

Wayne County Sheriff's Office
Training Brief 1-5
Communication Procedure

General Order 26.1.1: II S 1. and 2. Code of Conduct

General Order 22.5.13: III A 1. Operation of Department Vehicles

Purpose: To ensure the Probationary Officer has an understanding of the department's procedure for Radio Communications.

A. Radio Communications

1. Dispatcher duties
 - a. Answer 911 and general calls into dispatch
 - b. Get as much information from the caller for the officer to be able to respond to the call in the correct manner.
 - c. Dispatch appropriate agencies to the pending call (i.e. police, fire, and ambulance).
 - d. Check status of officers for traffic stops and calls.
 - e. Make calls for officers on a scene (i.e. Wreckers, probation, CPS, utilities, etc).

B. Telecommunications Priority

1. Telephone
2. Dispatching officers to calls in accordance to the type
 - a. Officer needs assistance
 - b. Emergency ambulance and fire (ie 10-50PI, illness, injury)
 - c. Emergency citizen needs help (ie 10-16 physical, 10-50 PI, robbery)
 - d. Activated alarms (ie hold up, panic (duress), burglary, etc)
 - e. Non-emergency calls from citizens needing assistance

C. Services Available

1. 10-29 - wanted information on a person or property
2. NCIC/IDACS - National Crime Information Center/Indiana Data and Communication System - checks for information on persons and property
4. BMV - information on driving license and vehicle files (10-27 and 10-28)
5. Message switching - used to send messages to other agencies. Most common use is for warrant conformation from another agency.

When officer gets a "Hit" the issuing agency has 10 minutes to respond to our switch message. On the second message, the issuing agency gets the message as well as the state. Dispatch has to wait another 10 minutes. If no response from the issuing agency, with the third message, the issuing agency gets the message, state and FBI. The amount of time for an officer in the field with a possible wanted person or property can be up to 30 minutes. Dispatch knows the importance of this information, but has to wait as well. They cannot hurry up another agency for the information.

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D. Common Codes

1. Officer status

Signal 9	disregard
Signal 8	meet
Signal 10	lights and siren
Signal 100	emergency traffic only
Signal 27	traffic stop (10-38 is also used for traffic stop)
10-96	mentally ill person
Signal 60	drugs
10-6	busy
Signal 12	dinner break
10-8	available
10-10	fight
10-16	domestic
10-23	arrival to scene
10-24	clearing form a scene
10-27	driver's license check
10-28	vehicle registration
10-29	check wanted/stolen
10-43	information
10-50	accident
10-51	tow truck
10-52	ambulance
10-55	possible driving while intoxicated
10-56	possible intoxicated person

E. Common Dispositions (10-24)

Report	report taken
FTL	fail to locate
No	Action no action taken
Citation	citation issued
Warning	written or verbal warning given
J-3	prisoner
Tow	cleared with towed vehicle

F. Appropriate Response

1. When called by dispatch, give unit number and information that dispatch is requesting
2. Call and be acknowledged by dispatch before proceeding with a request or message. When calling dispatch: Dispatch is first and then your unit number: i.e. Wayne County 89-1
3. Call out to dispatch when performing various tasks.
 - a. Suspicious person/vehicle location and number of persons
 - b. 10-46
 - d. Sig. 27 (or 10-38)
 - e. Requesting an accident number or case number
 - f. Anything of importance
 - g. Creating a call

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- h. Being stopped or flagged down
- i. Transporting anyone of the opposite sex or juvenile and give mileage
Give advance warning of messages to follow. Example:
"Sample... Wayne County 89-1 signal 27" wait for acknowledgement from dispatch
before continuing with information.

- 4. Attempt to advise dispatch when you will be in route to a call and always advise when you arrive.
- 5. Keep dispatch and assisting units advised of necessary information (i.e. status and descriptions).
- 6. When calling car to car, use unit number of the officer, make transmission short and concise when using main channel. If there is a large amount of information, use the telephone or meet.
- 7. If you know you are closer to a call than another officer, disregard that officer and take the call. Keep in mind the location of streets and roads and other officers locations is a must! Make sure dispatch is clear who is going to an assigned call.

G. Vehicle Stops, dispatch need the following

- 1. Unit number
- 2. Location
- 3. License plate (number, state year of issue and type)
- 4. Color, make, and model of the vehicle
- 5. Number of occupants

H. Broadcast Information on the Radio

- 1. Type of incident
- 2. Suspects:
 - a. Number of suspects
 - b. Direction of travel
 - c. Type of travel (i.e. on foot, vehicle etc)
 - d. Physical description including gender, race, build, clothing, hair, etc.
- 3. Weapon(s) used
- 4. Vehicle description
- 5. Loss (if any), including item, approximate value, or denomination of bills

I. Descriptions

- 1. Person
 - a. Name
 - b. Race
 - c. Gender
 - d. Age range
 - e. Height

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- f. Weight or build
- g. Hair color
- h. Eye color
- i. Complexion
- j. Any marks, scars or tattoos
- k. Clothing (top to bottom) and (inside to out)
- 2. Vehicle
 - a. Color
 - b. Year
 - c. Make
 - d. Model
 - e. License plate (including state, numbers or characters, color of plate)
 - f. Any damage, stickers decals, etc.

J. Foot Pursuit - use main frequency

- 1. Identification of person(s)
- 2. Reason for the pursuit
- 3. As much description of the person
- 4. Direction of travel
- 5. Any possibility of weapons

K. Vehicle Pursuit - use main frequency

- 1. Identification of vehicle
- 2. Reason for pursuit
- 3. Description of vehicle including plate number and state
- 4. Number of occupants
- 5. Any possibility of weapons
- 6. Direction of travel
- 7. Approximate speed
- 8. When stopped - location

L. When to use other frequency

- 1. Signal 100 in effect
- 2. Heavy air traffic

M. Type of information to be given to dispatch

- 1. Unsecured building

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2. 10-0 information (never give the victim's name over the air)
3. Victim juvenile
4. Length of message, etc.

N. Appropriate Radio Demeanor

1. Conserve airtime - short and to the point
2. Be aware of background noise
3. Speak clear and calm
4. Be professional at all times
5. Unimportant information enter in to the comments of the call

S. Radio Monitoring

1. Officers shall monitor their police radio at all times when on duty and shall answer the radio if called. Officers shall notify dispatch when they are out of their vehicle.
2. Whenever using department radio transmitters, standard brief terminology shall be used in accordance with FCC regulations and recommended police signals and terminology. Only necessary transmissions shall be made in accordance with the issued FCC license that permits emergency and police business transmission. All radio communications are to be businesslike and professional.
3. Whenever operating a vehicle off-duty, the officer shall have the police radio on and be available to respond to an emergency situation if needed.

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Dispatcher Guidelines for Law Enforcement use of 800 Mhz.

- É Use appropriate radio etiquette at all times
- É Be professional at all times
- É Responder safety is paramount!
- É Avoid overuse of 800 mhz radio. Be brief but complete in dispatches.
 1. Voice dispatch items that are essential in getting the officer to the scene and safe at the scene: i.e. weapons, injuries etc.
 2. Use MDT and chat whenever possible and when the delay of the message in question is not immediately necessary for the safety of anyone.
- É Be prepared to move Officer(s) to OPS channels if they are on a special project i.e. traffic enforcement.
 1. Use the County Fire Dispatcher, if necessary, to monitor the assigned OPS channel.
 2. Request that those officers being moved to another channel report in on that channel to ensure no one got "lost" in the move. Request they report back in on the main channel when they are complete on the temporary channel.
- É Be prepared to suggest or appoint a person as "Command" at scenes that can benefit from LC. and recommend others at the scene go to 91D or 92D (those are all the way at the end of the bank of channels on the current template. A hard stop at the other end of the dial is 92D and back one from that is 91D. These are commonly referred to 8TAC channels).
- É Be prepared to advise Officers (MDT, Chat, Phone or Radio) where a vast amount of information can be located on the Wayne County RMS page, especially the RMS lookup page. (Make yourself familiar by pursuing these links as well).
- É Supervisors or Lead Communications Specialists should be the ones to speak with officers and field supervisors about misuse (see Guidelines for Law Enforcement use).
- É Officers are being instructed to clear calls when completed and may not advise on the radio. Use the CAD to keep track of them, that's what it's for...
- É If it can be **Safely** done without transmitting through an 800 tower Do It.

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Dispatch Organization for call types:

Emergent (any call that is in progress or occurred so recently that there is a probability of suspects in the area or any call that has a risk of life or health): Voice Dispatch.

1. Location (including apartment/building, up or down, and cross streets), caller, suspect(s) information, vehicle(s), weapons and injuries.
2. Activity or criminal intent
3. In progress or just occurred.

Non-emergent (Calls that have been delayed for significant time and any suspects are probably gone. Report calls, speak with an officer ect.): Voice Dispatch

1. Location
2. Type call (i.e. mischief, theft, etc.).
3. Remainder in CAD

call

Admin: Voice

1. Unit# check your MDT
2. Info can be a telephone call or message to MDT

References: General Order for Radio Procedures, 10 codes sheet, Signal codes sheet, Phonetic alphabet sheet

Probationary officer's signature and unit number

Date

FTO's Signature and unit number

Date