

dispatch is available for additional radio traffic, 2) provides a time reference for officers and recording.

In absence of dispatch airing the time following transmission, officers should refrain from using the radio until radio traffic is completed, indicated by dispatch airing time.

D. Phonetic Alphabet

1. The following phonetic alphabet is the approved version for the Craig Police Department:

A - Adam	F - Frank	K - King	P - Paul	U - Union
B - Boy	G - George	L - Lincoln	Q - Queen	V - Victor
C - Charlie	H - Henry	M - Mary	R - Robert	W - William
D - David	I - Ida	N - Nora	S - Sam	X - X-ray
E - Edward	J - John	O - Ocean	T - Tom	Y - Young Z - Zebra

2. The phonetic alphabet is to assist in differentiating between letters that often sound alike over a radio. The phonetic alphabet is used in stating license plates, VINs, and uncommon spelling of names or words.

E. Assigned Radio Call Signs

1. All personnel of the Craig Police Department are designated a radio call sign according to rank or job classification. Call sign designators are based on a three-digit number system, with the first digit indicating classification and the next two digits based on the last two digits of the department assigned personnel number.

100 - Command Staff

200 - Sergeants

300 - Investigation division

400 - Patrol Officers / Reserve Officers

500 - Animal Control / Civilian personnel

900 - Explorers

Example: Personnel number- 101

If in Patrol - 401

If Sergeant - 201

If Chief - 101

F. Responsibilities of Officers

1. All officers shall continually monitor radio traffic and advise dispatch of location, and activities.
2. Administrative Staff and detectives are exempt from above requirements and are encouraged to remain off the air for routine tasks, e.g. out of service at meeting, etc.
 - a. These officers shall notify dispatch of their location and activities, by radio, phone, or in person, when engaging in activities that could pose a threat to them or responding officers.
3. The on-duty supervisor will provide the communication center with a roster of on-duty patrol personnel, district assignment, and vehicle assignment prior to start of shift.
4. Officers will not use the radio for other than official police business.

G. Language

1. With a few exceptions Craig PD uses a plain language system for radio communication in place of the '10' code. Exceptions: see section G. 5.
2. Although not restricted, verbal courtesies should be kept to a minimum on the air. Use of words or voice inflections, which reflect irritation or disgust, is unacceptable. Officers should attempt to maintain professionalism on the radio at all times.
3. Officers shall pace their transmission on the radio to ensure they are understood. Numbers and letters should be grouped to make receiving easier.
4. Preferred Preparatory Phrases:

Traffic

Suspicious (person, vehicle, or thing)

Run (one, two, etc.)

Follow-up

Extra patrol

Parking

Assist

Copy or OK- Acknowledges receipt of radio transmission

Clear- Several uses, e.g. clear from a location or call, requesting a person or item checked for wants, and also acknowledging radio transmission.

A-firm- Instead of affirmative to reduce confusion with negative during radio cut-out

UTL- Unable to locate

ATL- Attempt to locate

GOA- Gone on arrival

BOLO- Be on the look out

Break- Used as a strategic pause when airing lengthy information or multiple items. This pause allows the opportunity for emergency traffic to be aired. Receiving party makes no response until all information is aired. Airing party shall advise "continuing" when beginning next portion of information.

5. 10-code phrases: In order to remain NIMS compliant we do not endorse the use of 10 codes. However, our contract dispatch service (CSP) still uses some 10 codes that you should be familiar with. They are:

10-0	Use caution	10-42	Ending Tour of Duty
10-4	OK – message acknowledged	10-66	Cancellation of previous message
10-7	Out of Service - At Location	10-75	In contact with
10-8	In Service/Clear - with report, etc.	10-78	Officer needs help
10-9	Please repeat	10-89	Bomb Threat
10-20	Location	10-95	Person in custody

- 10-21 Call person requested by phone
- 10-23 Arrived at scene
- 10-24 Assignment completed
- 10-27 Drivers License Check
- 10-28 Plate Registration Check
- 10-29 Warrant Check
- 10-33 Emergency traffic
- 10-41 Beginning Tour of Duty
- 10-96 Mental subject
- 10-99 Wanted Person/Vehicle

H. Radio Traffic

1. Before initiating radio traffic, officers will ensure the air is clear of other radio traffic. They will also take into consideration other calls officers are on and whether radio communication must take place, can wait, or other communication (landline or in person) is better.

2. During self-initiated activity, officers shall use the above preparatory phrases. This aids in streamlining radio communication and results in reduced radio traffic. This also aids uniformity for self-initiated activity.

Example: Officer: "Craig, 401 Traffic

Dispatch: "go ahead"

Officer: "10th & Lincoln with UNS6251, white ford"

Dispatch: "22:10"

a. If the dispatcher is taking a priority emergency call, per O.1 above, the dispatcher will ask the officer to standby for 911 or emergency traffic. They may also ask officers to change channels if necessary.

3. When the officer is initiating radio traffic, reference to dispatch is not used. The officer shall only give their call sign. When dispatch is initiating the traffic they shall give only the call sign of officer(s) called.

Example: Officer: "401"

Dispatch: "401" or "go ahead"

Officer: "wants and DOR on UNS6251"

4. Car to car radio traffic may be initiated on channel 1 when the air is clear and approved by dispatch, or by going to channel 2 and giving the call sign of the officer being called, followed by the call sign of the officer initiating call. Bear in mind that when you are on channel 2 dispatch cannot hear your radio traffic and may cover you.

Example: Officer 401: "403, 401"

Officer 403: "go ahead"

Officer 401: "meet at PD"

5. Officers are responsible for being prepared to copy radio traffic at any time. If out of car, officers shall monitor packset radio. Officers, upon receiving a call or assignment from dispatch, shall acknowledge the call.

Example: Dispatch: "401, alarm at #13"

Officer 401: "Copy" or "OK"

6. Officers shall advise dispatch of both their "P" and "unit" number when beginning or ending shift.

Example: Officer: "Craig, P401, Unit7-10 -
In Service or Out of Service"

7. On scene/Out of service and Clearing call/In Service

a. Officers will advise dispatch upon arriving on scene of a dispatched call, and when they will be out of service for an extended period of time.

Example: Dispatch: "401, alarm at #13"

Officer: "Copy"

Arriving officer: "401, in the area"

Dispatch: "2115"

Example 2: Officer: "Craig, 401 Out at Shop for Repair"

Dispatch: "1210"

b. Officers will advise dispatch upon completion of a call or going back in service. Officers will include any necessary dispositions when clearing a call. Dispatch will respond with incident number, if necessary, then time.

Example: Officer: "Craig, 401, Clear"

Dispatch: "Craig 401"

Officer: "clear, warning for ____ (use common code or offense)"

Dispatch: "1515"

Example 2: Officer: "Craig, 401, Clear with report, etc."

Dispatch: "1310"

c. Officers clearing calls shall keep dispositions short (2-3 words recommended) or enter lengthy dispositions into incident screens themselves.

8. When airing ATLs or BOLOs, dispatch shall use 'break' to allow strategic pause while airing information. Dispatch shall advise to prepare to copy ATL, 'break', then continue in about 15 seconds. Officers should hold radio traffic until completion of ATL, then officers shall acknowledge copying the information.

I. Assistance and Back-up

1. Dispatchers shall have the initial responsibility for assigning cover cars and back-up units.

a. On low-risk calls, dispatch will not automatically assign a back-up car. If the primary officer wants a backup unit they may request one.

Examples of calls without automatic cover :

normal risk traffic stop

noise complaint (unless it's a loud party @ night)

traffic complaint

2. Officers may use their discretion if they want a cover car, and may also request additional cars based on observations after arriving on scene. Officers may also have assisting units disregard.

3. Emergency response will be determined by the requesting officer or by the type of request. Primary emergency response will be the car(s) nearest the requesting officer. Supervisors or dispatchers may assign additional cars to respond as the situation dictates, including other agency assistance.

a. Requesting officer may expedite the mode of response and the number of additional officers to respond.

b. Officers on scene will assess situation and advise they are OK when possible. Upon OK, all officers not on scene will disregard, unless specifically requested to continue.

4. If necessary, officers or dispatch may call for emergency traffic, until the situation is stabilized.

J. Request and Return of Information

1. Officer requesting information or wants and DOR checks should advise dispatch if they are in contact with the vehicle or person; or advise no contact. This will help the dispatcher know if cover needs to be dispatched or to start an incident screen.

2. When requesting information on a person, officers will relay the following information, if available:

a. What info is needed (wants & drivers/wants only) and State to run (don't include CO unless it is only state)

b. White/black - male/female

c. Last name (phonetic if necessary)

d. First name

e. Middle name or initial

f. Date of birth

3. When requesting on vehicle license plate, officers will relay the following:

- a. What info is needed (wants & DOR/wants only)
- b. State of issue
- c. Type of plate (apportioned, temp, passenger, etc.)
- d. Plate number (phonetic alpha)

4. When requesting information on a vehicle identification number (VIN), officers will relay the following, if known:

- a. VIN
- b. State and license plate if known
- c. Vehicle year/make/model

5. When requesting information on items, officers will relay the following information:

- a. Type of item (gun, tool, money, etc.)
- b. Make/model of item (if known)
- c. Serial number (phonetic alpha)

6. When information requests return an active warrant, dispatch will use following procedure:

Example:

Dispatch: Will air an alert tone and the officers location.

Officer: "standby" or "go ahead with info"

Dispatch: "401, 6th and Legion, Felony 10-99 on John Smith, dob/121472, W/M, 6' 1", 180lbs, Bro/Blu for FTA on 2nd degree assault, bond 100,000."

Officer: "copy, send for confirmation"

7. When information shows party to be clear, but revoked/suspended, etc., dispatch should use follow example.

Dispatch: "401"

Officer: "401"

Dispatch: "party is clear, revoked Per se"

Officer: "copy, send for confirmation"

K. Airing descriptions

1. The purpose of this section is to standardize radio broadcasts of persons and vehicles during attempt to locate and dispatching calls for service.

2. Persons

- a. Name, if known, (last, first, middle)
- b. Nationality and gender
- c. Age and/or date of birth
- d. Height, weight, hair, eyes
- e. Clothing description (top to bottom)
- f. Scars, marks, tattoos
- g. Any other helpful identifiers

3. Vehicles

- a. Color
- b. Year
- c. Make & Model
- d. Body style (couple, convertible, pickup, etc.)

- e. License plate and State
- f. Any other identifying items.

L. Calls for Service Types

1. The following calls are considered priority emergency calls ~~and will receive an alert tone #2 prior to dispatching.~~ Dispatch will announce “all cars 10-33 traffic only”. Officers will respond Code 3.

- a. Officer down
- b. Robbery in-progress
- c. Assaults in-progress with known weapons
- d. Other calls dispatcher determines to be an imminent threat of death or serious bodily injury.

2. The following shall be considered emergency calls. Officers will respond Code 3.

- a. Physical domestic violence in-progress
- b. Injury and unknown if injury traffic accidents
- c. Assaults in progress
- d. Officer needing emergency back-up
- e. Fights in progress (no or unknown weapons)
- f. Kidnapping in progress
- g. Other calls posing threat to life or serious bodily injury
- h. Ambulance assists (officer discretion)
- i. Disasters, riots, other similar incidents

3. The following shall be considered urgent calls. Officers will generally respond Code 2.

- a. Verbal domestics or disturbances

- b. Burglary in-progress
- c. Assault- just occurred
- d. Assaults unknown if in-progress
- e. Misdemeanor crimes in progress

4. Since the above lists cannot be all-inclusive, officers and dispatchers shall use good judgment and discretion on other calls.

5. Certain type calls, as approved by department policy, may be handled at the station, over the telephone, or by a counter report form.

6. On certain types of complaint calls, dispatch will advise the officer if the reporting person wants identified and if they want contact from the officer. (e.g. noise complaint, barking dog, traffic complaint)

7. Dispatch shall be notified when an officer other than the originally assigned officer will be the primary officer on the call. Primary officer will be listed first on incident screen.

M. Dispatching Calls for Service

1. In-progress calls shall be dispatched to the district car, or closest available car.

2. When dispatching calls dispatchers will relay the following, if applicable:

- a. Unit assigned and cover car
- b. Location and type of call
- c. If call is in-progress
- d. Weapons and type, if known
- e. Indicate injuries, if known
- f. Any indication of intoxication

3. Dispatchers will advise, "Standby for further" if they are still in contact with RP and attempting to obtain additional information. Officers should refrain from using the radio unless urgent.

4. "No further info, no longer in contact" will be used by dispatch when they are no longer in communication with RP. Reason for loss of contact may be relayed if known.

5. Dependent upon the safety of the caller, dispatchers will make every effort to maintain contact with RP and continue to obtain additional information to responding officers.

N. Holding Calls

1. If all officers are unavailable or out of service, non-emergency calls may be held for next available officer. The reporting person shall be advised of the approximate delay time. Officers should not be assigned a non-emergency call when they are unavailable or out of service, until they become available.

a. Calls may be assigned to any available officer when the district officer is out of service (for an extended period) or on another call.

2. Under no circumstances shall an emergency call be held from being aired.

a. Officers out of service or on non-emergency calls will be immediately assigned to handle the emergency call.

b. If all officers are currently on emergency calls, dispatch will open air the call. Officers will acknowledge the call when possible and will respond as soon as their current call is stable. Dispatchers will continue to open air the call, every 2 minutes, until acknowledgment is received.

O. Canceled Calls

1. If a call is received and the reporting party calls back to cancel the call, prior to the officer's arrival, the following shall be procedure.

a. Dispatch will advise the officer of the canceled call or that the call they are enroute to has been canceled.

b. Officers will have discretion on whether to continue response to the call or to disregard. Officers will advise dispatch of their decision and the incident screen will reflect the cancellation request.

c. All E911 calls and calls originally reported, as a crime of violence will be responded to, regardless of a cancellation request. At officer's request, dispatch may call the number the 911 was received from.

P. Status Checks

1. During daylight hours, dispatch will conduct status checks on officers once an hour. After dark, dispatch will conduct status checks on officers every 30 minutes in order of district assignment. If an officer has communicated with dispatch within 10-15 minutes, no status check is needed from that officer.

2. While officers are on an assignment they will be checked every 5 minutes.

Authorized by:



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