

<b>COOLIDGE POLICE DEPARTMENT</b>		
	<b>CHAPTER 81</b>  <b>COMMUNICATIONS</b>  CALEA Standard(s):	<b>General Orders</b>
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## **CHAPTER 81 COMMUNICATIONS**

### **81.1 RADIO OPERATIONAL GUIDELINES**

The Department owns or has consent to use F.C.C. licenses for every one of its radio channels. Therefore, all radio operations shall be conducted in accordance with Federal Communications Commission procedures and requirements, including:

1. the radio is to be used for official police business only,
2. all communications shall be restricted to the minimum practicable transmission time; transmissions are to be brief and to the point,
3. pronounce words distinctly,
4. use radio codes normally,
5. be impersonal,
6. voice and data radio discipline shall be maintained,
7. no one shall make any unidentified transmission,
8. no one shall use profane, indecent or obscene language,
9. employees shall abide by established procedures,
10. courtesy shall be the norm.

#### **81.1.1 Radio Designators**

A. Employees using a Department radio shall identify themselves through the use of a designator. Employees not assigned a designator shall use their

assigned identification numbers. Designators shall be created to reflect the specific assignment of the individual wherever possible. Designators will also be used as specific unit identifiers for computer-aided dispatching.

B. Designators shall be as follows:

Patrol-Paul

Detective-Detective

Sergeant-Sergeant

Command-Command

C. Officers who are on duty shall notify the dispatcher as soon as possible upon becoming available for radio traffic or undertaking duties in the field and shall also notify dispatch at the conclusion of the shift.

D. Officers who are working off-duty as police officers shall notify the dispatcher prior to the start of their shift via radio or computer of their location and their designator. Officers shall also notify dispatch at the conclusion of the shift.

E. The radio system is a multichannel mobile and portable system capable of two-way operation on various public safety frequencies as explained in the Communications Section Manual.

**81.1.2 Communication Codes (10 Codes)**

A. Radio Codes are as follows:

Ten Series		Codes	
10-1	Receiving poorly	1	Bomb threat
10-2	Receiving good	2	Urgent
10-4	Acknowledge (O.K.)	3	Emergency
10-5	Relay	4	Everything is O.K.
10-6	Busy	5	Stake-out other units stay clear
10-7	Out of service	7	Out of service to eat
10-8	In service	11	Personal break
10-9	Repeat	20	Security check
10-10	Break	34	Motorist assist
10-14	Escort	101	Opposite sex in car
10-15	Prisoner, in custody	102	Opposite sex out of car
10-16	Mentally unstable, caution	103	At headquarters
10-17	Papers	105	Going for gas
10-19	Return to station	211	Armed robbery
10-20	What is your location?	239	Fight

10-21	Telephone	390	Drunk disturbing
10-22	Take no further action	415	Disturbance
10-23	Standby	459	Burglary
10-27	Driver's license check	487	Theft
10-28	Vehicle registration check	901	Dead body
10-29	Stolen or wanted check	905	Back up
10-35	Confidential	961	Accident no injuries
10-36	Correct time	961A	Accident no injuries/officer
10-38	Is party out of hearing range?	961HR	Accident hit and run
10-42	Officer at home	962	Accident with injuries
10-43	No traffic	962A	Accident with injuries/officer
10-45	Meet other officer	963	Accident fatal
10-46	Any traffic?	964	Reporting party
10-97	Arrived at scene	998	Officer involved in shooting
10-98	Assignment completed	999	Officer needs help URGENT

B. The phonetic alphabet is as follows:

A- ADAM	H-HENRY	O-OCEAN	V-VICTOR
B- BOY	I-IDA	P-PAUL	W-WILLIAM
C- CHARLIE	J-JOHN	Q-QUEEN	X-XRAY
D- DAVID	K-KING	R-ROBERT	Y-YOUNG
E- EDWARD	L-LINCOLN	S-SAM	Z-ZEBRA
F- FRANK	M-MARY	T-TOM	
G- GEORGE	N-NORA	U-UNION	

**81.1.3 Multi-Agency Communication**

Officers can communicate with other City agencies and with many other area agencies by VHF and 800 Mhz Radio System.

**81.2 COMMUNICATIONS SECTION**

A. The Communications Section operates 24 hours a day, 365 days a year. It handles the Department's 24-hour telephone service, receives all 911 calls made or transferred to the agency, answers the non-emergency contact number of 520-723-5311 and using two-way radio communication dispatches officers to respond to those calls, as necessary. To facilitate access, the Department provides a 24-hour, toll-free voice and TTY/TDD telephone access.

B. Telephone calls are to be answered courteously and as quickly as resources permit, with 911 calls having the priority. The call taker should quickly gather the essential information from the caller and dispatch the call in accordance with

Department priorities, provide the caller with the information requested, or provide the caller a referral to another agency.

C. The Communications Section operates in accordance with the Communications Section Procedures Manual, which shall be maintained and kept up to date by the Communications Supervisor.

### **81.2.1 Computer Aided Dispatch (CAD)**

CAD is used to manage the activities of field units and for obtaining and recording relevant information regarding police services, including both dispatched and self-initiated activity. The system records the following information, either automatically or as entered: report number; date and time of request; complainant's name and address; type of incident; location; identification of officers/personnel dispatched, including who is primary; time of dispatch, arrival and return to service; disposition code; and out-of service status. In addition, the CAD system is linked up to several local, state, regional, and federal databases, primarily through the Arizona Criminal Justice Information System. Usage of the ACJIS system, available databases, and the procedures governing its use are specified in the Communications manual.

Computer aided dispatch also permits officers to run their own basic information requests (licenses, plates, warrants, etc.), for authorized purposes.

### **81.2.2 Dispatch Guidelines: Call Priority System**

A. The Chief shall establish a call priority system. The dispatcher assigns priorities to calls for service based on established guidelines, as follows:

**1. Priority One Calls: (Emergency)** Any threats to life or danger of serious physical injury or major property damage; any felony or violent misdemeanor where the suspect has remained at the scene or may be apprehended in the immediate area; when an officer does not respond to radio calls and his/her welfare is questioned.

**2. Priority Two Calls: (Urgent)** Any incident currently in progress that does not represent a significant threat to life or property.

**3. Priority Three Calls: (Routine)** Any incident or request not in progress, involving minor offenses, or when the complainant has delayed reporting for more than 30 minutes, on viewed minor traffic stops.

B. The priority of a call, the size and scope of the incident, officer safety and the number of officers available for response shall determine the number of officers and supervisors initially assigned to a call. Officers or supervisors may request additional or fewer personnel as appropriate.

C. All employees who are provided with a radio and/or mobile tactical computer shall continuously monitor the assigned equipment while on duty for transmissions, even when out of the assigned vehicle, and shall respond promptly.

D. High-priority dispatches will be signaled by use of alert tones.

E. Communications should be notified in advance for any pre-planned event that may impact dispatch personnel (search warrant service, demonstrations, parades, etc.).

### **81.2.3 Communication During Response to a Call for Service**

A. The dispatcher should be advised if an employee observes on-sight activity that requires immediate attention. Depending on the priority of the original call, the employee will either request the dispatch of another unit to the original call or respond to the on-sight activity.

B. Employees may request other resources or back-up when necessary. Patrol supervisors shall monitor the radio and may cancel or delay calls or call response as necessary. If a call is cancelled or delayed, the supervisor must advise the complainant of the delay or cancellation.

### **81.2.4 Recording and Playback**

Communications personnel have the capability of obtaining immediate playback of recorded telephone and radio conversations. These recordings:

1. will be retained as required by law;
2. will be securely stored and handled according to the Communications manual; and
3. may only be reviewed when authorized and done in accordance with Communications manual guidelines.

### **81.2.5 Emergency Messages**

A. The acceptance and delivery of emergency messages is an important and legitimate law enforcement function. The level of service we provide to the community will directly impact the Department's reputation within the community. For example, acceptance and delivery of a message at an accident scene can

leave a lasting impression on the involved parties and, in the case of delivering a message to a person's employer, may even save a person's job. In deciding which messages should be accepted and delivered, employees should consider that the primary mission is public service and, as such, such requests should be refused only due to extreme workload. Even in those cases, employees should make every effort to complete the request or assist the person by transporting them to a telephone or driving to a residence to deliver a message to someone that does not have a telephone.

B. Delivery of messages regarding seriously injured, ill, or deceased persons will be accomplished in accordance with [41.4](#).

C. Communications personnel and/or the on-duty supervisor shall determine, on a case- by-case basis, the appropriate response to other requests of an "emergency" nature.

### **81.3 EMERGENCY COMMUNICATIONS OPERATIONS**

In case of a failure of the Communications system, employees shall: Automatic activated Cummins facility wide generator is operational.

### **81.4 COMMUNICATIONS CENTER FACILITIES AND EQUIPMENT**

A. Security.

The Communications Center shall have security measures in place to:

1. limit access to the communications center to authorized personnel;
2. protect equipment;
3. provide for back-up resources; and
4. provide security for transmission lines, antennas, and power sources.

B. Alternative Power Source

The Communications Center has an Automatic activated Cummins facility wide generator.to provide electrical power sufficient to ensure continued operation of the center in the event of the loss of power.