




Clayton County Police Department PROCEDURES

Subject RADIO COMMUNICATIONS		Procedure # A9	
Authorizing Signature 	Effective 08-05-2024	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	Total Pages 7

I. PURPOSE

To establish procedures for effective radio communications between personnel in the field and the E/911 Communications Center. Furthermore, to provide procedures and guidelines for personnel on the use, operation, issuance, return, maintenance and repair of County radios and radio equipment.

II. POLICY

The Clayton County Police Department (CCPD) maintains twenty-four (24) hour, continuous two-way radio communication between personnel in the field and the E911/Communications Center. [CALEA 81.2.2]. It is the policy of the CCPD to issue and assign County radios and/or radio equipment to personnel, as needed, to be utilized for official business only. Only personnel that have been properly trained shall use such radios and radio equipment as a means to communicate with other members of this Department and/or other agencies. All radios and radio equipment are owned by Clayton County; therefore, radio problems can only be addressed by the Clayton County Department of Information Technology (DoIT). All County radio and radio equipment issues and/or problems will be promptly reported to DoIT.

III. DEFINITIONS

Mobile Communications Terminal (MCT): Software provided to officers to assist with dispatching, documenting, self-initiated calls, and communicating with dispatch and other members of the Department.

Mobile Radio: A County radio installed in a County vehicle.

Portable Radio (walkie-talkie): A handheld-sized County radio carried on the person of an employee.

Public Safety Digital Network (PSDN): The PSDN is the advanced, encrypted radio system for public safety agencies and first responders. This radio network provides regional interoperability capabilities that allow public safety officials to communicate quickly and effectively. The platform shares critical information with responding agencies across Clayton County and the Metro Atlanta Region.

Two-way Radio: A two-way radio system consists of multiple radios on a system that enables equipped personnel the ability to communicate back and forth; each can talk to and hear each other. A two-way radio system includes a base station and one or more mobile or portable radio(s), along with the required antennas, cables, and related items.

IV. PUBLIC SAFETY DIGITAL NETWORK (PSDN)

- A. The PSDN allows dispatch information to be sent directly to computers in the Uniform Patrol Division (UPD) vehicles, equipped with the Automated Vehicle Locator (AVL) system, a Global Positioning System (GPS) and Wi-Fi, in real-time. The AVL system selects the closest unit to respond and the GPS system automatically routes the unit to the call location.
- B. When utilized by the E911/Communications Center and personnel in the field, the PSDN helps the Department to operate more efficiently because it decreases the chances of errors from verbal instruction, reduces the time dispatchers are on the radio and increases the time dispatchers are on calls to ensure accurate information.

V. RADIO PROCEDURES

- A. Radio Identification of Personnel [CALEA 81.2.4(c)]

Employees using a County radio or PSDN who initiate or respond with radio communication will first identify themselves by their assigned radio/unit number for that tour of duty. The use of names and communication contrary to this directive are prohibited, unless exigent circumstances exist.

The current *CCPD Radio Roster* is available in the 'Favorites' link on the CCPD intranet or by clicking on the following link (<http://ccpd/>).

- B. Circumstances Requiring Radio Communications [CALEA 81.2.4(a)(b)]

- 1. Dispatchers will continue to dispatch all Priority 1 calls over the radio. Officers must advise dispatch of their arrival to the location of the Priority 1 call, via radio.
- 2. Supervisors shall acknowledge, via County radio or PSDN, all Priority 1 calls and incidents dispatched within their span of control and supervision.

Refer to CCPD SOP: *D1: Patrol Operations* for further information on a first line supervisor performing the patrol operations function of the Department.

- 3. Personnel who are equipped with and/or issued a County radio for their assigned duties are required to notify or inform the E911/Communications Center, via the County radio, when:
 - a. A police officer assigned to the Uniform Patrol Division (UPD) begins and ends their scheduled shift and/or tour of duty;
 - b. A police officer assigned to any component or subcomponent of the Department begins and/or ends their tour of duty at any off-duty employment, as defined by CCPD SOP: *B6: Off-Duty/Secondary Employment*; and
 - c. Any employee arrives and/or departs from the scene of any dispatched or self-initiated call, follow-up investigation, or officially responded to any call, while acting on behalf or under the authority of the Department.

It is recognized that certain specialized units and/or personnel (e.g., Bomb Squad, Crisis Negotiator, SWAT, etc.) responding to an official deployment may not adhere to this procedure. During official deployments of such specialized units and/or personnel

the Incident or Specialized Unit Commander may designate radio communication procedures that deviate from this directive.

- d. Any employee changes locations while conducting official business. The new or next location of their call for service, if not already known, will be provided.

C. General Radio Communication Procedures

Personnel will adhere to the following procedures at all times when using County radios or the Public Safety Digital Network (PSDN):

1. The PSDN is the official communication system of the Department.
 - a. Communications during official business in the field will only be conducted via County radio or PSDN, unless authorized by a concerned on-duty supervisor to communicate otherwise.

Personnel are prohibited from communicating with the E911/Communications Center in any other form, unless specifically authorized to do so by a concerned on-duty supervisor.

- b. Personnel will only communicate using the designated radio channel and/or frequency of their current duty assignment or specific incident for which they are actively involved, unless authorized by a concerned, on-duty supervisor or the Incident Commander to communicate otherwise.

See *Appendix A* of this procedure for the current *CCPD Radio Talk Group List*.

2. All radio communication must be professional, clear, concise, timely, and easily understood by both the E911/Communications Center personnel and field units. Personnel will pronounce their words and speak slow enough to ensure others can hear them clearly. Personnel will minimize the use of airtime, keeping transmissions short to the point, but never at the expense of officer safety.
3. Personnel are prohibited from engaging in any personal conversations or communications that are not considered official business. Misuse of the radio (e.g., profane language, inappropriate transmissions, intentionally covering other users, etc.) is a serious and potentially dangerous breach of safety protocol and will not be tolerated.
4. Personnel will utilize authorized CCPD signals, status codes, service codes & priority codes, as applicable.

See *Appendix B* of this procedure regarding the authorized *Clayton County Police Signals, Status Codes, Service Codes and Priority Codes*.

5. Personnel will use a phonetic alphabet, as needed, while spelling and/or providing unique sequences of characters, e.g., license plate (tag) number, vehicle identification number (VIN), etc. The Police Phonetic Alphabet and the NATO/Military Phonetic Alphabet are authorized.
6. Employees will promptly acknowledge any and all radio traffic directed to and/or intended for them, unless exigent circumstances exist.
7. Personnel will acknowledge all information received to confirm their receipt and understanding. It is the acknowledging personnel's responsibility to ask, via County radio, for clarification of any information received, as needed.

In order to avoid repeated radio traffic and/or congestion, personnel will record dispatched information (e.g., address, cross street, complainant's name, etc.) upon initial receipt.

8. Personnel with issued County radios are required to monitor their assigned channel/radio frequency and respond appropriately when called upon any channel/frequency, while on-duty. This requirement includes sworn personnel engaged in any off-duty employment.

Exception: Personnel with duty assignments that are essentially administrative, and/or are non-field personnel, are not required to monitor their radios while in their administrative office(s). However, such personnel are required to maintain a working radio with the power activated and volume audible when out of the building or in the field while within the boundaries of Clayton County.

9. Non-essential requests for information will be handled through the appropriate Watch Office.
10. Supervisors shall monitor radio traffic to ensure their subordinates are properly monitoring and responding to radio traffic. If an employee fails to acknowledge multiple radio transmissions within a short time period, the supervisor shall:
 - a. Intervene by answering the radio traffic or by requesting that the dispatcher hold or reassign the call as appropriate; and
 - b. Investigate immediately as to why the employee is not responding to radio transmissions directed to them.

D. Emergency Requests for Assistance – Signal 63 or 74/73 [CALEA 81.2.4(g)]

1. Emergency assistance may be requested, if the circumstances require it. An emergency request for assistance involves circumstances that would categorize the request as a Priority 1 incident.

Refer to CCPD SOP: *D1: Patrol Operations* regarding the police response based on Priority Codes.

See *Appendix B* of this procedure regarding the authorized *Clayton County Police Signals, Status Codes, Service Codes and Priority Codes*.

2. To ensure an immediate response, emergency requests should be made using the County radio; should circumstances dictate, the Emergency Alert button (aka: "63" button), may be utilized.
3. An on-duty supervisor may manage the response to an emergency assistance request, as necessary or as circumstances change. On-duty supervisors are authorized to increase or decrease the number of responding officers, or the manner in which officers respond. However, only an officer or supervisor who is on the scene of the emergency request for assistance, who possesses immediate knowledge of the circumstances and can personally verify that the need for the emergency assistance no longer exists, is permitted to cancel any responding units.

E. Radio Communication with Other Agencies [CALEA 81.2.4(d)]

1. Depending on the circumstances and scope of an incident, personnel may be required to communicate with multiple agencies via radio throughout the course of an investigation and/or incident. When communicating with other agencies via radio, personnel will adhere to all procedures outlined in departmental policy concerning radio communications.

2. Due to differences between agencies' radio signals and codes, personnel should utilize plain talk, except for radio identification, when communicating with other agencies via County radio or the PSDN.

F. Secure or Confidential Radio Traffic

'Code Zero' shall be utilized to notify the intended receiver of radio traffic that there is secure radio traffic pending or to follow, and that the intended receiver should maintain secure radio communication during such radio traffic. Code Zero does not replace or supersede the proper use of any other radio signals or codes.

VI. MOBILE COMMUNICATION TERMINAL (MCT) PROCEDURES

Only sworn personnel that have been properly trained shall use the MCT as a means to dispatch, document and self-initiate calls with dispatch and other members of this Department.

- A. Officers will log into the MCT at the beginning of their shift. It is the responsibility of the officer to ensure that the information is correct, to include the unit number, employee identification number, beat assignment, sector number and vehicle number, which they are assigned for that tour of duty. Officers will also log off of the system at the end of their tour of duty.
- B. After logging onto the MCT, the officer will advise dispatch via radio that they are in service and logged onto the MCT. At the end of the officer's tour of duty, they will advise dispatch via radio that they are out of service.
- C. Officers will complete all required fields of information into the MCT, when clearing a call. A final disposition ***MUST*** be entered before showing your unit back into service or responding to another call for service.
- D. Officers shall not send messages via direct messaging (DM) to dispatchers or any other units. The only exception for this function is incoming messages from the E911/Communications Center and entry of a BOLO (Be on the Lookout) to be disseminated to other law enforcement units.
- E. All notes added to the narrative of a call will be professional in manner and only relate to the call. If cross referencing a call for service or an investigation is referenced, an incident case number will be included to the narrative.

The MCT shall not restrict the use of an employee's radio in the event that immediate attention is needed, e.g., traffic stops, suspicious persons, flag downs, etc.

VII. E911/COMMUNICATIONS CENTER OPERATIONS

The following capabilities and services are maintained and provided by the E911/Communications Center:

- A. Obtaining and recording relevant information of each request for service or self-initiated activity in the Computer-Aided Dispatch (CAD) System, to include:

Control numbers (CAD number and/or Event ID number); date and time of request; name and address of the complainant, if possible; type of incident reported; location of incident reported; identification of officers assigned as primary and backup; time of dispatch; time of officer arrival; time of officer return to service; and, disposition or status of reported incident. [CALEA 81.2.3]

- B. Prompt handling and appropriate routing of misdirected emergency calls intended for another law enforcement agency or public service agency; however, these types of calls are not logged or tracked. [CALEA 81.2.11]

VIII. RADIOS & RADIO EQUIPMENT

A. Inspection

Personnel will inspect County radio and radio equipment in accordance with CCPD SOP: *B14: Agency Property Control*.

B. Issuance, Return & Replacement

1. DoIT is responsible for all County radios and radio equipment. Therefore, issuance, return and replacement of all County radios and radio equipment must be coordinated by the Logistics & Operations Unit Quartermaster or authorized designee (hereinafter referred to as the Logistics & Operations Quartermaster). The affected employee may be required to be directly involved or present at the time of issuance, return and replacement. The affected employee shall not initiate this action without supervisory notification and approval.
2. For the issuance, return or replacement of a portable County radio and/or radio equipment, the Logistics & Operations Quartermaster will complete the DoIT *Radio Sign-In Sheet*. All County radio and equipment components must be accounted for during this process.

The components are listed below:

- a. Portable radio;
 - b. Radio antenna;
 - c. Primary battery;
 - d. Spare battery;
 - e. Battery charger base and cord;
 - f. Hard case with molded clip; and
 - g. Leather case with belt clip.
3. For those circumstances in which a portable radio is damaged beyond repair, lost or stolen, while the issued employee is on duty, a concerned, on-duty supervisor will place the affected employee in a duty assignment or position that does not require a portable radio for the remainder of the employee's tour of duty and/or until the next available DoIT business day (Monday through Friday).

If there is no available duty assignment or position where a portable radio is not required, the supervisor shall contact the E911/Communications Center and request that the DoIT on-call radio technician be contacted to respond and replace the affected employee's damaged, lost or stolen portable radio.

4. For those circumstances in which a mobile radio is damaged beyond repair, lost or stolen, while the issued employee is on duty, a concerned, on-duty supervisor will attempt to assign another County vehicle with a functioning mobile radio to the affected employee for the remainder of the employee's tour of duty.

If there is no available County vehicle with a functioning mobile radio, the supervisor shall ensure that the affected employee is placed in a position (e.g., share a County vehicle with another employee, administrative duty assignment, etc.) to finish their tour of duty.

5. Pursuant to CCPD SOP: *B14: Agency Property Control*, the damage, loss or theft of **any** County equipment requires the assigned employee to complete an *Incident Report* documenting the circumstances and details. Sworn personnel, regardless of rank, will complete the *Incident Report* for their assigned County equipment. Non-sworn personnel will have an officer complete an *Incident Report* for their assigned County equipment; a written statement will be required. The *Incident Report* is required by DoIT as documentation.

C. Maintenance & Repairs

1. The general maintenance and/or repairs of issued County radios and radio equipment does not require the involvement of the Logistics & Operations Quartermaster. The affected employee is responsible for coordinating and facilitating needed maintenance and immediate repairs of all assigned County radios and radio equipment.
2. Any employee with a County radio in need of maintenance or repairs will notify a concerned supervisor as soon as possible after the issue or problem is discovered. Portable radios needing repair are the responsibility of the individual employee assigned the radio. Generally, mobile radios needing repair are the responsibility of the individual employee assigned the County vehicle.
 - a. If a mobile radio issue or problem occurs during non-business hours of DoIT, the concerned supervisor (who was contacted by the affected employee) will ensure a *Radio Problem Report Form* is completed. The concerned supervisor will email and/or directly communicate with a Day Watch supervisor from the same Sector and advise them of the issue or problem, and to arrange for the County vehicle to be taken to DoIT during the next available business day. The Day Watch supervisor is responsible for ensuring the maintenance and/or repairs occur.
 - b. When a problem occurs with a portable radio, the affected employee will utilize the *Radio Problem Report Form*. During DoIT business hours, the employee will take the portable radio and the completed form to DoIT for evaluation and service.

The DoIT *Radio Problem Report Form* is available for use via the 'Forms' link on the Buzz Clayton County Employee Portal homepage (<https://buzz.claytoncountyga.gov/>) or by clicking on the link shown below.

<chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://buzz.claytoncountyga.gov/wp-content/uploads/2020/01/Radio-Problem-Report-Form.pdf>

IX. CANCELLATION

This procedure amends and supersedes the following standard operating procedure: *A9: Radio Communications*, dated September 27, 2019.