CONCORD POLICE DEPARTMENT
GENERAL ORDER

GENERAL RADIO PROCEDURES

GENERAL ORDER: 09.16	**CREATED:** December 1, 2000	**ISSUE DATE:** June 29, 2026
CALEA: 81.2.4, 81.2.10		**EFFECTIVE DATE:** July 13, 2026
ACTION: Amends general order dated September 4, 2023.		

09.16.0 PURPOSE

The purpose of this general order is to establish policies and procedures for general radio procedures.

09.16.1 POLICY

The policy of the Concord Police Department shall be that codes and unit numbers established by the department shall be used at all times when communication is made by use of the radio.

09.16.2 DEFINITION

A. OFFICER

For purposes of this general order, the term "officer" includes sworn law enforcement coworkers of any rank; and, may apply to any civilian coworkers assigned to field operations.

09.16.3 UNIT NUMBERS

A. Every officer shall be issued a unit call number that corresponds to their assignment.

B. The unit number shall consist of four digits. The first number shall always be a 4 as it corresponds to the City of Concord. The second number corresponds to the assignment area and if on patrol, the third number corresponds to the assigned rotation.

C. Unit numbers will be spoken as follows:

1. 4001-Forty Zero One
2. 4100-Forty-One Hundred
3. 4210-Forty-Two Ten
4. Code 4323-Code Forty-Three Twenty-Three

09.16.4 10-CODES

A. Communications maintains a list of "10-codes" that corresponds with officer activities and assignments.

B. Officers shall use these "10-codes" to allow for less radio transmission time and a better tracking of an officer's activities.

C. Officers shall accurately provide the dispatcher with a disposition code for each assignment via radio or clear via their Mobile Computing Terminal (MCT). The Computer Aided Dispatch (CAD) record shall serve as the permanent record for assignment dispositions. The current disposition and ten code list shall be attached to this policy.

09.16.5 RADIO COMMUNICATIONS

A. REQUIRED CONTACT BY OFFICERS

1. Officers assigned an MCT shall log on when they ~~enter their patrol vehicle to~~ begin their shift and shall log off their MCT when they ~~exit their patrol vehicle to~~ end their shift. Officers are expected to go in-service immediately following roll call or at the start of the assigned shift if no roll call is held.

2. All other units shall check on and off duty in order to allow for proper tracking of manpower in CAD. It is important to have an accurate number of all officers on duty at all times.

B. STATUS CHANGES AND LOCATION CHANGES

1. Officers shall promptly apprise the dispatcher of all changes in their status (e.g., on scene, in service/available) via radio or via their Mobile Computing Terminal (MCT).

2. When checking out of service for reasons other than assigned calls, the officer shall give their unit number and the location, unless such information is obvious by the nature of the code given. This may be done via radio or via their Mobile Computing Terminal (MCT).

3. Officers shall promptly apprise the dispatcher of all changes in their location while on an assignment.

C. SELF-INITIATED ACTIVITY

1. Officers shall promptly apprise the dispatcher of any self-initiated activity (e.g., traffic stops, subject stops).

2. In the event officers enter their own activity into the MCT, personnel not receiving a dispatcher's verbal acknowledgment of the activity should contact dispatcher via radio to verify the activity was received by the dispatcher.

D. OFFICERS DISPATCHED TO ASSIGNMENTS

1. Officers shall respond directly to assignments they receive from the dispatcher. Officers shall advise the dispatcher of any reasons that may preclude them from responding directly to an assignment.

2. If a supervisor believes an officer who received an assignment should not respond, that supervisor shall notify the dispatcher.

E. OFFICERS ON SCENE

1. Officers on scene of an assignment shall keep the dispatcher informed of any status changes, notifications required by other departmental policies, and requests for additional resources.

2. Officers on scene with a supervisor shall be under the authority and control of that supervisor. The supervisor in charge of the scene has responsibility for all resources at the scene.

F. MUTUAL AID COMMUNICATION

1. In mutual aid operations, the requesting agency is normally responsible for designating a mutually accessible channel for radio communications with assisting agencies. For local operations, radio communication shall be handled through the City of Concord Communications Center utilizing the regional 800MHz trunked system.

2. Selected channels in the regional 800MHz trunked radio system have been designated for law enforcement mutual aid use. These channels may be used when appropriate and feasible to support operations of a mutual aid nature.

3. In the event that an assisting agency does not have the radio capabilities to operate on the regional 800MHz trunked radio system, the department shall either provide the assisting agency with appropriate communications equipment or assign liaison officers to work directly with personnel from the assisting agency and relay pertinent radio communications.

G. RADIO DECLARED EMERGENCIES

1. Officers with trunked 800MHz radios can silently "declare an emergency" by pressing the emergency (orange color) button on their assigned portable or mobile radio. If this occurs, the system automatically switches that radio to a pre-assigned talk group (CPD EMERGENCY) regardless of the channel that the radio was on at the time of the activation. An audible emergency alert, along with the radio's unique identification number (which identifies the officer to whom the radio is assigned) is automatically displayed on all communication center consoles. Top priority shall be given to any radio declared emergency and all traffic not related to the declared emergency will be restricted until the situation is stabilized. The following procedure shall be followed:

   a. The telecommunicator shall silence the alarm, switch to the declared emergency talk group and attempt contact with the officer to determine if an actual emergency exist. If an emergency is confirmed, the Communications Center shall verify the officer's location and immediately dispatch back-up officers.

b. If no contact is made, the Communications Center shall immediately begin efforts to locate the officer and provide emergency assistance.

c. Once the emergency has been resolved, or it has been determined that no actual emergency exists, the declared emergency shall be cleared from the consoles and the user's radio reset in accordance with the procedures applicable to that type of radio.

09.16.6 SUPERVISORS REQUIRED AT SPECIFIC INCIDENTS

A supervisor shall respond to the following assignments:

A. Any incident where there is a likelihood of life-threatening injury or death; or where death has occurred (e.g., assignments categorized as a reported death, shooting, suicide, traffic fatality);

B. Any incident where a confrontation or conflict with police is known or likely to occur (e.g., assignments involving people in mental health crisis, citizens known to resist the police, citizens known to complain about police service);

C. Any incident required by department policy (e.g., vehicle accidents involving personnel, pursuits, use of force, injured personnel, recording of police activity);

D. When requested by personnel;

E. When requested by a dispatcher to perform a supervisor-specific function (e.g., to check on personnel's status at an assignment);

F. Any incident involving a department or city coworker while off-duty that requires a police response. Such incidents shall be investigated by a supervisor of higher rank unless dictated by the Chief of Police or designee. The investigating supervisor shall notify their immediate supervisor of the incident to determine how to proceed.

09.16.7 GENERAL RULES

A. Officers should refrain from the use of "blind radio traffic" and get acknowledgement from dispatch before delivering information unless it is an emergency.

B. During emergency situations such as when an officer needs assistance, a foot pursuit, a vehicle pursuit, etc., officers shall remain off the police radio if practicable to allow officers on the scene the use of the radio.

C. The use of the department radio is for law enforcement use only and communication needs to be professional. The recordings from officer communication on the police radio may be used in court and may be subject to public records requests.

E. Handheld radios are equipped with GPS location functionality, for safety purposes. Therefore, officers should keep their handheld radio powered on during the entire shift with the following exceptions:

1. District/Superior Court;
2. Covert assignments that would compromise officer safety;
3. Meetings or investigative functions that require limited distraction.

09.16.8 EMERGENCY NOTIFICATIONS

Officers shall assist with requests to deliver messages of an emergency nature. Emergency notifications can include but are not limited to death notifications; notification of sickness; injury, or a person being treated at, or admitted to a medical facility.



JAMES S. HUGHES
CHIEF OF POLICE

10-1	Signal Weak
10-2	Signal Good
10-3	Stop Transmitting
10-4	Acknowledged
10-6	Busy
10-7	Out of Service
7.1	Meal Break
7.2	Fuel/Equip Maintenance
7.3	At PD
7.4	Special Assignment
7.5	At Magistrate
7.6	District Court
7.7	Superior Court
7.8	Off Duty Employment
7.9	Surveillance
7.10	Training
7.11	In City
7.12	Out of City
7.14	Bus/Home Check
7.15	Community Meeting
7.16	Foot Patrol
7.17	Bike Patrol
10-8	In Service
10-9	Repeat
10-10	Negative
10-12	Standby
10-13	Weather Report
10-14	Message Info
10-15	Message Left
15.1	Message (In Person)
15.2	Message (Left Note)
10-17	Enroute
10-18	Urgent
10-20	Location
10-21	Call By Phone
10-22	Disregard
10-23	Arrived On Scene
10-24	Clear Scene
10-25	Meet/Report To
10-26	ETA
10-27	Driver License Check
10-28	Vehicle Tag Check
10-29	Wanted Check
10-30	Danger/Caution
10-31	Pick up
10-32	Units Needed At
10-33	Emergency
10-35	Serving Warrant
10-36	Officer In Danger
10-37	Property Damage
10-38	Suspicious Pers.
10-40	Fight
10-41	Begin Tour
10-42	End Tour
10-43	Chase
10-44	Riot
10-45	Bomb Threat
10-46	Bank Alarm
10-49	Drag Racing
10-50PD	Accident-Prop Dam
10-50PI	Accident-Personal Injury
10-50F	Accident-Fatality
10-51	Wrecker
10-52	Ambulance
10-54PD	Hit/Run-Prop Dam
10-54PI	Hit/Run-Personal Injury
10-54F	Hit/Run-Fatality
10-55	Impaired Driver
10-56	Impaired Person
10-57	Breathalyzer
10-58	Direct Traffic
10-59	Escort
10-60	Suspicious Vehicle
10-61	Traffic Stop
10-62	Breaking & Entering
10-63	Investigate
10-64	Crime In Progress
10-65	Armed Robbery
10-67	Death
10-70	Parking Violation
10-71	Improper Use of Radio
10-72	Subject In Custody
10-73	Mental Patient
10-74	Jailbreak
10-75	Wanted or Stolen
10-76	Prowler
10-77	Assist Fire Dept.
10-79	False Alarm
10-81	Careless/Reckless
10-82	Shots Fired
10-83	Disabled Motorist
10-84A	Secure Radio
10-84B	Revoked - DWI
10-84C	Revoked - Other
10-85	Alarm Activation
10-87	Suicide
10-88	Domestic
10-88.1	Domestic -Family
10-88.2	Domestic -Other
10-88.3	Domestic -Standby
10-89	Armed Subject
10-89.1	Weapon - Gun
10-89.2	Weapon - Knife
10-89.3	Weapon - Other
10-90	Larceny/Shoplifting
10-91	Drug Traffic
10-92	Drugs
10-93	Rape
10-94	Indecent Exposure
10-95	Stake Out
10-96	Assault
10-99	DCI Slow/Down
Signal 19	Exec Order Viol
Code Victor	COVID Symptoms
VGTOF	Violent Gang & Terrorist Offender

A Report Submitted
B1 Felony Arrest Made
B2 Misd Arrest Made
C Citation Issued
D Written Warning
E Verbal Warning
F1 Criminal Summons Served
F2 Subpoena Served
G No Police Action Required
H1 False Alarm
H2 Weather Related
H3 Good Intent
I Unable To Locate Address
J Unable To Locate Complainant
K Unable To Locate Suspect
L Advised Proper Action
M Field Contact
N Assist Other Officer
O Assist Other Agency
P Problem Solved
Q 24 Hour Hold
R Parking Citation
S Person Checks OK
T Vehicle Checks OK
U Property Checks OK
V Training Completed
W Crime Scene Processed
X Follow Up Complete
XH False Alarm Fixed
Z1 Transport Victim To Another Location
Z2 Transport Suspect to Other Location
Z3 Transport Victim to Magistrate
Z4 No Indication of Violence
Z5 Rpt of Assault - No Witness or Evidence
Z6 Rpt of Assault - Evidence But No Witness
Z7 Rpt of Assault - Witness But No Evidence
Z8 Rpt of Assault on Other - No Evidence
Z9 Rpt of Assault Other Than Complainant
Z10
Z11 Rpt of Assault w/ Medical
Z12 Rpt of Phys Injury - No Treatment
Z13 Violation of 50b Order - Subject Left
Z14 Rpt of Assault - Trans to Hosp.
Z15 Victim Assist