circumstances necessitate officers to engage in suppression fire in order to protect the life of injured persons that require rescue and evacuation from an area in which a subject's continued actions clearly pose an imminent threat of death or serious bodily harm, officers shall not fire a weapon into buildings, doors, windows, or other openings when the person being fired upon is not clearly visible.
 8. Destroying an animal is justified in the following circumstances:
 - a. Officers may use a firearm to destroy an animal where the animal presents an immediate threat to human life; or
 - b. Officers may use a firearm to destroy an animal that is so badly injured that humanity requires its relief from further suffering. If the injured animal is domesticated, personnel make every reasonable effort to notify an owner. The firearm discharge shall create no substantial risk to personnel or third parties and must be approved by a supervisor.
 - 1) Officers shall be mindful that some animals have insufficient body mass to prevent a bullet from passing completely through their bodies. Therefore, officers must be cognizant of surrounding conditions, such as the composition of the material behind or below the animal, and nearby persons or structures that could be affected by a ricochet or deflection.
 - 2) When there is suspicion that the animal may be rabid, the point of aim should be the front shoulder area and not the head.
 - 3) Personnel shall not touch an animal without first protecting themselves from bloodborne pathogens.

III. EXHIBITING A FIREARM

- A. Officers shall not unholster or exhibit a firearm except under any of the following circumstances:
 1. For maintenance of the firearm;
 2. To secure the firearm;

3. During training exercises, practice or qualification with the firearm;
4. When circumstances create a reasonable belief that it may be necessary for the officer to use the firearm;
5. When circumstances create a reasonable belief that the display of a firearm as an element of constructive authority helps establish or maintain control in a potentially dangerous situation in an effort to discourage resistance and ensure officer safety;
6. When ordered by a supervisor or other lawful authority.

IV. AFTER ACTION REQUIREMENTS

- A. Following the use of force, officers shall immediately evaluate the need for medical attention or treatment for the person upon whom the force was used and provide first aid to the extent of their training except where the application of first aid will expose the officer to immediate danger.
- B. Any person requesting and/or deemed in need of medical attention shall be transported (in accordance with department transportation procedures) to the nearest available emergency medical treatment center or hospital. The extent of the injury and the treatment offered/provided shall be documented in the body of the investigative report.
- C. Under no circumstances shall department personnel sign or endorse any medical authorization for any person under arrest or in custody. Persons shall use their own medical insurance or the medical facility/hospital shall seek remuneration from the appropriate indigent care funds.
- D. In addition to providing the appropriate medical aid, officers shall also:
 1. Promptly notify their immediate supervisor of the incident.
 2. Attempt to locate and identify all witnesses.
- E. The attending road supervisor shall immediately respond to the scene of any use of force incident where, as the result of the application of force, an officer, bystander, or detainee/prisoner is injured, complains of injury or discomfort and requires medical attention. The supervisor need not respond to the scene in cases where the injured person(s) have already been removed for medical treatment. The supervisor shall also:
 1. Ensure that affected persons receive the necessary assistance, including medical attention;
 2. Ensure that the need for medical treatment for any bystander or detainee/prisoner is evaluated and provided where necessary; and
 3. Notify the appropriate Division commanders or their designees, who should respond to the scene and cause the appropriate level of investigative and support services including, but not limited to: photographs, measurements, diagrams, statements, etc. When an injury or complaint of pain exists,

supervisors should obtain photographic documentation to the extent possible.

F. Any employee whose action(s) or use of force in an official capacity results in death or serious bodily injury to any person shall be removed from line-duty assignment pending a meaningful review.

1. The meaningful review shall normally be conducted by the employee's commanding officer or designee and shall determine whether policy, training, equipment or disciplinary issues should be addressed.
2. In some instances, the Chief of Police may assign the meaningful review to another unit/person at their discretion.
3. Employees should be afforded the appropriate level of critical incident stress debriefing or counseling in comportment with department policy.

V. ARRESTS REQUIRING THE USE OF FORCE

A. Other than when dealing with emotionally disturbed persons, whenever a person being arrested resists the officer's action and force is used, one of the following charges (whichever is applicable) should be made against the subject. This charge is in addition to the charges that precipitated the arrest.

1. NJSA 2C: 29-2a(1) – a person is guilty of a disorderly persons offense if he purposely prevents a law enforcement officer from affecting a lawful arrest; or
2. NJSA 2C: 29-2a (2) – a person is guilty of a crime of the fourth degree, if by flight, he purposely prevents or attempts to prevent a law enforcement officer from effecting an arrest.
3. NJSA 2C: 29-2a (3) – a person is guilty of a crime of the third degree if the subject used, or threatened to use, physical force or violence against the law enforcement officer or another; or, (2) subject used any other means to create a substantial risk of causing physical injury to the public servant or another.

VI. NOTIFICATION AND INVESTIGATION REQUIREMENTS

A. The Monmouth County Prosecutor's Office shall be immediately notified when the use of physical, mechanical, or deadly force results in death or serious bodily injury, or when an injury of any degree results from the use of a firearm by an officer.

1. The Prosecutor's Office will normally conduct the subsequent investigation into the use of force. The Division of Criminal justice may supersede the investigation where there may be a conflict or if the matter is better handled at the State level.
2. If the Division of Criminal Justice becomes the lead-investigating agency, a shooting response team consisting of DCJ investigators and members of the New Jersey State Police Major Crimes Unit shall normally conduct the investigation.

3. When a Prosecutor's detective or investigator, Assistant Prosecutor, or the Prosecutor is involved in the use of force incident, DCJ will be the lead-investigating agency.
 4. When a State investigator, Deputy Attorney General, or Assistant Attorney General, or any other law enforcement officer employed by a State or Federal agency is involved in a use of force incident, the Monmouth County Prosecutor's Office will generally conduct the subsequent investigation unless otherwise directed by the Attorney General.
 5. When a member of the New Jersey State Police or a member of any agency supervised by the new Jersey State Police is involved in a use of force incident, DCJ is normally the lead investigating agency, but DCJ may refer the case to the Prosecutor's Office.
- B. The Division of Criminal Justice, Operations Bureau must be notified within twenty-four (24) hours of any force used by an officer that involves death or serious bodily injury, or when an injury of any degree results from the use of a firearm by an officer.

VII. REPORTING REQUIREMENTS

- A. In all instances when physical, mechanical or deadly force is used, whether on or off duty, each officer who has employed such force shall complete and submit
1. Any investigative document made necessary by the nature of the underlying incident (Investigation Report, etc.); and
 2. A Use of Force Report or the Police Use of Deadly Force-Attorney General Notification Report, whichever is appropriate.
- B. A written report is also required:
1. In all instances whenever an employee discharges a firearm, for other than training or recreational purposes;
 2. In all cases whenever an employee unintentionally discharges a firearm, regardless of the reason;
 3. In all instances where an employee takes an official action that results in, or is alleged to have resulted in death or injury to another person.
- C. The attending supervisor shall review these reports for accuracy and completeness and shall promptly address any issues as they may pertain to policy changes, training, weapons or equipment, or discipline (i.e., meaningful review). Recommendations to modify policy, apply remedial training beyond what can be performed by the supervisor, change weapons, equipment, or tactics, or apply discipline shall be thoroughly documented and forwarded through the chain of command.

- D. These reports shall be forwarded to the officer's division commander. The division commander or his/her designee shall conduct a meaningful review of the incident. The division commander shall forward the meaningful review report and the use of force report to the Internal Affairs Unit, where it shall be stored in a file separate from the incident. The Internal Affairs Unit may also review these reports to note any trends or issues that need to be studied, analyzed, and/or addressed.
- E. The Training Unit supervisor shall be responsible for completing the annual Use of Force Summary Report in a manner prescribed by the Monmouth County Prosecutor.

VIII. TRAINING

- A. All department personnel authorized to carry department lethal and less lethal weapons shall be issued copies of, and be instructed in, this SOP prior to being authorized to carry a weapon. The issuance and instruction shall be documented and forwarded to the supervising firearms instructor and training unit.
- B. It is the responsibility of the Training Unit to ensure that use of force training is conducted twice per year. This training must reflect current standards established by statutory and case law, as well as State, County and departmental policy, directives, and guidelines. The training program will include the use of force in general, the use of physical and mechanical force, the use of deadly force, decision making skills; the limitations that govern the use of force and deadly force; and all applicable aspects of departmental SOPs.
- C. All use of force training shall be documented each time it is provided listing all personnel being trained. This documentation shall be forwarded to the training unit.
- D. The supervising firearms instructor is responsible for ensuring that all firearm instructors and the range officers comply with the mandates of this SOP. The supervising firearms instructor is also responsible for completing and forwarding the annual Monmouth County Firearms Report by January 15th.
 - 1. Copies of all training records shall be forwarded to the training supervisor who shall update the department's master training records.
 - 2. The training supervisor shall also ensure that each officer's training records are updated as required.

WALL TOWNSHIP POLICE DEPARTMENT <i>Standard Operating Procedure</i>					
CHAPTER: 7	SECTION: 1	# OF PAGES: 24			
SUBJECT: AUTHORIZED WEAPONS & AMMUNITION					
EFFECTIVE DATE: May 4, 2009		ACCREDITATION STANDARDS: 1.10.1, 1.10.2	REVISION DATE	PAGE #	
BY THE ORDER OF: Chief Robert Brice			02/01/11	2-24	
			04/12/12	23-24	
			06/03/14	All	
SUPERSEDES ORDER #: GO 1994-12, GO 1994-14, GO 1994-16, GO 2000-15, GO 2000-26, GO 2002-17, GO 2002-20, GO 2005-15, GO 2002-20, GO 1997-24, GO 2001-27, GO 2003-20					

PURPOSE The purpose of this standard operating procedure is to establish and codify this department's philosophy and guidelines regarding its weapons, ammunition, and weapons training program.

POLICY It is the policy of the Wall Township Police Department that only weapons and ammunition authorized by the Chief of Police shall be used by department personnel in the performance of their responsibilities. The directive shall apply to weapons and ammunition carried both on and off duty. Only department personnel demonstrating proficiency in the use of department authorized weapons are permitted to carry and use such weapons.

It is also the policy of the Wall Township Police Department to provide ample training to its officers in the safe handling and use of authorized weapons and ammunition. Minimally, this agency will adhere to the tenets set forth in the New Jersey Attorney General's Guidelines regarding Firearm Qualification. This SOP in no way will restrict this agency from providing more training than what is provided for by the New Jersey Attorney General.

It is further the policy of this department that officers opting to carry a handgun in an off-duty capacity must also be in possession of their police badge and identification while off-duty.

PROCEDURES

I. GENERAL

- A. Refer to SOP Chapter 15 Section 5 Use of Force for guidance and reporting requirements concerning firearms discharges, including unintentional discharges.
- B. This agency adopts the definitions set forth in the New Jersey Attorney General's Guidelines regarding Firearm Qualification
- C. Officers shall promptly notify the Chief of Police through the chain of command if they are on medication that can adversely affect their ability to handle or use a firearm or less lethal weapon.
- D. No officer shall at any time carry on his/her person a weapon, whether on or off duty, when he/she is consuming or is under the influence of alcohol or prescription drugs that have the capacity to adversely affect his/her mental or physical capability.
 - 1. If at any time an officer is taking a prescription or over-the-counter medication, which would impair his/her ability to handle or use a firearm, that officer must submit a physician's note to the Chief of Police.
 - 2. The note must explain what the officer is being treated for and the estimated length of the treatment.
 - 3. A report will be submitted to the Chief of Police, who will then determine the action to be taken.
- E. Officers shall not surrender a firearm. Surrender of a firearm rarely de-escalates a serious situation and, in fact, can place an officer and innocent persons in jeopardy.
- F. No member of this department shall carry any firearm onto the gaming floor of an Atlantic City Casino.
- G. No member of this department is authorized to carry a department-issued firearm while working for a private security business of any kind except where authorized by the Chief of Police in SOP Chapter 9 Section 17 Extra Duty Employment.
- H. A list of this department's authorized weapons and ammunition is contained within Appendix A.
- I. Officers are authorized to carry a back up handgun while on duty subject to:
 - 1. The Chief of Police must grant permission.
 - 2. Officers must notify their squad supervisor and squad members that they are carrying a back up handgun.
 - 3. The back up handgun must be carried in a concealed manner using a holster approved by the Supervising Weapons Instructor. The holster must

utilize some method of positive retention such as a thumb break, thumb snap or other mechanical means of securing the weapon against loss.

4. Officers must provide their own approved ammunition if they opt to carry a department approved, privately owned back-up handgun. They must also qualify/demonstrate proficiency with the weapon in accordance with the Attorney General's Guidelines on firearms requalification and this SOP.
- J. Officers are prohibited from modifying, altering, or enhancing any department or department approved weapon and/or ammunition without the expressed written permission of the Chief of Police and department armorer.
1. This prohibition includes approved off duty and back up sidearms
 2. This prohibition includes, but is not limited to grips, sights, magazines, trigger pull, barrel length or extension, attachments, etc.
 3. This prohibition extends to any personnel considering purchasing a weapon that has already been modified from its original manufacturer's specifications.
 4. When authorized, the department armorer or designee shall perform any modifications to Wall Township weapons.
 5. A qualified/certified armorer or the manufacturer shall perform any authorized modifications to personally owned weapons as approved by the department armorer.
 6. All modifications must be documented and the record maintained by the department armorer.
- K. Officers are prohibited from displaying a firearm to any person except upon demand of supervisory personnel or in comportment with this department's use of force directive.
- L. Damage, loss, or theft of any department issued or authorized weapon or ammunition shall be immediately reported to an immediate supervisor and, in the case of loss or theft, to the law enforcement jurisdiction where the loss or theft had occurred
1. The shift supervisor shall report any loss or theft through the chain of command to the Chief of Police as soon as practicable.
 2. Loss of any firearm shall be documented in a police report and immediately entered into NCIC.
- M. If a Wall Township PD authorized weapon becomes defective or is in need of repair:
1. If the weapon is a personally owned off-duty or back up handgun the officer is responsible for getting the weapon repaired. The officer shall take the weapon out of service and any previous permission that may have been granted by the Chief of Police to carry it is immediately rescinded until such

time as it can be restored to a fully operable condition and re-inspected and approved by an armorer or qualified weapons instructor prior to carrying.

2. If the weapon is a duty handgun the officer must notify the duty shift supervisor.
 - a. The malfunctioning handgun shall be removed from service, clearly tagged as inoperative noting the date of removal from service and nature of the malfunction.
 - b. The malfunctioning handgun shall be made safe, unloaded and placed in the Arms Room.
 - c. The shift supervisor shall issue a replacement handgun from the Arms Room.
 - d. The officer shall initiate a CAD record detailing the nature of the malfunction and forward it to the Department Armorer as soon as practicable.
3. Shotguns, submachine guns, rifles, and grenade launchers in need of repair and/or maintenance shall be taken out of service, made safe, clearly tagged as needing repair (noting the defect or malfunction, date and signature of the officer), and stored in the Arms Room. The officer shall initiate a CAD record detailing the nature of the malfunction and forward it to the Department Armorer as soon as practicable. The officer can take a replacement, if available.
4. The Department Armorer will inspect the malfunctioning weapon to determine the cause of the malfunction. The Department Armorer may repair the weapon or choose to send the weapon to the manufacturer for repair depending on the cause of the malfunction.
5. Damaged or inoperable batons shall be removed from service, clearly tagged as inoperative, and stored in the Arms Room. If a spare baton is available, one will be issued. If not available, one will be purchased at the earliest opportunity.
6. Damaged, expended, and expired OC shall be removed from service and discarded in a trash receptacle. The officer must notify an OC instructor for replacement.
7. Following repair, Wall Township PD-owned weapons shall be reviewed, inspected and approved by the Department Armorer or qualified weapons instructor prior to carrying.
8. This review, inspection and approval shall be documented.
9. If a weapon becomes defective or in need of repair during proficiency training, the Firearms Instructor or designee shall repair or reissue a replacement weapon until repairs can be made.
10. All weapon repairs and maintenance transactions must be documented.

- N. All sworn personnel are required to carry their authorized handguns while on duty with the following exceptions:
1. When engaged in processing arrestees; or
 2. When the presence of a weapon might jeopardize the outcome of a covert operation or investigation; or
 3. When on convalescent, modified, transitional duty and carrying a weapon is impracticable; or
 4. When otherwise exempted by the Chief of Police or commanding officer.
- O. Officers on suspension or whose weapons have been officially taken from them for other reasons shall not carry a firearm under any circumstances including off duty and back up handguns.
- P. All department weapons and ammunition must be maintained in a state of operational readiness unless the weapon has been removed from service and is pending repair or replacement.
1. Officers are responsible for maintaining their assigned/approved weapons, ammunition, holsters, duty belt, and related accessories.
 - a. Officers are subject to periodic and unannounced weapons inspection at any time and may be subject to disciplinary action if weapons are not kept clean and operational.
 - b. During the semiannual firearms requalification, firearms instructors shall observe the functioning of all weapons to ensure that they work properly. Defective or unsafe weapons shall be immediately removed from service and turned over to the armorer for repair or replacement.
 2. The Department Armorer is responsible for maintaining weapons, ammunition, and related accessories stored in the department armory.
 3. Division/Bureau commanders are responsible for maintaining any weapons, ammunition, and related accessories assigned to their division/bureau and subsidiary units.
 4. Duty ammunition shall be issued or replaced as necessary by the department armorer or designee.
 - a. Expended ammunition shall not be replaced unless a full accounting has been provided by the officer;
 - b. Upon separation from the department, personnel must surrender all department issued ammunition and account for any shortages.
 5. When the department issued duty handgun is used in an off-duty capacity, only the department issued ammunition can be used in the sidearm.

- Q. The sidearms must be carried in an approved holster.
1. Duty holsters are issued by the department.
 2. Off duty and back up holsters are the responsibility of individual officers. The holster must:
 - a. Be approved by the Supervising Weapons Instructor;
 - b. Be able to conceal the off duty or back up sidearm;
 - c. Be utilized at each qualification session.
 3. When off duty or when on duty in civilian clothes officers will not wear a handgun in such a manner that it is conspicuously exposed to view. An exception would be when the officer is in the act of performing police related duties or circumstances that do not allow for concealment.

II. SHOTGUNS

- A. Only officers who maintain his/her qualifications with a shotgun are permitted to carry and/or use a shotgun in an operational setting.
- B. Shotguns may be utilized in the following circumstances:
1. Hold-up & bank alarms, robbery or burglary in progress where the suspect(s) is believed to be armed and still on premises.
 2. Calls where information indicates that a firearm was or is being used in the commission of a crime.
 3. Searches for suspects believed to be armed.
 4. High risk, felony stops
 5. Disposing of injured or sick animals as per the Monmouth County policy.
 6. Supervisors may issue shotguns for use in stakeout raids, barricaded suspects, or in circumstances where deemed necessary.
 7. Any other situation where the officer reasonably believes that the use of a shotgun would provide a necessary tactical advantage in a deadly force situation.
- C. When the need for a shotgun no longer exists, the chamber will be emptied and the weapon placed on safe.
- D. Shotguns shall be handled with safety in mind first and foremost. They will not be handled in a manner, which endangers others. This includes placing or leaving them in areas, which are unsecured.
- E. Shotguns are not appropriate in the following circumstances:
1. On routine calls or as a show of force.

2. Disturbance calls where there is no indication of weapons being used.
3. Civil disturbances except with the approval of the Chief of Police or his designee

F.

1.

2.

3.

4.

G. Cleaning

1. Officers assigned to a vehicle are responsible for the cleanliness and maintenance of shotguns mounted in the vehicles. Shotgun inspection will be a part of the daily vehicle pre-shift inspection. Each shotgun will be checked for damage, rust, empty chamber, rounds in the magazine and proper functioning including the forearm-mounted light. The weapon will be placed in the mount with the safety on and the chamber empty. Any dirt, dust, or rust should be cleaned from the weapon immediately. The mount itself should also be checked to ensure it is secure. When cleaning the shotgun, a light film of oil should be left for protection.
2. The magazine tube should also receive a light film of oil as too much will cause the primers in the rounds to become contaminated and will result in a failure to fire. A dry patch should be run through the magazine tube after a light film is applied.

III. ASP TACTICAL BATON

- A. The ASP Tactical Baton is a defensive police impact tool designed to be inconspicuous, yet highly effective in an operational setting. The ASP Baton has two telescoping shafts that lock into place with a full extension of the arm.
- B. This tool should only be used in situations where lesser means of restraint or protection have failed or are inappropriate.
- C. Authorized use of the ASP Tactical Baton
 1. The ASP Tactical Baton may be used to subdue a violently resisting subject.
 2. It may be used in self-defense or the defense of a third party if lesser means of restraint or control have failed or if circumstances warrant its immediate use

3. In any other situation, which is justified under SOP Chapter 15 Section 5 Use of Force.

D. Unauthorized use of the ASP Tactical Baton

1. The ASP Tactical Baton may not be used to make a person comply with an officer's verbal order, when no physical violence is imminent
2. In retaliation for non-physical abuse or verbal harassment toward and officer
3. As a threat to elicit information from any person
4. To stop a person for field interview or interrogation

E. Training

1. Officers must complete the basic training certification prior to carrying the ASP Tactical Baton.
2. Officers must update their certification annually.
3. The Chief of Police will authorize training for officers to become instructors to maintain a staff of instructors to ensure proper and timely recertification of other officers.
4. Department instructors will maintain certification by attending periodic recertification as they become available and/or are required by ASP.

F. Special Considerations

1. Baton strikes should be delivered only to non-vulnerable areas of the body, which will render the opponent temporarily incapacitated, but are not likely to cause serious physical injury. All strikes with ASP are to be directed to one or more of the following areas:
 - a. Center mass of arm
 - b. Center mass of leg
 - c. Center mass of body
2. Officers shall not target possible fatal points of impact such as the head, neck, spine, sternum or groin.

- G. ASPs shall be carried at all times when in uniform and assigned to normal patrol duty or road work.

- H. ASPs shall only be carried in the Department issued or approved holder.

IV. OLEORESIN CAPSICUM

- A. Only officers who have satisfactorily demonstrated proficiency under the supervision of a certified weapons instructor may carry and use OC. Training and

proficiency may be part of basic academy training or an in-service program held by the Wall Township PD, another law enforcement agency, or the manufacturer. Initial training will consist of:

1. History of chemical agents in law enforcement
 2. Use of Force SOP
 3. Methods of carrying, drawing, and spraying techniques
 4. Exposure to oleoresin capsicum
 5. Post use actions
 6. Decontamination procedures
 7. Reporting requirements
- B. OC must not be handled by children or unauthorized individuals.
- C. Uniformed officers should carry OC on their duty belt in the department-issued holder or comparable device.
- D. Plain-clothed officers may carry OC on their belt in the department-issued holder or comparable device.
- E. Use of OC:
1. The recommended range is between two and ten feet.
 2. Deliver in short, one-second bursts, using only the amount necessary to bring the aggressor under control.
 3. Aim spray directly into the face area, primarily the eyes, nose, and mouth.
 4. If sprayed with OC or if the mist is blown back, officers should disengage by closing eyes tightly, closing mouth, and avoid inhaling. Exhale through nose, turn head away, and immediately exit the area.
- F. The use of OC on combative subjects is not always effective.
1. The effects of OC may take several seconds to manifest themselves.
 2. Spraying an enraged or intoxicated subject might not deter that person from his/her objective whether it be attacking another subject or attacking the police officer spraying him.
 3. A person with a determined mind might not be deterred from his objective simply because of being sprayed with OC. Tests and field experience have shown that people with enough determination will not allow an exposure to OC stop them from accomplishing their goal.
 4. Officers employing OC must be alert to the possibility that greater force may be necessary to subdue certain subjects.

G. Decontamination:

1. Remove subjects from area of exposure and place in fresh air. Do not place subject in a prone position or any other position that may compromise his/her airway and cause positional asphyxia.
2. Reassure subjects that OC effects are temporary and will diminish. Advise him/her to relax and try to breathe normally.
3. Determine if subject has any respiratory problems such as asthma, bronchitis, or emphysema. If he/she has respiratory problems, **SEEK MEDICAL ATTENTION IMMEDIATELY.**
4. If subject wears contact lenses, assist in removing them.
5. Have subject flush his/her face with copious amounts of water or apply wet paper towels to expedite recovery.
6. When transporting handcuffed subject to another location, frequently monitor for difficulty breathing, nausea, and /or unconsciousness. **NEVER** transport subject in a prone position to prevent positional asphyxia. Position the subject in a vehicle sitting upright or lying subject on his/her back. Keep windows open slightly to promote fresh airflow in order to expedite recovery.
7. Subjects having difficulty in recovering should receive medical attention if symptoms have not disappeared in one hour.
8. Never leave the subject unattended until they have fully recovered from the effects of OC.
9. When turning the subject over to a detention facility, advise the receiving personnel that the subject has recently been sprayed with OC.
10. Officers should avoid touching the eyes, nose, mouth, and other sensitive skin areas until after washing their hands.

V. **DEPARTMENT ARMORER & WEAPONS MAINTENANCE**

A. The Department Armorer must meet the following qualifications:

1. Must be a qualified firearms instructor as certified by:
 - a. N.J. State Police Firearms Instructor Course; or
 - b. F.B.I. Basic Firearms Instructor Course; or
 - c. A New Jersey Police Training Commission recognized police academy within the State of New Jersey.
2. Must have successfully completed a law enforcement armorer's course of instruction on the weapons systems utilized by the department.

3. Must be thoroughly familiar with all aspects of maintenance and repair of each type of weapon maintained by the Wall Township Police Department.
 4. Must have a basic knowledge of telescopic rifle sights.
- B. Duties and responsibilities include, but are not limited to:
1. Examine and approve prior to issue, all agency issued weapons, new or repaired.
 2. Perform all repairs and maintenance of agency weapons as authorized by the manufacturers or as deemed appropriate by the manufacturer's representative.
 3. Maintain a permanent record of all repairs and/or alterations to each agency issued weapon, as authorized.
 4. Maintain an inventory of necessary replacement parts in order to properly keep all agency issued weapons in serviceable condition.
 5. Become thoroughly familiar with the operation and basic maintenance of the Wall Township Police Department Indoor Range.
 6. Maintain the agency armory and storage of all agency weapons and ammunition.
- C. Officers shall clean and lubricate their handguns regularly to keep them free of dust, dirt, and corrosion. When a handgun has been exposed to excessive moisture it should be wiped dry and a light coat of oil wiped on all surfaces.
- D. Use care as lubricants and solvents can penetrate primers or contaminate gunpowder causing a misfire. When using lubricants on a firearm, personnel shall:
1. Remove all ammunition from the weapon including the magazine;
 2. Make sure excess lubricant is wiped from all of the weapon's surfaces. Excess lubrication does not aid in the functioning of the weapon and attracts dirt;
 3. Make sure the insides of all magazines are dry and free of dirt and lubricants.
- E. Officers should clean their holsters periodically to keep them free of dust and lint, which can absorb moisture and corrode the weapon.

VI. ARMORY ACCESS

- A. The armory shall remain locked and secured at all times. The entry door will be secured with a fob lock and combination lock. In order to gain entry to the armory, an access fob and a combination for the main door must be used. Only personnel who are designated by the police administration shall have fob access to the armory. Under certain circumstances, the armory may also be secured with a key.

- B. The key for the armory lock will be maintained in the key box in the sergeant's office. Personnel must go through the duty patrol supervisor to acquire the key for the armory door or a fob that will permit entry if their own fob does not allow access.
 - 1. The duty shift supervisor will grant or deny access to the armory at his/her discretion based upon reason for access to the armory.
 - 2. The duty shift supervisor at his/her discretion will accompany personnel who request access to the armory. The duty supervisor will be present to observe anything removed from the armory and be accountable to ensure the armory is properly secured after use.
- C. All ammunition and/or weapons removed from the armory for reasons other than Special Response Team drills, callouts or firearms qualifications will be signed out in the logbook that is maintained in the armory.

VII. GENERAL FIREARM SAFETY

- A. Treat all firearms as if they are loaded at all times.
- B. Never point a firearm at anyone or anything unless its use is indicated under the provisions of this department's Use of Force SOP.
- C. Keep your finger off of the trigger until you are ready to shoot.
- D. Do not dry fire a firearm in any public facility, the locker room, restrooms, the police building or other similar areas except where the facility is being used as an approved training area.
- E. Firearms shall never be left unsecured. This includes while at your usual place of abode or at work. Unattended firearms must be minimally secured with a trigger lock, barrel lock or similar device, or stored within a locked safe, lock box or similar receptacle when not being worn.
- F. When handling a firearm, point it in a safe direction to check its loaded/unloaded status. Make it safe if loaded. While at the range and when unholstered, all firearms shall be pointed down range under the direction of the range instructor.
- G. Unless being worn as a sidearm, firearms should be secured during transportation in a vehicle in a gun case or similar receptacle with ammunition stored separately.
- H. Never holster a handgun with the hammer cocked (when so equipped) unless the weapon is specifically designed for carrying in that condition.
- I. Generally, officers should not chase someone with a firearm in their hand. This does not mean personnel cannot move tactically with his/her weapon in his/her hand. At all times the finger will be off the trigger.
- J. **Officers should not attempt to handcuff or search someone while holding a firearm.** This action makes it easier for the subject to make an attempt to gain control of a weapon and there is a greater risk of an accidental discharge. Whenever possible, the contact officer should have a covering officer/officer. If the subject is under arrest, handcuff first and then search.

- K. Never use a firearm as a club or tool. It increases the chances of the firearm being taken, increases the danger of an accidental discharge or an unwarranted injury to a suspect.
- L. Transferring a firearm to another person is governed by NJSA 2C: 39-9 et seq. When handing a firearm to another person, follow the below prescribed procedures:
 - 1. Semi-Automatic handguns:
 - a. Point muzzle in a safe direction;
 - b. If weapon is so equipped, engage the manual safety device;
 - c. Remove the magazine;
 - d. Lock the slide to the rear;
 - e. Visually and physically inspect the firing chamber to ensure that the weapon is empty. The physical inspection is completed by inserting a finger into the chamber area and magazine well to ensure that ammunition or feeding devices are not present;
 - f. Hand weapon to the recipient butt first, magazine out, slide locked to the rear.
 - 2. Revolvers:
 - a. Point muzzle in a safe direction;
 - b. Open cylinder and eject any live ammunition;
 - c. Visually and physically inspect the weapon to ensure that it is unloaded;
 - d. Place fingers through the cylinder window grasping by the top strap;
 - e. Hand weapon to the recipient butt first, cylinder open and empty.
 - 3. Rifles/Carbines/Submachine Guns/Shotguns:
 - a. Point muzzle in the safest direction possible. Choose a direction that will eliminate the risk of physical injury and minimize property damage should the weapon discharge.
 - b. Engage safety device;
 - c. Remove magazine (semi-automatic), if applicable;
 - d. Remove shells from magazine tube (shotgun), if applicable;
 - e. Open the action and leave it open

- f. Visually and physically inspect firing chamber/breech to ensure that the weapon is empty;
- g. Hand weapon to the recipient muzzle up, bolt/slide open and empty.

VIII. RANGE RULES

- A. Use of the range is not permitted unless a qualified range officer of this department is present in the range.
- B. The range may be used for firearms qualifications, practice shooting and any other suitable activity at the discretion of the firearms instructors.
- C. The range officer will have functional authority over all personnel utilizing the range regardless of rank.
- D. All personnel utilizing the range will strictly adhere to all prescribed safety rules. Violations of safety procedures or failure to use required safety equipment may result in dismissal from the range and further discipline if appropriate.
- E. Non-qualified personnel will refrain from operating or attempting to operate console equipment within the control room.
- F. All personnel utilizing the range will wear appropriate eye and ear protection. No one will be allowed to remain in the range without this equipment while firing is in progress.
- G. No food, beverage or smoking is permitted in the range or while cleaning a firearm.
- H. Upon completion of range utilization all personnel will wash their hands and face to remove any airborne lead or other heavy metal particles.
- I. Range safety procedures will be posted in the range area in a conspicuous location.
- J. The range officer in charge of the range detail shall ensure that the facility is cleaned and the control console properly shut down. The ventilation system will be shut down, all lights will be turned off and the door closed upon completion of range utilization.
- K. Any injury sustained while in the range will be immediately reported to the duty supervisor and appropriate medical attention will be rendered, if required. It is the responsibility of the range officer to see that these requirements are met.
- L. All injuries will be immediately reported to the appropriate division commander(s) and the Chief of Police. A copy of the injury report will be forwarded to the training officer for review to determine if there were any range defects or safety violations associated with the injury.
- M. Any time a defect or non-operational piece of equipment is located within the facility a **Range Repair Report** will be completed and forwarded to the attention of the training officer and the supervising weapons instructor.

- N. All outside law enforcement agencies (LEA) and personnel desiring to use the range must have authorization from the training officer or Chief of Police. All outside LEA range use will be scheduled with the training officer.
1. When an authorized LEA is using the range a Wall Township Police Department range officer will be present in the range to ensure conformity with all requirements and safety regulations. There are no exceptions.
 2. The outside LEA will provide qualified firearms instructor(s) to conduct and oversee any qualifications by their agency.
 3. Any outside LEA use of the range will be documented on the **Range Use Report**. This report will contain the agency name and the name(s) of all personnel using the range as well as the weapon type and caliber used in the range. A completed copy of this report will be forwarded to the training officer.
- O. Personnel must possess police identification while at a facility other than the Wall Township Range.
- P. All sidearms must be secured in a holster when not stored. Personnel will be instructed when and how to load and unload weapons by a firearm instructor. Never leave a firearm unsecured.
- Q. Pay attention to the firearm instructors and obey all commands issued by a firearm instructor.
- R. Do not hand a loaded firearm to another person unless specifically instructed by a firearm instructor.
- S. Firearms must be pointed downrange at all times when unholstered. Never permit the muzzle to cover any part of your body or of anyone else on or off the firing line, particularly when drawing, holstering or loading a firearm.
- T. Personnel are prohibited from entering into and/or removing ammunition and equipment from storage areas unless specifically authorized by an instructor.
- U. Upon loading, the firing line will be considered hot until completion of the course of fire and only when told otherwise by the firearm instructor supervising the line.
- V. Keep your finger off of the trigger and out of the trigger guard when drawing or holstering a weapon.
- W. Do not dry fire firearms at the range unless under a firearm instructor's supervision and direction.
- X. Personnel are required to clear any malfunctions on their own and exhaust all clearing techniques prior to an instructor rendering assistance.
- Y. Do not change firing positions, change hands, or move from point to point with a cocked weapon unless under the direction of a firearm instructor.
- Z. Never advance on or leave the firing line unless specifically told to by a firearm instructor.

IX. FIREARMS & WEAPONS QUALIFICATION/PROFICIENCY

- A. This agency will utilize the qualification/requalification courses established for firearms by the New Jersey Attorney General.
- B. All sworn personnel must review department policies governing the use of force and the use of authorized weapons before being authorized to carry such weapons. This review can be completed in the DMS system or in a classroom setting.
- C. Officers are authorized to wear shooting qualification badges on their uniforms based upon the annual average of their day and night qualification scores for all firearms. The qualification badges and related scores are:

Master	98% - 100%
Expert	93% - 97%
Sharpshooter	86% - 92%
Marksman	80% - 85%

- D. Training and qualification sessions will be conducted as staffing permits.
- E. All sworn personnel must demonstrate proficiency and successfully complete the required firearm qualification for the following weapons, where applicable by their assignment:

- 1. Duty sidearm – Semiannual qualification both day and night (low light) with each qualification taking place at least 3 months apart;
- 2. Duty shotgun – Semiannual qualification both day and night (low light) with each qualification taking place at least 3 months apart;

NOTE: The Chief of Police may allow certain ranking staff officers to abstain from requalification with the shotgun if the officer has no reasonable expectation of using the shotgun in an operational setting.

- 3. Off duty and back up sidearm – Semiannual qualification both day and night (low light) with each qualification taking place at least 3 months apart;
- 4. Assault rifle and submachine gun:
 - a. Semiannual qualification 2 times day, 2 times night (low light);
 - b. Four times per 12 month period live fire exercises with at least 2 months between each session;
 - c. The live fire exercises may be used for qualification purposes, but must be at least 3 months apart.
- 5. Officers will be required to pass a written test concerning the use of firearms and deadly force.
- 6. Training in the use of force SOP and this SOP shall be conducted semiannually. Training may be conducted in a classroom setting or on the Power DMS® system.

7. The Chief of Police, or designee, may designate additional topics for instruction.
- F. Qualification and proficiency demonstration with a personally owned off-duty or back-up handgun may be waived if the handgun is substantially similar to the duty handgun.
1. The Supervising Weapons Instructor shall determine whether the off-duty or back-up handgun is substantially similar.
 2. At a minimum, personally owned off-duty and back-up handguns must be reviewed, inspected and approved by a weapons instructor or armorer prior to carrying.
 3. Holsters must still be inspected.
- G. Shooters shall only fire the specific amount of rounds they are told to fire. If additional rounds are fired, the shooter shall be removed from the line.
- H. Late shots or shots fired after the specified time has elapsed will be deducted from the final score.
- I. Shooters must also demonstrate proficiency in the safe handling of their department issued or personally owned firearms.
- J. Only firearm instructors will score the targets.
- K. Personnel must train and demonstrate proficiency in the department authorized less lethal weapons as follows:
1. Tactical baton annually;
 2. OC Aerosol Restraint Spray annually.
- L. Officers must report for training at the location and time designated by the weapons instructor who is conducting the qualifications and must abide by the safety rules and regulations pertaining to the facility.
- M. Officers engaged in weapons training, proficiency demonstration, and qualification shall be under the direct supervision of the weapons instructors while on the practice range.
- N. The ranking or most senior weapons instructor on the scene shall adequately supervise all firearms and weapons training. All safety precautions and range rules shall be strictly enforced.
- O. Officers must wear clothing compatible with their duty uniform of the day or plainclothes assignment. The weapons instructor will make the final determination if the clothing worn is acceptable.
- P. Officers must be equipped with their duty sidearm, agency authorized belt, holster, magazines, magazine pouches, flashlight, and any other equipment deemed necessary by the supervising weapons instructor or designee.

- Q. Off-duty and back up sidearms must have an approved holster, magazines and magazine pouches (semi-automatic only), and sufficient ammunition for qualification and potential remedial training, if required.
1. If a revolver is carried as an off duty/back up weapon, the individual officer must utilize speed loaders.
 2. The weapons instructor conducting the proficiency training shall review the equipment of the officer to ensure the weapon's operability and that appropriate holsters and reloading equipment are utilized.
- R. The Supervising Weapons Instructor or designee must approve all low-light eyewear.
- S. Participants who fail to achieve a passing score on a prescribed qualification course or who cannot demonstrate proficiency with less lethal weapons shall receive remedial instruction. This instruction shall be provided after the supervising firearms instructor analyzes the problems, which may have led to the failure.
1. The Supervising Weapons Instructor shall determine the time allotted and method of remedial training. The Supervising Weapons Instructor, in consultation with firearms instructors and the participant, will:
 - a. Review factors which may have contributed to or caused a participant's failure to qualify, including a check of the participant's firearm/weapon.
 - b. Document any subsequent attempts to qualify and the results of those attempts. Topics that shall be documented include:
 - 1) Date of training;
 - 2) Personnel receiving the training;
 - 3) Instructor(s) giving the training; and
 - 4) A description of the instruction given.
 2. The participant will be given three (3) opportunities to qualify/demonstrate proficiency. After remedial training and a subsequent failing score or lack of proficiency, the supervising firearm instructor will prepare a written report documenting the problem and the training given and forward it to the Chief of Police.
 3. The Chief of Police will then determine what action is appropriate. Actions include, but are not limited to:
 - a. Disarming the officer of weapon(s);
 - b. Removing the officer from a line duty assignment;
 - c. Placing the officer on temporary modified duty;

- d. Permitting additional remedial training
- e. Disciplinary action for incapacity to perform an essential function.
- 4. The Chief of Police shall send notification, in writing, to the Monmouth County Prosecutor of participants who fail to qualify on the duty sidearm.
- 5. All targets that a non-qualifying participant used during initial and subsequent qualification attempts (those conducted following remedial training) are to be kept on file for the remainder of the prevailing calendar year. These targets are to be signed by both the non-qualifying participant and the firearms instructor.
- T. Officers who do not qualify/demonstrate and/or maintain proficiency with agency shotguns, submachine guns or service rifles shall not be permitted to possess or utilize these weapons systems in an operational setting until qualified.
- U. Officers who do not demonstrate proficiency with agency approved less lethal weapons will likewise receive remedial instruction consistent with subsection IX.S above and are subject to the same potential courses of action.

X. RECORDKEEPING

- A. Weapons instructors conducting firearms qualifications shall complete a WTPD Individual Firearms Requalification Record score sheet on each shooter. This score sheet is the official record of firearms training. These sheets are maintained in the Firearms Scorebook located in the firing range.
 - 1. This score sheet contains:
 - a. Participant's name, the date and type of qualification course(s) completed and the scores achieved on each course.
 - b. The name of the firearms instructor for each qualification session or course.
 - c. Identification of any firearm used (make, model, caliber and serial number).
 - d. Signature blocks for the shooter and the firearms instructor.
 - 2. Firearm instructors must ensure that this record keeping is fully completed prior to dismissing the shooter.
 - 3. The original copy of the firearms record shall be maintained as a normal business record. All records will be reviewed by the Chief of Police or designee upon completion of each requalification.
- B. Less lethal weapon training and proficiency shall also be documented on a form or system approved by the Chief of Police.
- C. The Supervising Weapons Instructor, or designee, shall prepare and submit written documentation to the Monmouth County Prosecutor each calendar year certifying that this mandatory training has been conducted.

1. This report is typically due by January 15th of the subsequent year.
 2. Copies must be forwarded to the Chief of Police.
 3. This report shall contain the following information:
 - a. A description of agency authorized firearms and ammunition;
 - b. The number of participants who satisfied qualification requirements and the number of non-qualifying participants during each qualification session for each type of course and weapon: service weapon, off-duty weapon and agency authorized shotgun.
- D. The Training Officer shall maintain records of all weapons training.
- E. The Department Armorer shall maintain a record of all agency approved weapons (including approved off duty sidearms) and ammunition. This record includes, but is not limited to:
1. An inventory of all department owned weapons;
 2. Identity of personnel to whom department weapons and related accessories have been assigned;
 3. All weapons, ammunition, and related accessories assigned to operation units;
 4. All repair records and copies of all purchasing records (purchase orders, vouchers, invoices, etc.) for department owned weapons;
 5. A list of all approved off duty and back up sidearms;
 6. All inspection records

XI. REVIEW, INSPECTION, AND APPROVAL PROCESS FOR WEAPONS

- A. Prior to authorizing any change of any department weapons, the Chief of Police may select a committee to review the feasibility of adopting a new weapon.
1. Committee members may include the department training officer, armorer, weapons instructor(s), and any other members selected by the Chief of Police.
 2. The Chief of Police will assign a chairperson whose responsibility will be to oversee the review process. All recommendations will be forwarded to the Chief of Police in writing by the committee chair, in the time frame specified, and will include all support documentation and reference materials.
 3. The Chief of Police will make the final determination concerning the adoption of any new weapon. All weapons must be inspected, test fired (if applicable), and approved by a qualified firearms instructor/armorer prior to issuance.

XII. OFF DUTY & BACK UP HANDGUNS

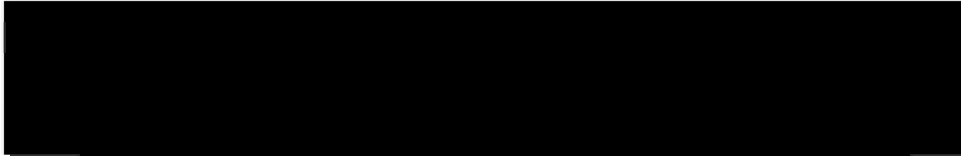
- A. All requests to carry a sidearm as a back up, or sidearm off-duty other than the authorized duty sidearm, shall be submitted in writing to the Chief of Police through the Supervising Weapons Instructor for approval.
1. Off duty and back up sidearms must meet the following specifications:
 - a. May be semi-automatic or revolver;
 - b. Must have a minimum caliber of .380 and a maximum caliber of .45;
 - c. Must be commercially manufactured;
 - d. Must not be modified except in conformance with § I-J.
 2. Officers should consider the following factors when deciding whether to arm themselves with a handgun while off-duty:
 - a. Where possession of the handgun under the circumstances would create a risk of loss or theft of the weapon or would be impracticable. Examples include sporting or recreational activities such as swimming, sunbathing, softball, physical training, etc.
 - b. While engaged in any activity where it may not be advisable to carry a sidearm. Examples include where the officer may be at an event where he/she may consume alcoholic beverages, concerts, etc.
 - c. While on vacation.
 - d. While out of the state.
 3. The types and specifications of potential off duty handguns are contained within Appendix A.
 4. Prior to approving an off-duty or back up handgun to carry, the Department Armorer shall inspect and test fire the weapon(s) to ensure the weapon(s) is(are) in safe working condition and free from defect. Any handgun deemed not to be in safe working condition shall not be approved for off-duty or back up carrying.
 - a. Authority to carry off duty or back up sidearms may be revoked if
 - 1) The weapon(s) are determined by the supervising weapons instructor to be no longer serviceable or in need of repair;
 - 2) When personnel fail to achieve a passing qualification score;
 - 3) When personnel can no longer demonstrate proficiency.
 5. When worn, all off-duty and back up handguns shall be concealed in an approved holster. Officers should make every effort to conceal the weapon from the public's view.

6. Officers must exercise the utmost care when carrying, storing, or otherwise handling their off-duty or back up sidearm.
 7. Any incident involving an off-duty or back up handgun must be immediately reported to this agency and to the law enforcement agency having jurisdiction where the incident occurred. The Chief of Police may refer these incidents to the Internal Affairs Commander for further investigation.
- B. The Chief of Police shall approve all ammunition carried in an off duty or back p handgun. The types and specifications of potential off duty and back up ammunition are contained within Appendix A. Additionally:
1. Officers are responsible for purchasing their own ammunition for both qualification and carrying if the handgun is privately owned;
 2. Ammunition must be factory loaded;
 3. Ammunition cannot exceed the weapon's functional capabilities;
 4. Ammunition cannot be otherwise altered or modified to enhance its lethality;
 5. Armor piercing rounds are prohibited.
- C. In accordance with the provisions of **18 USC 44 § 926b** (also known as the Law Enforcement Officers Safety Act or HR 218), officers are permitted to carry a concealed firearm in any state, subject to the following limitations:
1. The officer must be in possession of his or her official department identification card.
 2. The officer is not the subject of any disciplinary action that could result in suspension or dismissal.
 3. The officer has qualified with the firearm as required by this written policy.
 4. The officer is not under the influence of alcohol or another intoxicating or hallucinatory drug or substance; and
 5. The officer is not otherwise prohibited from receiving or possessing a firearm by federal law.
- D. Notwithstanding the provisions of **18 USC 44 § 926b**, the duty sidearm **may not** be carried in an off duty capacity while out of this State. Additionally officers must be aware of the following:
1. **18 USC 44 § 926b** does not provide active duty police officers with law enforcement powers or immunities outside their jurisdictions.
 2. While on personal business, police officers are ordinary citizens who happen to have the right to carry concealed weapons as a result of **18 USC 44 § 926b**.

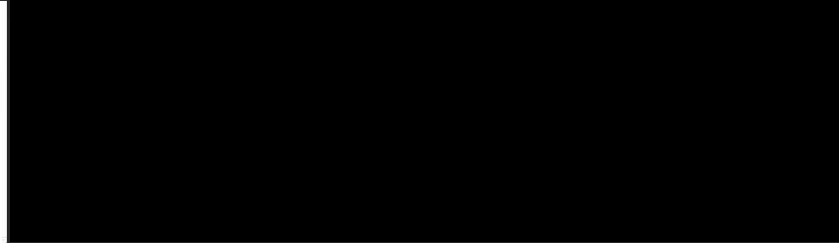
3. Officers are personally responsible for checking and understanding the laws of any jurisdictions that they visit while armed.

XIII. WEAPONS STORAGE

A.



- 1.
- 2.
- 3.
- 4.



B. Under the provisions of NJSA 2C: 58-15, a person who knows or reasonably should know that a minor child is likely to gain access to a loaded firearm at a premises under the person's control commits a disorderly persons offense if a minor gains access to the firearm, unless the person:

1. Stores the firearm in a securely locked box or container;
2. Stores the firearm in a location which a reasonable person would believe to be secure; or
3. Secures the firearm with a trigger lock.

C. This SOP expressly prohibits the practices of:

1. Storing firearms on desktops, in unlocked desk drawers, or in any other area that is not securely locked with restricted access.
2. Storing firearms on or under the seat of a vehicle, in the glove compartment, or center console.

D. Firearms shall be carried in an approved holster when worn.

E. When processing arrestees, personnel shall secure their handguns (including back up handguns) in a gun locker or other agency approved and secured container.

F. When storing a firearm in a vehicle, the firearm must be placed in the trunk or locked container. If in a police vehicle with a weapons rack, the weapon will be stored in the rack if it fits properly. Issued long guns carried in a weapons rack will have an empty chamber. If the vehicle does not have a trunk (pickup truck, SUV, motorcycle, etc.), the firearm must be placed into a locked container.

XIV. SUPPLEMENTAL

A. The Supervising Weapons Instructor shall ensure that adequate first aid supplies are maintained for each qualification or practice session at the range facility.

- B. The Supervising Weapons Instructor shall ensure the presence of EMS or a certified first responder at the range facility during each qualification or practice session.
- C. Civilians are prohibited from the range facility during practice or live firing exercises unless specifically authorized by the Chief of Police or Supervising Weapons Instructor.
- D. Other law enforcement agencies may utilize the Wall Township Police practice range with the following stipulations:
 - 1. The law enforcement agency must submit an executed Hold Harmless Agreement;
 - 2. Only under the supervision of a Wall Township Police weapons instructor.
 - 3. The Supervising Weapons Instructor must approve all types of firearms to be used at the practice range to ensure that the firearm and ammunition used do not exceed the safety features at the range.
- E. Upon retirement, officers may purchase the duty and/or off-duty weapon.
 - 1. The purchase price will reflect the prevailing market value set by the prevailing vendor.
 - 2. The officer will submit a purchase request to the Chief of Police in writing.
 - 3. In the event the department changes weapons and currently serving officers want to purchase their prior duty or off duty weapon(s), they are permitted to do so and must satisfy the above provisions.
 - 4. The purchase is at the discretion of the Chief of Police and the physical transfer will not take place until after the officer has retired from this department, is on terminal leave or the weapons change over is completed.

**WALL TOWNSHIP POLICE DEPARTMENT
CHAPTER 7 SECTION 1
AUTHORIZED WEAPONS AND AMMUNITION APPENDIX A**

Agency Sidearm

Sig-Sauer	Model P220R semi-automatic	.45	cal
Sig-Sauer	Model P220ST semi-automatic	.45	cal
Sig-Sauer	Model P220RC semi-automatic	.45	cal

Shotgun

Remington	Model 870 Pump	12	Ga
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Less Lethal

ASP	Tactical baton	Baton
Def-Tec	MK-III Aerosol Restraint Spray	OC

Tactical

Colt	M4 Carbine	.223	cal
Bushmaster	XM-15 Carbine	.223	cal
Sig Sauer	M400 Carbine	.223	cal
H & K	MP5 Submachine Gun (MOCERT ONLY)	9	mm

Off Duty / Back Up Sidearms

Any Semi-Automatic	Minimum 5 shot capacity	.380	cal
Lawful to own in New Jersey	Single Action or Double Action	9	mm
	Maximum 8" frame length	.40	cal
		.45	cal
Any Revolver	Minimum 5 shot capacity	.38	cal
Lawful to own in New Jersey	Double Action	.357	cal
	Swing out cylinder	.44	cal
	Maximum 6.5 inch barrel length	.45	cal

**WALL TOWNSHIP POLICE DEPARTMENT
CHAPTER 7 SECTION 1
AUTHORIZED WEAPONS AND AMMUNITION APPENDIX A**

The following brands of ammunition are authorized for law enforcement responsibilities in on-duty, off-duty, and back-up use:

Black Hills	CCI	Cor Bon	American Eagle
Hornady	Remington	Speer	Simunition
Winchester	Winchester Western	Federal	

Duty Sidearm

.45 cal	230 Grain	JHP	Duty
.45 cal	230 Grain	FMJ	Practice

Shotgun

12 Gauge	00	Buckshot	Standard
12 Gauge	00	Buckshot	Low Recoil
12 Gauge	Rifled	Slug	Standard
12 Gauge	Rifled	Slug	Low Recoil

Tactical

.223 Cal	50 grain	Frangible	Simunition
.223 Cal	55 grain	FMJ	Duty and Practice
.223 Cal	62 grain	FMJ	Duty and Practice
.223 Cal	55 grain	Soft Point	Duty
9 mm	124 grain	FMJ / GDHP	Duty and Practice

Off Duty/Back Up

Minimum		
.38 cal	110 Grain	
9 mm		
.357 Cal Magnum		
.38 Cal Special		
.38 Cal Special		
.380 ACP		
.40 Cal		
.45 Cal		
Maximum		
.45 ACP	230 Grain	

WALL TOWNSHIP POLICE DEPARTMENT			
<i>Standard Operating Procedure</i>			
CHAPTER: 2	SECTION: 1	# OF PAGES: 7	
SUBJECT: WRITTEN DIRECTIVE SYSTEM			
EFFECTIVE DATE: February 9, 2009	ACCREDITATION STANDARDS: 1.1.1	REVISION DATE October 18, 2009	PAGE # 1,2
BY THE ORDER OF: Chief of Police Robert Brice		February 12, 2013	All
		July 26, 2014	1, 3-5
SUPERSEDES ORDER #: GO 1992-01			

PURPOSE: To formally establish a written directive system in the police department and set forth the format for all written directives. Additionally, this directive is intended to explain the importance of the system and the employee's participation in the process.

POLICY: Employees must know exactly what is expected of them. They have a right to know these expectations and supervisory personnel have a responsibility to clearly communicate departmental standards of performance. These standards should be clearly stated as written directives. The importance of written directives as a tool for conveying management expectations and performance standards cannot be overestimated. Directives establish a specific code of acceptable behavior as well as guide the officer in decision-making by narrowing the range of acceptable discretionary action. The Chief of Police shall use this medium to disseminate his/her official position on specific issues. With a properly established directive system, confusion about official department policy on critical and sensitive issues is minimized. When policies are transformed into written procedures, a foundation for standardized action is created.

PROCEDURES

I. MISSION STATEMENT

"In order to ensure the safety and protection of the multifaceted community which it serves, the Wall Township Police Department will proactively deter and reduce crime and accidents by fairly, respectfully and impartially enforcing the laws. To improve the quality of life for its populace, the Wall Township Police will encourage community, government and law enforcement partnerships aimed at addressing the causes of crime, the fear of crime and other community concerns".

II. VALUES

- **Openness and Accessibility** – Employees shall strive to conduct their affairs publicly and be accessible to the public.
- **Fairness** – Employees shall strive to be fair in all of their actions.
- **Responsiveness** – Employees shall be responsive to the needs of the community and work together to solve problems of mutual concern.
- **Sensitivity** – Employees shall be sensitive to the needs and concerns of the public and each other.
- **Accountability** – Employees shall be accountable to themselves and the community for their conduct and performance.
- **Organizational Efficiency** – Employees shall be committed to efficiently providing services and conserving tax dollars which fund the operations of the department. Employees shall maintain and protect department facilities and equipment to the best of their ability.
- **Community Orientation** – Employees shall strive to always do what is in the best interest of the community.
- **Compassion** – Employees shall show empathy and caring for victims, complainants and all people with whom they come in contact.
- **Problem Solving** – Employees are most effective when they help identify and solve community problems.
- **Integrity** – Integrity is priceless. Honesty is the basis for personal and public trust.
- **Democratic Principles** – Employees shall protect the constitutional rights and personal freedoms of all residents and persons.
- **Teamwork** – The importance of each employee as an individual and a team member is recognized. The values set forth above shall apply to our interaction with each other and all who we come in contact with.

III. COMPOSITION OF WRITTEN DIRECTIVE SYSTEM

- A. Rules and Regulations – Rules direct the specific actions of employees. The essence of a rule is its inflexibility and it permits no deviations or exceptions. Due to its inflexibility, a rule is only justified when there is an unchanging feature in a situation. Violation of a rule is grounds for disciplinary action. All other written directives must be consistent with the rules and regulations.
- B. Standard Operating Procedures – Written directives announce the adoption or revision of policy, procedure, or rule applicable generally throughout the department for the indefinite future. Standard Operating Procedures incorporate the following components and will only be issued by order of the Chief of Police.
 - 1. Purpose – A component of a Standard Operating Procedure that states the objective or goal of the Standard Operating Procedure.
 - 2. Policy - A component of a Standard Operating Procedure that summarizes the department's position on direction or limitations of department authority in specific matters. Policies guide the organization toward achieving its goal, and reflect an overall plan for the department. It is based on the views of police administration, police ethics and experience, the desires of the community and its leaders, the results of research, and the mandate of law. Policy informs the public as well as the employees about principles to be upheld in the performance of the police function.
 - 3. Procedure – A component of a Standard Operating Procedure that describes expected methods of operation. Procedures differ from policy in that they direct attention to the performance of a specific task within the guidelines of the policy. Procedures are methods of performing specific operations or a manner of proceeding on a course of action.
- C. Special Order – A directive announcing instruction and/or directing procedures, which are short term or temporary in nature, regarding a specific circumstance, task or event. The Chief of Police shall approve all orders prior to issuance by command level personnel. Special orders are usually self-canceling. These orders shall be inclusive of personnel orders and training orders.
- D. Special Memorandum – A special memorandum is advisory in nature and is used to inform personnel such as alerts and notices including information from other agencies. The Chief of Police shall approve all special memoranda prior to issuance by command level personnel.

IV. AUTHORITY TO ISSUE WRITTEN DIRECTIVES

- A. With the exception of the Rules and Regulations, the Chief of Police has the sole authority to issue, modify, repeal and approve written directives for the department. Others in the organization can research and/or write written directives; however, they must be approved by the Chief of Police to be in force.
- B. The Township Administrator, as the designated Appropriate Authority defined in NJSA 40A: 14-118, has the sole authority to promulgate rules and regulations for the governing of the police department. Only the Chief of Police is authorized to issue Special Orders and Special Memoranda.

V. WRITTEN DIRECTIVE FORMAT

A. All standard operating procedures will be issued in the format described below, as approved by the Chief of Police:

1. Header Box –Wall Township Police Department
Standard Operating Procedure
2. Title Box:
 - a. Chapter
 - b. Section
 - c. # of Pages
 - d. Subject
 - e. Revision Date and # of pages
 - f. Effective Date
 - g. By the Order of
 - h. Accreditation Standards
 - i. Supersedes Order #
3. Statement of Purpose
4. Statement of Policy
5. The specified procedure in outline form starting with Roman numeral one.

B. Special Orders and Special Memoranda shall be issued in a format approved by the Chief of Police. At a minimum, these orders will contain the following information:

1. Header Box –Wall Township Police Department
2. Title Box –
 - a. Subject
 - b. Number- indicate Special Order or Special Memorandum
 - c. Effective Date
 - d. Distribution To
 - e. Issued By
 - f. Cancellation Date
 - g. Approved By

h. Supersedes Order #

C. Numbering system

1. Standard operating procedures will be codified into Chapter and Section, e.g. Chapter 2 Section 1, and shall appear in text form as 2:1, 2:2, etc. SOPs shall maintain its chapter/section number regardless of the revision until repealed (revisions shall appear in the appropriate section of the header).
2. All special orders and special memoranda shall be numbered consecutively with a prefix consisting of the last two digits of the calendar year in which the order was issued. Each type of order shall have its own consecutive numbering format. (Examples: Special Order 01-001, Special Memorandum 01-001, etc.)
3. Authorized employees who are preparing an order for publication shall use the next available sequential number for the type of order they are preparing.

VI. DISTRIBUTION

- A. Distribution of written directives and associated materials will be accomplished by way of a computerized document distribution program utilized by the department. The Power DMS system will enable the department to electronically distribute documents and retain a permanent record for each employee documenting receipt of the distributed materials. Written directives will be maintained in accordance with the New Jersey Division of Archives and Records Management retention requirements. It is the responsibility of each employee to log into the Power DMS system on a daily basis during their scheduled shift to review the material that has been posted to the site. All employees must digitally sign for each document posted to the site.
 1. A master copy of department manuals will be maintained by the Chief of Police.
 2. Employees shall not make copies, distribute copies or release any written directive to anyone who is not a member of the Wall Township Police Department without the prior expressed approval of the Chief of Police.
- B. The master copy contains a master alphabetical index, as well as individual chapter indices. All written directives created in the future will be assigned to the corresponding chapter that concerns the topic.
- C. It is the responsibility of supervisors at the appropriate level of command to orally advise all employees affected by a written directive of the purpose, scope and intent of the written directive. Supervisors of the affected personnel should conduct review and discussion of each written directive.

VII. TRAINING

- A. Directives can be considered formal, in the sense that they express the wishes of the Chief of Police. For the directives to become operational, they must be

actively understood, supported, and enforced by supervisors. Making certain that individual employees understand and comply with directives is the responsibility of supervision. Supervisors shall train their subordinates in the implementation of the directives.

- B. The training officer or supervisor of employees affected by issued written directives shall conduct training at roll call, squad meetings or other appropriate forum.
- C. Supervisors shall assist employees in developing work habits that conform to directives and organizational expectation. In fulfilling this responsibility, the supervisor is expected to completely understand departmental policies, procedures, and rules of conduct. The supervisor must clarify specific departmental expectations related to police conduct.
- D. If for some reason employees do not understand a particular directive, it is the employee's responsibility to seek clarification. Employees should first consult with their immediate supervisor for proper clarification.

VIII. REVISIONS, UPDATES AND PURGING

- A. The Accreditation Manager will have overall responsibility for the maintenance and indexing of written directives. Each directive will be indexed according to the general topic area it addresses. Each general topic area will comprise a chapter of the directive system.
- B. Written directives will be reviewed in accordance with the matrix maintained by the Chief of Police. Minimally, SOPs should be reviewed at least once every five years. The review should be apportioned to include approximately 20% per year.
- C. The Chief of Police may assign the review of specific directives to persons in the department responsible for the functional area of the directive.
- D. When a directive has been determined to be outdated or in need of revision, the Chief of Police will assign personnel as necessary to accomplish the task of revising it. Revised directives will follow the same procedural steps as new directives.
- E. When the Township Administrator has identified an area or item in the Rules and Regulations that needs an addition, modification, and replacement or purging, he/she shall promulgate the revision. A revised Rules and Regulations Manual shall be issued on DMS.
- F. SOPs will be purged only on the order of the Chief of Police, or when replaced by another directive. An archive file of all purged or replaced directives shall be maintained in accordance with the State of New Jersey Records Retention schedule.
- G. Department employees may request a change in a written directive when an operational need has been identified that would warrant the modification by submitting a written report through the established chain of command.

IX. PROSECUTOR AND ATTORNEY GENERAL DIRECTIVES/GUIDELINES

- A. Upon receipt of directives and/or guidelines from the Prosecutor's Office or the Attorney General, existing rules and regulations and written directives will be

examined to determine compliance. If necessary, a timely modification to existing written directives will be accomplished to ensure compliance with the directive/guideline.

X. FORMULATION AND REVIEW OF PROPOSED WRITTEN DIRECTIVES

- A. Prior to promulgation of proposed or amended directives, the Chief of Police may direct a staff review of the directive to evaluate the probable effectiveness of the new or amended directive and to ensure the proposed or amended directive does not conflict with existing directives or laws.
- B. Staff review will generally be assigned to command officers and section/unit supervisors who will be directly affected by the proposed directive.
- C. Proposed or amended written directives assigned for review will be disseminated via the computerized written directive system. Likewise, any relevant feedback formulated by those supervisors will be returned using the computerized written directive system.

XI. EMPLOYEE ACTION WHERE NO WRITTEN GUIDELINES EXIST

- A. Employees are occasionally faced with a situation where no written guidelines exist and supervisory direction or advice is not readily available. As it would be impossible and undesirable to attempt to address all possible situations with written guidelines, considerable discretion is given to employees.
- B. Faced with the need to make decisions or take action where no guidelines exist, employees should rely on the following resources:
 - 1. Training – Prior training may give guidance in situations the department has not specifically addressed with written guidelines.
 - 2. Judgment – Each employee, as a professional, has developed the ability to judge situations based on experience.
 - 3. Organizational Mission and Values – The department's mission and values statement is used to guide the direction of the department. These values and mission are basic statements of what is important to the Wall Township Police Department.

XII. COMPLIANCE

- A. The written directive system is the operating system of the police department. Employees shall comply with any and all written orders without exception.
- B. Ensuring compliance with all written directives is a primary responsibility of supervisory officers.
- C. As the issuing authority, the Chief of Police is the only person authorized to order or permit deviations from the provisions of the written directives.

WALL TOWNSHIP POLICE DEPARTMENT <i>Standard Operating Procedure</i>				
CHAPTER: 26	SECTION: 2	# OF PAGES: 28		
SUBJECT: 911 Operational Policy				
EFFECTIVE DATE: 2/23/2014	ACCREDITATION STANDARDS:	REVISION DATE	PAGE #	
			All	
BY THE ORDER OF: Police Chief Robert Brice				
SUPERSEDES ORDER #:				

PURPOSE The purpose of this standard operating procedure is to properly provide operational procedure to Wall Township Police 911 Center.

Township of Wall



9-1-1 Procedural Guide

September 2013

Wall PD 1001

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Introduction

The following Procedural Manual or Standard Operating procedures were developed after careful review of Public Safety Answering Point Operations, in various other counties and states. Similar procedures are in use at Monmouth County. The information also follows guidelines as outlined in N.J.A.C. 17:24. Copies of the regulation may be found on the Office of Emergency Telecommunications Services website at <http://www.state.nj.us/911/>

The information contained in this manual details the way the Township of Wall Police Department Communications Public Safety Answering Point (PSAP) will operate. The information shall not be construed to indicate this is the only way to operate an Answering Point. The information is reviewed yearly and, if required, will be updated to indicate new or better operation procedures.

Township of Wall Police Communications

9-1-1 Procedural Guide

DEFINITION

Purpose: To establish a clear definition of a valid 9-1-1 call.

A valid 9-1-1 call is any call which requires or may require the immediate response of an emergency service. The emergency service may be Police, Fire, and/or Emergency Medical services.

Call Process

Purpose: To identify the route 9-1-1 calls take from the time a caller dials 9-1-1 until the call's arrival at the Public Safety Answering Point.

1. The Caller dials 9-1-1 and is routed to the appropriate Public Safety Answering Point.
2. The telephone number, from which the call is placed, displays on the ANI display.
3. That telephone number is forwarded to the tandem office, which provides the location information (ALI), associated with the pilot telephone number.
4. The location information is returned to the proper PSAP and is displayed on the ALI screen.

Confidentiality

Purpose: To establish the confidential nature of the 9-1-1 ANI/ALI information provided to PSAP Operators.

All information provided by the 9-1-1 system is confidential. ANI and/or ALI information is never provided to callers by telephone, except when the information is given to emergency service agencies or emergency service personnel. All information is restricted for official use only by the emergency service agencies.

This information is not subject to the Freedom of Information Act. Callers requesting said information are referred to the administrative offices, during regular business hours.

PSAP Responsibilities

Purpose: To define the primary responsibility of all PSAP personnel.

The primary duty of all PSAP personnel remains identical to the primary responsibility of any dispatch personnel. The duty or responsibility, in order of priority remains

- 1. Notify or dispatch the appropriate Emergency Service personnel, for response to where help is needed or the location of the incident.**
- 2. Notify any other Emergency Service agency or personnel, who must be aware or will respond to the incident.**
- 3. Provide Pre-Arrival instructions, if required.**

**** Steps one and two must be completed before proceeding to step three regardless of the type or severity of any incident. Providing pre-arrival instruction, although valuable, is useless when emergency response personnel are not notified of the incident.**

RELIABILITY

Automatic Number Index (ANI) or Automatic Location Index (ALI)

Purpose: To inform reliability standards of ANI/ALI information.
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The 9-1-1 database is prepared and maintained by Verizon, based on information provided by local municipalities and the service records of Verizon or any other participating telephone company. According to 9-1-1 regulation, the participating telephone company should update all records within twenty-four hours after receipt of a change.

All ANI/ALI information is considered lead information only.

The 9-1-1 operations personnel will verify information before any action is taken. Action may be taken on the displayed or printed ANI information alone only when you get no response from questions or the call is an abandoned, dead, or open line call.

Verify all information.

PSAP Identification

Purpose: To establish a standard statement of identification of Wall Township Public Safety Answering Point (PSAP).

Identification of our PSAP (pronounced PEA-SAP) will be generic, in accordance with 9-1-1 regulations.

Operators will identify themselves as 9-1-1 or 9-1-1 PSAP, when speaking to the public on callbacks, etc. If the public requests individual identification, the operator's badge # can be given with the PSAP identification.

The only time operators should identify themselves, as Wall Township Police is when they must call the Verizon 9-1-1-control center for information or service. Operators will then identify themselves as Wall Township PSAP with their name.

9-1-1 Answering Procedures

Purpose: To establish a standard statement when answering 9-1-1 calls received at the Wall Township PSAP.

Uniform PSAP statement:

"9-1-1 -- Where is the Emergency?"

Operators will "take charge" of the call, from the beginning and determine where help is needed and the nature of the call.

Use of Call Guide Procedures

Purpose: To assure uniformity in call taker/dispatcher instructions to callers and call handling.

Call guide use is required for EMD

The Call guides for EMS are provided at each desk position and on local computer system to aid operators. The use of the call guides will assure all callers are handled in the same professional manner. Operator's use of the cards will assure uniformity of operation, call management and mitigate individual liability. One set of EMD guide cards are available at each workstation in the communications center.

Unverified Call Procedures

Purpose: To provide a standard in handling calls, which cannot be verified as a 9-1-1 call verbally.
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The unverified call falls into one of two categories. All unverified calls are now captured and the complete ALI data is printed on the 9-1-1 printer.

Abandoned Calls

Abandoned calls are printed with the notation *** CALL ABANDONED BEFORE ANSWERED ***. The operator will call the abandoned caller back immediately. Identify themselves using the statement "THIS IS 9-1-1 " and inquire why the caller called 9-1-1. **Listen closely to their reply and note their response for responding units.**

When you are unable to contact the abandoned caller after the first call back attempt, notify the local agency and treat the call as a "dead line call". Once the local agency is contacted you are not required to attempt to contact the abandoned caller.

Dead or Open Line calls

This type of call is connected to the 9-1-1 system and when it is answered no one is on the line. Once answered, the PSAP will receive all the location information available. An open or dead line may be a result of children playing, equipment failure, or an emergency situation. IMMEDIATELY, notify the appropriate police agency of the type of unverified call and provide them with the caller's telephone number, address, name and any pertinent data on the ALI screen.

Once notified, the local agency will decide the response and/or investigative steps, according to their policies and procedures. Operators may disconnect the dead or open line calls after notification of police is complete. Once the local agency is contacted you are not required to attempt to contact the abandoned caller.

Any information about an unverified caller, received after dispatch is requested, must be relayed to the local agency. Operators will provide the added information but never suggest cancellation of any response. Notify the OIC or Communications Supervisor of any unusual, open, or deadline call for evaluation and follow-up.

Caller Pre-arrival Instructions

Purpose: To establish a guide to determine when pre-arrival instructions are required.

Not all 9-1-1 calls require an operator to remain in contact, with the caller, until help arrives. The call guides, operator training, caller's situation and operator experience will dictate the need for pre-arrival instructions or operator involvement, until help arrives.

Consider the following factors among others, when making a determination to remain with the caller.

- The age of the caller.
- The type of the event or emergency.
- The emotional state of the caller.
- The location of the event or emergency.

Operators may decide based on the interview to remain with the caller until help arrives. If the Operator decides to release any caller, before help arrives, always inform the caller to dial 9-1-1 again if the current situation changes.

Operators must never use any medical knowledge or pre-arrival instructions to diagnose or make recommendations to any 9-1-1 callers. The purpose of pre-arrival instructions is to assist the caller until trained personnel can arrive and evaluate the situation.

Pre-arrival medical instructions are not required when the call is received from any location where trained medical personnel are on site. This includes Nursing Homes, Hospitals, Doctors Offices, etc.

Release from Pre-arrival Instructions

Purpose: to establish procedures for release of operators, from pre-arrival instructions.

Operators providing pre-arrival instructions should only release, after emergency personnel have arrived on scene. Occasionally, it may be necessary to release prior to the first responder's arrival, however, operators should never release until the situation seems stable. Advise the caller before you release to dial 9-1-1 again if any conditions change.

Do not release if the caller seems hesitant.

The first responding person should advise the operator, by the open phone line, when they are on scene. When conditions exist which prevent the responder from verbally releasing the operator, the operators may release themselves from the call, providing they can confirm emergency service personnel are on scene through the local dispatch center or another source.

Any first responder, Police, Fire, EMS, or ALS is considered authorized to release the operator.

Test Call Procedures

Purpose: To establish set procedures of testing the 9-1-1 system.

Some tests will be necessary by the local agencies during map updates and the private citizen may generate some tests.

TELEPHONE COMPANY TESTING

Various telephone providers may test the 9-1-1 trunk routing at any time. The testing party will contact administrative personnel prior to testing, where possible. The testing party will identify themselves by name and agency and immediately indicate the call is a test. The companies are informed to call the operations center prior to testing and they are to reschedule the tests if the workload is high.

LOCAL AGENCY TESTING

Other Local agencies may test the system at any time. The testing party will identify themselves by name and agency and immediately indicate the call is a test. The caller will supply their address and telephone number. The information provided by the ANI/ALI display can be confirmed as correct or incorrect only. The call will be kept short and operators will not indulge in idle conversation over the 9-1-1 trunks. Incorrect information will be corrected by submitting a PSAP Inquiry Form.

PRIVATE CITIZEN TESTING

Private citizens conducting a test of the system will not be provided any information displayed. They may state phone number and address to the PSAP call taker, who will confirm the information, is correct or incorrect only. Any tests of the system are considered the **lowest priority**. Conversations are kept short. Operators will never neglect emergent operations for any test. Incorrect information will be corrected by submitting a PSAP Inquiry Form.

Non-Emergency Call Procedures

Purpose: To establish set procedures on handling callers accessing 9-1-1 with non-emergency calls.
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A valid 9-1-1 call is defined, as any call, which requires or may require the immediate response of an emergency service. The emergency service may be Police, Fire, and/or Emergency Medical services.

Occasionally, the public may call to report information concerning an event, which is not longer occurring or does not require immediate response by any of the mentioned emergency services. When receiving a non-emergency call, the call taker will explain the 9-1-1 system is for emergency use only and to contact their local agency by its seven-digit telephone number. Where possible the operator will also provide the correct seven-digit telephone number.

Conversely, adverse weather conditions, time of day or night, and situation must be evaluated to determine the validity of any call. A stalled vehicle on a roadway may not be a valid 9-1-1 call normally, but the stalled vehicle in the middle of the night during a snowstorm, might be considered a valid 9-1-1 call.

Operations personnel will be polite, but firm. They will never argue with the caller.

Redundant Call Procedures

Purpose: To establish procedures on handling multiple calls relating to any major event.
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Redundant calls may be received on any major event, which may be witnessed by many people. A redundant call may provide useful information not offered by the original caller, so care must be taken to quickly interview the caller.

When the call taker is sure no new information will be received about the call, inform the caller they have been notified of the event and requested the appropriate emergency response.

During periods of any high volume of redundant calls, the call taker may elect to route the call to the prerecorded message under the ANI display (button 5), only after confirming that the call is not at a different location. After initiating the proper action the call taker may disconnect the caller.

Be polite. Only advise the caller the appropriate emergency response has been requested.

Transfers from other PSAP's

Purpose: To establish procedures on handling 9-1-1 calls transferred from another Public Safety Answering Point.
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When another PSAP receives a call, which must be directed to the Wall Township PSAP, they will transfer the caller.

The transferring party, according to 9-1-1 legislation, must announce each transfer.

When the transferring party announces the call as a 9-1-1 dispatch and provides no further or very little information. Begin your interview, as if you had originally received the call.

When the transferring party announces the call and provides you with complete information for dispatch and/or you hear the transferring party interviewing the party. Dispatch the call. **Call takers will never interrupt another call taker while they are providing instructions or interviewing, as it will likely cause the caller to become confused.** Call takers may listen to the in progress interview to gain as much information, as possible.

Transfers to other PSAP's

Purpose: To establish Township of Wall Police procedures when transferring a 9-1-1 call to another Public Safety Answering Point.

Calls received at this PSAP, which are meant for another PSAP must be transferred within 20 seconds of the receipt of the call.

Announce the call by using the uniform statement.

"Transferring a 9-1-1 request for (Police, Fire, Medical) dispatch"

Remain on the telephone until the trained PSAP operator begins their interview and then disconnect.

Call Relays

Purpose: To establish procedures on call relay to any Public Safety Dispatch Point.

Wall Township Operators have been trained to interview 9-1-1 callers. In many cases, local agencies have elected to comply with the minimum training standards and may not be certified to provide pre-arrival EMD instructions, according to the New Jersey 9-1-1 training guidelines.

Some local agencies are acting as dispatch points only; therefore the call should never be transferred to an agency unless that agency has agreed to receive the call. Wall Township Police Communications will use a **Call Relay** method of operation. Once the basic information is received for dispatch the call taker will press the one button transfer for the appropriate agency, after asking the caller to hold on. N.J.A.C. 17:24 – 2.3 indicates the appropriate dispatch agency shall be notified within 20 seconds of the receipt of any call.

When the dispatch point answers the call taker will announce:

"(Name of town) You have a 9-1-1 request for (Police, Fire, Medical) response at (state the address) for (name type of emergency)".

Always provide the Callers "call back" number and callers name to the local agency.

The dispatch point operator may then disconnect from the call. The call taker will continue his interview and/or instruction if required. **If the dispatch point operator elects to continue to listen to the interview, they must never enter the conversation.** Entry into the conversation may confuse the caller.

Calls received by the PSAP, which meet criteria for paramedic dispatch will be relayed to MONOC Control to dispatch paramedics immediately. It is unnecessary to wait for the local agency request for response of paramedic. Calls not meeting criteria must be requested by the local dispatch agency.

Calls received for dispatch services, we provide, will be completed by our dispatchers immediately. Services which are not provided by us will be immediately transferred to the correct county or local agency.

All notifications and/or dispatches will be completed before emergency medical instructions are begun.

Call Transfers

Purpose: To establish procedures on call transfers to any Public Safety Dispatch Point.

A call transfer to a PSDP must be completed within 20 seconds of the receipt of the original call. A call transfer is where the PSAP call taker leaves the conversation between a PDAP and the original caller.

The PSAP call taker will control the call until all basic information is relayed to the PSDP. When the PSDP is connected to the caller, they are required to restrict their participation to dispatching the service. They may listen to the conversation but not actively enter the discussion. The PSAP operator may disconnect from the original caller if the receiving Public Safety Dispatch Point has a formal agreement in writing with this agency to continue the interview with the caller. At that time the PSAP may choose to completely disconnect from the call.

PSDP personnel actively entering any conversation, once the caller's name, call back number, location of emergency, and type of emergency is provided, assume responsibility for the call and callers safety.

Maintenance Procedures

Purpose: To establish the procedures for reporting breakdown and or maintenance requests concerning the 9-1-1 system.

MSAG Database

The Master Street Address Guide (MSAG), which contains addressing information for all location information provided by the ALI screen, must be updated on an ongoing basis. The updates are provided by two sources.

The first source is the local municipality, which is responsible for map updates. The second source is the PSAP personnel upon review of the ALI data.

All map updates are either mailed or Faxed to the 9-1-1 Coordinator for review. Additionally, all updates provided by the PSAP personnel are mailed or faxed to the coordinator. Faxed copies concerning the 9-1-1 system are to be forwarded to the 9-1-1 Coordinator. ***9-1-1 map updates will be done at the County level to insure strict compliance with their database.***

The main source of updates provided by PSAP personnel is the PSAP inquiry Form. This form allows operators to immediately report faulty information to Verizon, for investigation.

Verizon PSAP Inquiry Form

The PSAP inquiry form is to be completed whenever faulty information is discovered during an interview of the caller in comparison with the ALI screen. Errors may be found in the name of the subscriber, address, municipality, Emergency Service Number (ESN), or responding emergency services. A list has been provided indicating ESN's of Monmouth County Agencies.

A binder has been placed in the communications room area for PSAP inquiry forms. The binder includes a pre-numbered log sheet for control of the forms. It is **not** necessary to complete an incident card for the inquiry forms. Reporting an error requires the operators to simply fill in the form in a legible manner and forward it to Municipal 9-1-1 Coordinator.

The following Blocks are filled in on the form.

- **LEC**

The Local Exchange Carrier box (**LEC**) indicates the Telephone Company, who provides local service to the phone number.

- **PSAP TKT #**

A valid number consists of the last two digits of the year, a dash, the next number according to the log sheet, a dash and the PSAP number. The forms are filled with the dashes and PSAP number.

- **PER:**

Check the appropriate Box (Cust = real 9-1-1 call) (PSAP Test = a test of the system)

- **CALL DATE:**

Enter the day of the call in the following format. MM/DD/YY, where MM = month, DD = day, YY = last two digits of the year.

- **CALL TIME:**

9-1-1 PROCEDURAL GUIDE

Enter the time of the call in twenty-four hour military time. The time of the call can be found on the printer with the ALI information.

- **OPER #**

Enter your Operator ID number. If the coordinator has any questions, he will contact you directly.

- **CF#**

The CF# is the Call Forward number. The Call Forward number temporarily satisfies the legislation concerning number portability passed in 1976.

- **COLUMN #1**

The 9-1-1 printout is a record, which must be maintained without interruption. Press the ANI repeat button to make a copy of the record, which must be corrected. Remove the copy from the computer printout.

Trim it and neatly staple or tape the information from the printout over column 1. This will provide Verizon with the currently displayed information.

- **COLUMN #2**

This column is for entering the correct data. Only fill those items, which require correction.

Forward the completed form to the Municipal 9-1-1 Coordinator, for authorization and mailing.

Incident Reports

Purpose: To identify the need for incident reports

The incident report, prepared by operators, allows supervisory personnel the opportunity to continually evaluate and improve the 9-1-1 service provided by this PSAP. The incident report will also allow personnel to recognize excellent performance and identify substandard performance. Lastly, the use of incident report will mitigate operator liability, in some instances.

Incident reports should contain all pertinent information regarding the event or call. Some reasons for preparation of an incident report include, but are not limited to:

- One button transfer failures
- ANI or ALI display equipment failure
- Unusual instances concerning abandoned, dead, or open line calls.
- Reports of problems with 9-1-1 calls received by any official agency.
- Reports of successful 9-1-1 calls received by any official agency or private citizen.
- Suggestions on policy changes concerning 9-1-1 operations.
- Incident reports will be typed or emailed to the Coordinator or Assistant Coordinator

Equipment

Purpose: to outline notification procedures in the event of equipment failure.

Malfunctions or breakdown of the 9-1-1 Enhanced telephone reporting system can occur in three places.

- Operator failure
- Verizon network failure
- Zetron Integrator 9-1-1

Operator Failure

This failure occurs when an operator mistakenly presses the wrong button or misreads displayed information. This type of failure usually may result in delayed service. Although, this failure is not directly related to 9-1-1, **it is usually the reason for headlines of 9-1-1 Failure.**

Verizon Network Failure

A network failure may result in loss of information or transfer problems. The problem may be noisy lines, static on the line, telephone trunk failure, computer failure, or weather related failures. Although Verizon maintains a 24 hour 9-1-1 control center to monitor the system, a failure may occur. Occasionally, a temporary failure is related to maintenance procedures.

Integrator 911

A failure in the Zetron Integrator 911 or telephone equipment may result in a failure, which may closely resemble the network failure above. Careful investigation of the failure will reduce the failure time.

Breakdowns

Prepare a breakdown report exactly describing the problem and any observations possibly related to the incident. Report all breakdowns to the OIC of the shift for investigation. Report all malfunctions to New Jersey 9-1-1 control.

Trouble Reporting

The 9-1-1 Enhanced system is a critical emergency service, and any condition that interferes with a caller reaching the proper emergency service must be corrected.

Notify Verizon 9-1-1 Control center of problem including time of call and telephone number.

Notify Nick Curcio or Lt. Greg Carpino

When the Control center cannot correct the problem or it is directly traceable to Zetron Equipment, Notify the Communications Supervisor and the desk Sergeant. They will confirm the next notification step.

Upon direction notify (WPCS) of the failure providing all proper information. Examples of problems, which may require Quality Communications notification, are listed below:

- Troubles ANI
 - When display is 000-0000
 - When display is 911-00XX
- Troubles ALI
 - No ALI display
 - When Displayed telephone on ALI does not match ANI

- **Alarm Conditions**
Provide alarm code that is displayed
- **Other**
Noisy lines, static, lights out, etc.

Telephone Numbers

New Jersey 9-1-1 Control Center 1-800-773-7911

Record Retention

Purpose: to outline mandatory 9-1-1 record retention policy according to 9-1-1 legislation
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N.J.A.C. 17:24-2.4 addresses record keeping by Public Safety Answering Points (PSAP's). Paragraph a) states the PSAP shall maintain "tape recordings produced by the logging recorder and all documents or records related to 9-1-1 calls, in a secured area for no less than 31 days".

The Wall Township 9-1-1 center retains records for period of time that is mandated by law. Audio recordings are kept on file for about 1month. Printed 9-1-1 data are kept about three months.

Requests for 9-1-1 data must be made within the thirty-one days in writing, by emergency service agencies, or by subpoena, by any non-emergency service agency. Requests for 9-1-1 data are referred to administration, during normal working hours. Requests for data relating to any emergent condition or event will be referred to administration at the time of request.

Emergency Subscriber Information

Purpose: to outline procedures required for obtaining telephone subscriber information under emergency conditions.

Operations personnel may require Telephone Subscriber Information, during the performance of their duties. The Telecommunications Act of 1996 further complicates obtaining the subscriber information. The Act requires all Local Exchange Carriers (LEC)'s to provide number portability. Therefore, Verizon will not be able to provide information on customers served by any other LEC.

9-1-1 Control Center

The 9-1-1 Control Center may be contacted for street information when the caller information is required for a 9-1-1 calls, hang-up, abandoned call, or referred call where the information was not provided by the switching system. The center will verify the information is related to a 9-1-1 request, before providing any information. If the information is related to a 9-1-1 call, then no subpoena is required, however, a complete incident report is filed to document the event and circumstances leading to the request.

Verizon Procedures

Verizon will release this information but they must receive a subpoena. The subpoena is required to obtain non-published telephone number, name and address or other customer information.

OUT OF HOURS (EMERGENCY SITUATIONS)

Emergency requests (**Threat to human life**) will be given over the telephone. A subpoena is required within **72 hours** for any non-published information released by either Verizon security department for the 9-1-1 Control Center, after working hours and weekends.

PROTOCOL FOR OBTAINING SUBPOENA

If subscriber information is obtained from Verizon on an emergency basis, the agency must follow up with a written subpoena within 72 hours. Communications personnel needing a subpoena must forward the request to administration, which will then forward it to the proper authority. They will fill out a form and completes the subpoena mailing it to Verizon offices. A copy of the subpoena is sent to this agency and another copy remains on file with the request form. The request form lists the date of request, requesting agency, requesting person, and date the subpoena is sent.

Operators must also complete an incident report concerning the request and forward it to administration. Fully document the request including a reason for the request. The individual making the request and the shift senior must sign the report.