

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 23-4	Policy #8.14
Applicability: { } All DJJ Staff { } Administration { } Community Services {x} Secure Facilities	Related Standards and References: O.C.G.A. §49-4A-8 FCC Federal Communication Commission Rules and Regulations ACA Standards: 3-JDF-3A-02, 3-JDF-3B-07 DJJ 6.3	
Chapter 8: SAFETY, SECURITY, AND CONTROL	Effective Date: 8/8/23 Scheduled Review Date: 8/8/24	
Subject: RADIO COMMUNICATIONS	Replaces: 12/17/21 Secure Facilities	
Attachments: None	APPROVED:  Shawanda Reynolds-Cobb, Commissioner	

I. POLICY

Department of Juvenile Justice secure facilities shall use two-way radios to communicate information essential to operations as well as the safety and security of the facility.

II. DEFINITIONS:

Call Sign/Call Numbers: A code or digits used as a means to identify staff that operates portable radios.

Central Control Room: The primary control room for a secure facility that coordinates communication and activities for the entire facility to support safety and security.

Control Room Operator: An employee with the responsibility of performing job duties at a Control Room.

Mobile Radio: A two-way radio mounted permanently in a state-owned vehicle.

Portable Radio: A handheld walkie-talkie carried on the person of a staff member.

Push to Talk Units: A statewide digital system with talk groups and frequencies assigned by computer.

Sub-Control Room: Control centers located within the activity areas of the facility (e.g., living units) that coordinate activities within a limited area.

Wireless Communication Devices: Any electronic device including, but not limited to cellular, blackberry, and smart telephones, as well as tablets, I-pads, notebooks, wireless data connections, mobile hotspots, Zipits, and two-way radios.

Chapter	Subject	Policy #	Page
SAFETY, SECURITY, & CONTROL	RADIO COMMUNICATIONS	8.14	2 of 5

III. GENERAL PROCEDURES:

- A. OTIS will identify assignments for Push to Talk Units and DJJ radio communication frequencies via the DJJ Intranet website.
- B. Wireless Communication devices will be utilized in accordance with DJJ 6.3, Wireless Communication Devices.
- C. All security staff will only use Department approved radios.
- D. Only staff trained in the use of the radio system and radio transmissions will be allowed to operate radios.
- E. Radio Transmissions:
 1. Staff will promptly answer all radio calls.
 2. All radio operators will have an assigned call sign. Radio operators will use their assigned call sign to identify themselves when transmitting.
 3. Locations within the facility will have assigned call numbers that radio operators will use when identifying their location.
 4. Radio messages should be transmitted in a calm and clear manner. All transmissions to and from field units will be brief and to the point.
 5. All transmissions will be made in a normal and audible tone of voice. Staff should speak slowly and distinctly in an evenly controlled tone of voice and avoid display of emotion such as nervousness, excitement, loss of temper, impatience, etc. Loud and sarcastic language is not to be used.
 6. Staff will utilize plain language and the military 24-hour time system on all radio transmissions.
 7. Radio calls of a personal nature are not permitted. Personal information will not be given out on the radio. If a serious personal problem arises which requires contact with a field unit, the radio operator will advise that unit to call the radio operator or other person by telephone.
 8. The central control room operator will announce and conduct radio checks every 30 minutes to ensure that all radios are operational. These checks will be documented in the logbook.
 9. A copy of the Federal Communication Commission (FCC) license will be posted at the location of the base station.

Chapter	Subject	Policy #	Page
SAFETY, SECURITY, & CONTROL	RADIO COMMUNICATIONS	8.14	3 of 5

F. Security of Radios and Radio Equipment:

1. Portable radios assigned to staff supervising youth must be worn on their person and be secured with a special clip or holster. Staff will be responsible for the security of their radio at all times.

G. Care and Maintenance of Radios and Radio Equipment:

1. Staff will test their assigned radios and emergency equipment at the beginning of their tour of duty. Mobile radios will be tested prior to use of the vehicle. Any problems or deficiencies will be brought to the shift supervisor's attention and arrangements made for repair. All repairs must be referred to the Department of Administrative Services recommended radio repair shop. All referrals for repair will be documented and highlighted in the logbook.
2. Radios will be charged according to the manufacturer's instructions.
3. Radios will be turned off when not assigned to a staff member for use.

IV. CONTROL ROOM RADIO OPERATIONS:

- A. A low noise level must be maintained in all control rooms. To avoid interfering with other activities in the control room, the radio operator will keep all volume and speech levels to not more than what is required for efficient operations.
- B. The control room operator will promptly answer all radio calls.
- C. The control room operator will immediately notify the shift supervisor in the event of an emergency.
- D. The control room operator will have immediate access to the following documents: all radio operators' call signs, facility location call numbers, facility telephone directory, and facility emergency plans.
- E. The control room operator will never leave the control room except when properly relieved or as allowed in post orders. Prior to leaving the control room, the operator will pass official instructions and all information concerning the status of the facility's operation to the relief staff.
- F. Control room operators must at all times know the status of mobile and portable radios in the field.
 1. For portable radios, the control room operator must know the area of the facility the staff is assigned to.

Chapter	Subject	Policy #	Page
SAFETY, SECURITY, & CONTROL	RADIO COMMUNICATIONS	8.14	4 of 5

2. For mobile radios, the control room operator must know:

- The staff member assigned to the vehicle;
- The location;
- If the radio is in service;
- Purpose of staff being outside of the vehicle (apprehension, interview, refuel, meal, etc.); and
- Make, model, and color of the vehicle. (This should be noted on the radio log at the beginning of each shift as mobile units go into service.)

- G. The control room operator will keep an accurate written record of all transmissions of an emergency to include time of dispatch, unit responding, location, time of arrival, time of assignment completion, and action taken.
- H. When a call is dispatched to a certain field unit, that unit will respond unless a problem arises that makes it physically impossible for that unit to respond. If a unit does not respond after two calls by the control room operator, the operator will notify the shift supervisor.
- I. For calls of a serious nature (e.g., riots, fires, serious injuries, chases, officer in need of assistance) the radio operator will, as soon as possible, notify the shift supervisor, the facility Director, and/or ADO and other contacts as required by the facility's emergency plan.
- J. Telephone numbers of DJJ employees will not be given out to the general public. The name and call back number of the person making such a request will be obtained and forwarded to the proper person for action. If the caller's message or business is urgent and he/she is in need of an immediate response, the control room operator will obtain the caller's name and call back number and will immediately place a call to the requested party and advise them of the situation for their personal action. If the requested party cannot be located the caller will be contacted and further assistance offered.

V. DJJ- ISSUED CELL PHONE OPERATIONS:

- A. Staff conducting a secure transport will be provided a DJJ-issued cell phone.
- B. Staff will be required to notify the control room by phone when youth are being transported and the number of youth being transported.

VI. LOCAL OPERATING PROCEDURES REQUIRED: YES

The facility Director will ensure that local operating procedures include:

- The security posts to which radios will be assigned;

Chapter	Subject	Policy #	Page
SAFETY, SECURITY, & CONTROL	RADIO COMMUNICATIONS	8.14	5 of 5

- The assignment of call signs to staff members, as applicable;
- The assignment of location call numbers;
- The staff member designated to coordinate activities regarding radios (receipt, assignment, maintenance, etc.); and
- The method by which staff will check in/out their radios. At a minimum, a chit method or signature system will be used to account for radios.