

## MONTPELIER POLICE DEPARTMENT COMMUNICATIONS DIVISION

<b>Radio Operation</b>	Related Policies: Rules and Regulations
<i>This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.</i>	
Applicable Vermont Statutes:	
CALEA Standard:	
Date Implemented:	Review Date: February 6, 2023

- I. Purpose: The purpose of this policy is to define radio operation.
- II. Policy: This policy sets forth the agency rules and regulations regarding radio operation. The manner in which radio operations are handled is often a measure of the efficiency of the organization and the attitude of its individuals. Application of the basic standards outlined in this document will lend to professional performance.
- III. Procedure:
  - A. At the start of each shift, units should report in service to dispatch.
  - B. Listen before transmitting to make certain the channel is clear and organize your thoughts before transmitting. The careless and overeager dispatcher or officer is a source of wasted time and confusion.
  - C. Keep all transmissions brief and to the point. Avoid long winded dissertations and unnecessary repetition. Accuracy, brevity, clarity, tone, voice volume and speed are all important – however, they should be considered in that order. All emergency service personnel should be continuously aware of the need to conserve airtime and should make a conscious and positive effort to eliminate the unnecessary use of the radio.
  - D. Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice with natural emphasis and rhythm. A message should be spoken by phrases and not one word at a time.
  - E. During all radio operations, remain calm and cordial. Words or voice inflections which reflect an individual's irritation, disgust or sarcasm are not to be used. Remember, your conduct reflects on the entire department.

- F. No person or emergency should command the frequency. There can be any number of emergencies happening at the same time.
- G. The use of please, thanks and other expressions of courtesy are unnecessary and should be avoided.
- H. If a dispatcher feels that a unit is not adhering to rules of radio discipline, written documentation should be forwarded to the Dispatch Supervisor. Type of infraction, date, time of occurrence, and a brief description should be included. After review, the Dispatch Supervisor will forward the report to the appropriate party for action.
- I. If an officer feels that a dispatcher is not adhering to rules of radio discipline, written documentation should be forwarded to the Deputy Chief. Type of infraction, date, time of occurrence, and a brief description should be included. After review, the Deputy Chief will forward the report to the Dispatch Supervisor for action.
- J. The Communications Center SHALL be responsible for maintaining frequency discipline, for processing radio and telephone messages accurately and rapidly, for determining order of priority in which transmissions will be made, and for directing and controlling use of all frequencies.
- K. Use of frequencies will be limited to communications essential to conducting official activities. Under the rules of the Federal Communications Commission (FCC), it is unlawful to:
  - i. Transmit superfluous signals or messages of a personal matter.
  - ii. Use profane, indecent or obscene language.
  - iii. Willfully damage or permit radio equipment to be damaged.
  - iv. Cause unlawful or malicious interference with other radio communications.
  - v. Intercept and use or publish the contents of any radio message without the express written permission of the proper authority.
  - vi. Make unnecessary or unidentified transmissions.
  - vii. Transmit without first making sure the transmission will not cause harmful interference.
  - viii. Make adjustments, repairs or alterations whatsoever to a radio transmitter. Only a radio technician holding a general radio/telephone license or higher may make adjustments or repairs.
  - ix. Deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be available to inspect at any reasonable time.
  - x. Transmit a call signal, letter, or numeral which has not been assigned.
- L. At no time should a channel for which we have primary responsibility be muted. Exceptions may be made in the case of echoing.