


# PINE BLUFF POLICE DEPARTMENT POLICY/PROCEDURES MANUAL

	<b>SUBJECT:</b>	<b>POLICY NUMBER</b> 113
	<b>RADIO PROCEDURES</b>	<b>ISSUE DATE</b> 02/19/2008
	<b>CHAPTER: ADMINISTRATION &amp; PERSONNEL</b>	<b>EFFECTIVE DATE</b> 02/19/2008
	<b>ISSUED By:</b> Chief of Police John Howell	<b>TOTAL PAGES</b> 10

## I. POLICY:

Law Enforcement Radio Stations are licensed by the Federal Communications Commission (FCC) and are required to follow the regulations of the FCC. All employees shall limit their use of the law enforcement radio to messages that pertain to the conducting of official law enforcement business.

## II. PURPOSE:

To provide guidelines for all employees to follow in the use of the police radio equipment for the purpose of communicating law enforcement information.

## III. DEFINITIONS:

Communications is vital in the law enforcement profession because of the dangers involved in the work and also because officers are often counted on in emergency's to save or protect the lives of citizens within the community. For purposes of this policy Communications will be defined as: *The transfer of an idea from the mind of one to the mind of another with understanding.* The key word in this definition understands, because without understanding there is no communicating.

## IV. RADIO TRANSMITTING TECHNIQUES

A. When using the microphone or hand held radio hold it approximately one (1) inch from your lips and at a 45 degree angle. While holding the microphone or hand held radio in this position, press the talk button firmly and pause for approximately two full seconds to give the transmitter time to reach its full power, and then speak clearly in an even tone of voice using your best diction.

- B. Distorted transmissions are caused by shouting into the microphone or hand held radio, attempting to transmit with excessive background noise, or displaying a loss of temper, impatience, sullenness or trailing off at the end of the transmission.

**V. GENERAL RADIO PROCEDURES:**

- A. Select the proper radio channel for the type of transmission to be made.
- B. **KNOW WHAT YOU ARE ABOUT TO SAY BEFORE YOU START TRANSMITTING.** Always listen for a few seconds prior to transmitting to make sure you are not interrupting any other radio transmissions.
- C. All radio traffic will be conducted courteously, the radio shall not be used to convey personal feelings, i.e. anger, disgust, impertinence, etc...
- D. There are NO Police Supervisors at MECA, therefore the radio will not be used for explaining a call after completion of an assignment. If MECA needs to know certain facts about the call, notify them by telephone.
- E. Vehicle defects should not be reported via the radio except in emergencies.
- F. Officers should not interrupt radio broadcasts. If communications or a unit is awaiting acknowledgement or further traffic, do not interrupt unless you have emergency traffic and cannot switch to TAC-1
- G. When officers are out on traffic stops or are conducting interviews, the officer shall monitor radio traffic.
- H. If communications does not immediately answer your transmission, wait a reasonable amount of time before calling again unless it is emergency traffic.
- I. The radio shall not be used for personal messages.
- J. When contacting MECA call: 541-5300. Never call 911.
- K. Officers working part-time shall follow procedures outlined in Department Policy 104 (Off-Duty Employment) for notifying MECA.

## **VI. PROCEDURES:**

### **A. Instructions for Transmitting:**

#### **1. Channel Selection:**

- a. **PBPD Dispatch**: Shall be used as the Primary police dispatch frequency. It shall be used by units as the primary frequency to log in and out, make general broadcasts, and other routine police communications.
  - b. **TAC-1**: Shall be used by communications for dispatching when the Primary Dispatch Channel is closed for a directed net. When it is anticipated that the net will need to be directed for units dispatched to a serious or in progress call, they may be directed to go to TAC-1, thereby keeping the Primary Dispatch Channel open.
  - c. **C. 28-51 Channel**: Will be used for local 10-28's, local and ACIC/NCIC 10-51's, driver's license checks and other terminal requests.
  - d. **Systems Net**: Systems Net is a channel that can be monitored by various local law enforcement as well as fire and rescue agencies. When using systems Net a unit must put an 8 before the unit number. Example: Unit 400 would transmit 8400 when using this radio frequency. Other agencies have their own prefix to be added to their unit number. This will better enable agencies to be identified when they have duplicating unit numbers.
  - e. **Admin Channel**: this channel shall be used to necessary unit to unit traffic that does not have to be relayed to everyone. Example: Providing a unit with information about a call they are responding to, coordinating arrival on a call, etc...
  - f. **MCU-1**: This channel shall be utilized by the Detective Division for their normal day to day operations. Detectives wishing to contact communications shall use the primary dispatch channel or TAC-1` as appropriate.
2. Pronounce words slowly and distinctly.
  3. Whenever transmitting a message to an officer, refer to the officer by call number.
  4. An officer in the field will use his/her call number prior to transmitting any information.

5. Always try to compose yourself and speak with as little emotion as possible.
6. Do not transmit until message is clearly in mind, but don't hesitate in emergency situations.
7. If necessary to transmit a lengthy message and time permits, write it down in logical order before transmitting.
8. BREAK a lengthy message periodically, (especially a message having more than one part).
9. Keep mouth close to microphone and speak as if you were using a telephone, (do not shout).
10. Use the minimum number of words necessary to convey the message.
11. In describing persons, if possible, give information in the following order:
 

(a) Name	(h) Color of Hair
(b) Alias	(i) Color of Eyes
(c) Race	(j) Complexion
(d) Sex	(k) Scars or Tattoos
(e) Age, (DOB)	(l) Clothing description
(f) Height	(m) Home Address
(g) Weight	(n) Felony-misdemeanor or reason for broadcast.
12. Names of persons should be spelled and their initials coded (A-Adam; B-Boy; C-Charles, etc.) Unusual words will be spelled.
13. When transmitting numbers, group them in groups of three.
14. When an emergency exists, the officer with the emergency and the dispatcher WILL have first priority use of the radio until emergency traffic is concluded.
15. Officers not involved in the emergency shall not call with requests for information. By listening, officers can get the available information and if their assistance is needed, it will be requested.
16. When stopping a vehicle for any reason, the following procedure should be followed for the personal safety of the officer:

a. **Traffic Stop**: When a decision has been made to stop a vehicle for a traffic violation, the officer shall notify the communications center of the:

- 1) intent to stop a vehicle;
- 2) location where vehicle is stopped;
- 3) complete description of the vehicle;
- 4) number and description of occupants;
- 5) need for back-up;

b. **Felony Stop**:

- 1) When a vehicle is observed that is thought to be occupied by felons or suspected felons, officers shall notify the communication center and provide the location of the vehicle if stationary, or the location and direction of the travel if moving;
- 2) Officers should keep the vehicle in sight, notify the communications center and request sufficient back-up to have manpower superiority
- 3) Refer to PBPD Policy 405 (Stopping a Known or Suspected Felon) for additional procedures.

B. **Instructions for Receiving**:

1. Keep radio on at all times when in or out of the unit.
2. If equipped with a portable radio, always make sure this equipment is on and operational when out and away from the unit.
3. Keep radio volume control on all equipment loud enough to easily be heard.
4. Have notebook and pencil so messages may be written.
5. Do not acknowledge receipt of message until the complete text is accurately known.

C. **Alphabetical Word Code**: Employees shall use this word code when transmitting:

- |                |                 |                 |
|----------------|-----------------|-----------------|
| 1. A - Adam    | 10. J - John    | 19. S - Sam     |
| 2. B - Boy     | 11. K - King    | 20. T - Tom     |
| 3. C - Charles | 12. L - Lincoln | 21. U - Union   |
| 4. D - David   | 13. M - Mary    | 22. V - Victor  |
| 5. E - Edward  | 14. N - Nora    | 23. W - William |
| 6. F - Frank   | 15. O - Ocean   | 24. X - X-Ray   |
| 7. G - George  | 16. P - Paul    | 25. Y - Young   |
| 8. H - Henry   | 17. Q - Queen   | 26. Z - Zebra   |
| 9. I - Ida     | 18. R - Robert  |                 |

**D. Disposition Codes:**

1. Code A – Arrest
2. Code B – Report Taken
3. Code C – Citation Issued
4. Code D – Warning or Advice Given
5. Code E – Assistance Rendered
6. Code F – No Action Taken
7. Code G. Unable to Locate
8. Code H. Gone on Arrival
9. Code I – Canceled Prior to Arrival

**E. Restricted Codes:**

1. Code 1-01 – Homicide
2. Code 1-10 – Sexual Assault
3. Code 1-12 – Rape
4. Code 1-14 – Child Molestation
5. Code 1-50 – Child Abuse
6. Code 1-60 – kidnapping
7. Code 3-10 – Attempted Suicide
8. Code 3-20 – Death/Dead Body
9. Code 4-89 – Bomb Threat
10. Code 8-35 – Mental Disorder
11. Code 90 – Hostage Incident
12. Code 12-59 – Transport Dangerous Substance
13. Code – 1100 – Officer Needs Help

**F. Official Ten Codes:**

1. 10-1 (Receiving Poorly)
2. 10-2 (Receiving Well)
3. 10-4 (Acknowledgment)
4. 10-5 (Relay)
5. 10-6 (Busy)
6. 10-7 (Out of Service)
7. 10-8 (In Service)
8. 10-9 (Repeat)
9. 10-10 (Temporarily Out of Service, Subject to Call)
10. 10-12 (Spouse)
11. 10-13 (Weather Conditions)
12. 10-14 (Escort)
13. 10-15 (Prisoner)
14. 10-17 (Pick Up \_\_\_\_\_)
15. 10-19 (Go To \_\_\_\_\_)
16. 10-20 (Location)
17. 10-21 (Telephone)
18. 10-22 (Cancel)
19. 10-23 (Standby)

20. 10-24 (Trouble at MECA)
21. 10-28 (Registration Check)
22. 10-30 (Doesn't Conform to Regulations)
23. 10-33 (Emergency Traffic)
24. 10-42 (Officers Home)
25. 10-50 (Negative Reply or Negative Contact)
26. 10-51 (NCIC Check)
27. 10-53m (Subject is Wanted-Misdemeanor)
28. 10-53f (Subject is wanted-Felony)
29. 10-74 (Animal Complaint)
30. 10-74a (Dead Animal)
31. 10-75 (Traffic Stop)
32. 10-82 (Meet At \_\_\_\_\_)
33. 10-92 (Request to Eat)
34. 10-93 (Request Coffee Break)
35. 10-94 (Personal Business)
36. 10-95 (End of Tour Reports)
37. 10-97 (Arrival at Scene)
38. 10-98 (Completed Call)

**G. Back-Up Units:**

If an officer is closer than the dispatched back-up unit, he/she should immediately notify communications of their location.

**H. Monitoring Radios:**

All units shall constantly monitor their respective radio channel except in situations that would affect their safety. All units shall be available for dispatch at all times, when not on assigned call.

**I. Disposition of Calls:**

1. When units have completed their assignment they will advise communications their unit number, actual call type is different from the original status, "10-8" and their disposition code. Communications will acknowledge the unit and give the assigned incident number on all, disposition A or B Codes.
2. When an officer initiates a traffic stop, a pedestrian check or other self initiated activity (security checks, hazard removal, assist citizen, etc...) and **no** arrest has been made or reports are necessary, then a disposition code is not necessary. Also, upon going 10-8 from a call or self initiated activity, MECA does not need to know how Field Interview Cards or Citations are written, they are not logged.

**J. Unacceptable Language:**

1. Units shall refrain from using phrases like “if you will”, and avoid thanking the operator or other units for their help or service.
2. Do not refer to anyone as “nutty”, squirrely”, sucker, or any other derogatory name. If necessary use phrases such as “8-35”, mentally/emotionally disturbed or possibly has a mental problem.
3. The use of any words or phrases that would be offenses to a person’s race, sex, nationality, religion, or sexual orientation shall not be used under any circumstances.
4. It cannot be overemphasized that all radio traffic will be conducted courteously and professionally.

**K. Procedures for Directing the NET:**

1. There are times when it becomes necessary for police units to close radio channels to normal radio traffic. A radio channel shall be closed under the following circumstances:
  - a. At the request of a police unit or command officer.
  - b. During all Code 3 Pursuits.
2. When the Net is directed on PBDP Dispatch, units that are available for call shall switch to TAC-1.
3. Generally the command officer in charge at the scene shall have the primary responsibility for releasing the Net back to normal radio traffic. However, where the hazard to an officer’s safety no longer exists, it is imperative to open the radio channel to normal traffic as soon as possible.

**L. General Broadcast.**

General broadcasts shall be utilized to broadcast general information such as missing persons, suspect descriptions, stolen autos, etc... When general broadcasts are to be transmitted by a police unit, it shall advise, “Units standby for a General Broadcast.” The unit then shall wait approximately 10 – 20 seconds for officers to prepare to copy, before beginning the broadcast. General Broadcasts shall be made on the primary dispatch channel.



**M. Courtesy Messages:**

1. Law enforcement radio facilities may be used to locate persons for emergency purposes whenever public service facilities have failed, are inadequate, non-existent, or whenever a person sought is en-route to destination when emergency arises.
2. Courtesy messages should be carefully considered before acceptance. Communications which are not urgent should not be transmitted.
3. In handling or delivery of a courtesy message, no employee shall convey the text of the message or the nature of the emergency. Employees shall inform the person that an emergency exists and the name and telephone number of the person who is trying to reach them.
4. The law enforcement radio system is for official law enforcement messages only and shall not be used as a paging system for any private individual or organization.

**N. Checking in and out of Service:**

1. Officers shall check "10-10" or "10-7" each time he/she is out of service, giving the dispatcher the location and telephone number if possible.
2. Officers shall promptly check "10-8" each time they return to service.

**O. Reporting Disasters and Other Serious Incidents:**

1. Any employee learning of any crime, civil disorder or disaster such as an explosion, tornado, etc., shall immediately give the description of what happened to the dispatcher by radio or any other available source of communication.
2. The Dispatcher will immediately contact and dispatch a supervisor.
3. The employee reporting the incident as described in #1 above shall further evaluate the situation and provide further communication concerning the event, including resources needed immediately, request back up, street needs closing, re-route traffic, etc..

P. **Hit and Run Reports**: Officers reporting hit-and-run cases shall transmit the information in the following manner:

1. Location of hit-and-run accident.
2. Was personal injury involved?
3. Date and time of the accident.
4. The color, year, make, body style, accessories, and license information of vehicle that left the scene.
5. Identifying features of damages to the vehicle that left the scene.
6. Description of driver and passengers, if known, occupying suspect vehicle.
7. Direction of travel of hit-and-run vehicle when last seen.

Q. **Car-to-Car Transmissions**:

1. Employees using the law enforcement communications system are prohibited from using slang expressions, joking, making humorous remarks, using profanity or keying the microphone to music, internal or external noises, etc.
2. All communication will be in the performance of official law enforcement business, using as few words as possible to complete transmissions.

R. **CODE 1100 (Officer Needs Help)**

1. When a CODE 1100 is dispatched, or is requested by an officer, it is not necessary for officers to notify MECA that they are responding to the CODE 1100.
2. CODE 3 is authorized.
3. It is understood that when an officer needs help all units are responding. Stay off the radio so that emergency traffic can be broadcast.
4. If the CODE 1100 is cancelled prior to an officer's arrival at the scene, the officer shall turn off their unit's emergency lights and siren, slow down to normal traffic speed, and continue to the scene and drive through the area in a show strength.