



GENERAL ORDER

**DURHAM POLICE DEPARTMENT
DURHAM, NC**

NUMBER:

4014 R-1

RADIO PROCEDURES

Effective Date: 03/01/1996

Revision Dates: R-1 01/10/2005

INTRODUCTION

In order to derive the greatest benefits from the radio system, certain regulations and procedures have been established governing its use. Adherence to these guidelines will result in improved communications and greater officer safety.

ADMINISTRATIVE CONCERNS

The Durham Emergency Communication Center is a restricted area and only authorized persons are allowed inside. Officers may secure admission for Communications-related business only.

Any complaints regarding the use of the radio system will be handled through formal lines of authority.

- Complaints originating from the Communications Center regarding the use of the system by an officer will be forwarded to the officer's District or Division Commander.
- Complaints originating from other sources regarding the use of the system by a telecommunicator will be made in writing, utilizing DECC Form A-024, and forwarded through channels to the Communications Director.

Department personnel shall use the radio system in a professional manner, adhering to all policies imposed by the Federal Communications Commission and the Police Department.

THE RADIO SYSTEM

General Order 1037 gives an overview of the radio system and describes the features of the portable radios.

ACCESS BY RADIO

All field units will have constant access to radio communications by either a portable or mobile radio.

All patrol officers who are in service will maintain constant radio contact with Communications. Patrol officers who do not have radio contact will be placed in an out-of-service status until they are back in radio contact.

If an activity necessitates breaking contact, the officer will check out of service. If Communications cannot make contact with an officer believed to be in service, subsequent attempts will be made at thirty (30) second

intervals on all radio channels. If contact is not made after three attempts, Communications will notify the officer's supervisor, who will be responsible for coordinating efforts to locate the officer.

RADIO CODES

The "Ten Codes" listed in Attachment 1 will be used whenever possible to minimize radio traffic. All radio users should have available a copy of the Ten Codes.

The "Ten Codes" and the radio frequencies should be considered sensitive information and should not be released to the general public.

The Phonetic Alphabet listed in Attachment 2 will be used by all radio users of the Durham Emergency Communications Center.

RADIO SYSTEM USE

All users of the system will clearly acknowledge any transmission directed to them. No transmission will be considered received until an acknowledgment is made and heard. This will not apply to all-cars broadcasts such as "alerts."

When called verbally, all officers should give their call number and correct location, unless disclosing their location would interfere with a police objective.

Whenever practical, certain information should be communicated by telephone rather than over the radio.

Examples are:

- lengthy or complex messages;
- information pertaining to manpower or officer availability;
- special assignments,
- general traffic from inside buildings that hamper clear radio transmissions
- any information that might compromise a police objective if overheard by the general public.

All radio users will monitor the radio just prior to transmitting to make sure they are not interrupting a broadcast already in progress. This is particularly important when changing channels.

DISPATCHING POLICE CALLS

The dispatching of a police call carries the authority of an order from the Chief of Police.

Communications is responsible for the selection and dispatching of all police calls, taking into consideration each unit's availability, call priority, response area and assigned duties. Calls may be assigned to supervisory personnel as the need arises based on available staffing levels.

To facilitate effective dispatching and minimize response time, officers will remain in the vicinity of their assigned patrol area, except while on assignments. If a supervisor assigns an officer a special assignment, the officer or supervisor will notify Communications so that the officer will be placed out-of-service. Officers will notify Communications when they leave their patrol district so they will be placed out-of-service.

A supervisor may countermand or modify the dispatching of a police call, when doing so would serve some police task or objective.

When assigning a call, Communications will call for specific cars, making sure each car acknowledges the call. Any unit that is closer to a call may make this fact known to Communications, who may reassign the call.

Calls will not be held until shift change. All calls must be dispatched within thirty (30) minutes of receipt, with all Priority 1 and 2 calls being dispatched immediately upon receipt and assigned to the nearest available unit.

CHECKING IN AND OUT OF SERVICE

When checking out of service, an officer will give his/her call number. After receiving an acknowledgment from Communications, the officer will give the proper "Ten Code," nature and location of the activity.

Communications will not allow a unit to check out-of-service on a non-police activity when doing so would not leave adequate units available for calls. Officers wishing to be placed out-of-service for non-police activity should call and request same. If there is less than fifty percent (50%) of a District available, Communications will deny the officer's request until such units are available.

Officers will not check out of service by telephone. Supervisors need to be aware of their District's activity. If an officer has radio problems, they may check out of service via telephone. Communications will then promptly notify the officer's supervisor of this action.

Officers will check out-of-service any time they are not able to receive a police call unless they are specifically advised not to do so by a supervisor. Supervisors will make Communications aware any time they have one of their officers unavailable for police calls.

Officers assigned in a supervisory or administrative capacity or to special investigative activity are not required to check in or out of service unless they are originating a call that may need a time and IR number recorded.

Upon arrival at the scene of a call for service, officers will advise Communications by using the proper Ten Code.

Officers calling out-of-service to assist another officer will advise the proper code and the car number or address where they are assisting. When responding to a call that has the potential for injury to an officer or violence, the officer should advise the proper code to alert other responding officers as soon as possible after evaluating the situation. This will serve as a precautionary measure for officer safety.

Requests for repeated information concerning dispatched calls will be made on the channel the call was dispatched on.

INITIATING AND CLEARING A CALL

When an in-service officer discovers a situation requiring police attention, the officer will call Communications to initiate a police call. After receiving an acknowledgment from Communications, the officer will advise the nature and location of the incident and conduct any necessary investigation.

If an officer discovers a situation that requires police attention, but the officer is unable or not equipped to handle the situation, Communications will be so advised and another unit will be dispatched. If the situation involves or poses a reasonable potential for personal injury, violence or a significant traffic hazard, the first

officer will remain on the scene until the investigating officer arrives. This requirement will not apply if the first officer was already on emergency business prior to discovering the incident.

After an officer has completed a call, either self-initiated or dispatched by Communications, they should clear the call on the dispatch channel if no IR number is needed. This would be appropriate when clearing a call 10-24, code 7 or 10. In cases requiring an IR number, officers will first request their time and number(s) on the information channel by advising Communications the proper Ten Code. After receiving their time and number(s), officers should then switch to the dispatch channel to have their status changed indicating they are again available for calls. Unless the officer requests to be held out-of-service, Communications will clear the officer and return their status to available. If an officer needs a time and IR number before having their status changed to “available”, they should not advise 10-24. The officer should switch to the information channel and request time and IR number.

After an in-progress crime, or a bank or holdup alarm situation has been dispatched, all routine radio traffic on the primary dispatch channel should be held until the first unit arrives on the scene and has assessed the situation.

When a situation develops that requires prolonged radio traffic or car-to-car coordination, Communications will switch units involved to another channel.

CRIMES IN PROGRESS

Upon receipt of a crime-in-progress call, the police dispatch operator will assign the call to the nearest car available. If another officer is nearer to the crime-in-progress, that officer should make this known to Communications who may then reassign the call.

All officers should avoid using the dispatch radio channel until the crime-in-progress call has been resolved or moved to another channel.

Communications will notify area police agencies of a confirmed crime-in-progress or crime-just-occurred in the event they have officers that may be of assistance.

INFORMATION REQUESTS

All requests for computerized information will be made on the information channel. The exception to this requirement involves extraordinary circumstances, such as a hostage situation or a crime in progress. Requests for this exception shall be made on the primary dispatch channel. For all other requests, officers will initiate their request by calling Communications on the information channel, giving their call sign and the Ten Code for the information needed.

Communications does not have access to the criminal history or drivers history files. Whenever Communications advises a positive response on a wanted person, missing person, gun, article, vehicle or security the DCI operator, located in the Records Division, shall be contacted to confirm the “hit” and providing additional information. In addition, the DCI operator will be contacted, either by radio, telephone or in person, to clear the record out of the system.

Anytime an officer needs information on an individual, they should always give the information to the Communicator in the following order:

- operator’s license number (if for driver information)

- last name
- first name
- middle name or initial
- date of birth
- race/sex

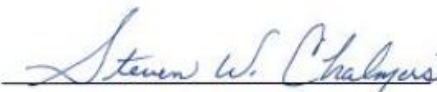
This includes local warrant checks, NCIC and State warrant checks, and drivers license information. If Communicators are given the information in the order mentioned above, normally they can key it into the terminal as it is being asked for and will result in a faster response.

Non-priority requests (telephone, prepared lists, etc.) will be directed to the DCI operator, located in the Records Division, for processing. Requests for information on property will always need a unique serial number or owner applied number (such as a drivers license or Social Security number.)

Criminal history information, including driver history, cannot be given out over the radio. This includes the number, date and nature of violations. The only information that can be given is the ten code that indicates whether the suspect has a history of DWI convictions or any other types of moving violations.

Computerized information is available to law enforcement personnel only on a need to know basis. Depending on the type of information requested, the operator may ask the officer the reason for the inquiry. This is because the reason must be logged for examination by auditors.

Officers need to be aware that information retrieval can be a lengthy and time consuming task. The Communicators often cannot stop other activities to dedicate time to run requests for information. Officers will be advised when their information has been retrieved and need not call repeatedly asking for same.


Steven W. Chalmers
Chief of Police