



OVERLAND PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

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I. PURPOSE

To provide guidelines for all Members to follow for the proper use of police radio equipment and in-car mobile computers (MDTs) for communications and dispatching of calls for service, which conform to the rules and regulations of the Federal Communications Commission (FCC).

II. PROCEDURE

All Members must be aware radio transmissions are monitored by the FCC, members of the public, media, and other public safety agencies. The safety of officers and public can be at risk if we misuse radio and computer equipment. All Members are expected to adhere to and enforce the following procedures.

A. COMPLIANCE WITH REGULATIONS

All Members using a police radio will do so in compliance with Federal Communications Commission (FCC) regulations. All radio and MDT transmissions will be limited to business purposes and will be clear, concise and business like. Transmissions will be void of exaggerations and not be obscene, profane, or have indecent content.

B. RECORDING OF CALLS FOR SERVICE AND OFFICER ACTIVITY [81.2.3](#)

All calls for service and self-initiated activity will be entered into a computer aided dispatch (CAD) system. The CAD record for each event will include a control (event) number, date and time of request, name and address of complainant (if possible), type of incident reported, identification of officer(s) 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.

C. RADIO COMMUNICATIONS PROCEDURES [81.2.4\(A\)\(B\)\(C\)\(D\)\(E\)\(F\)\(G\)](#), [81.2.6 \(A\)\(B\)\(C\)](#)

Circumstances requiring communications by field personnel on the radio to Dispatch will include: traffic stops, occupied car checks, pedestrian checks, arriving on scene of a Priority 1 or 2 call for service or when other officers are responding, requesting a backing officer, requesting outside agency assistance, and anytime there could be an officer safety concern. Members will keep Dispatch apprised of their status when handling calls that could pose safety risks for them or the public.

Field personnel will enter out of service reasons on their MDT or by radio and will be recorded in the CAD system.

Members will identify themselves on the radio by their assigned call sign.

The Dispatch Section Commander will maintain a list of assigned call signs. When called on the radio by Dispatch, Members will promptly answer with their call sign and location.

Members assigned permanent call signs (i.e. administration, investigations, support services, etc.) will log in with Dispatch or an MDT prior to engaging in field activity requiring CAD entry.

Members will use the appropriate talk group when communicating on the police radio. Talk group use will be assigned by and available from the Dispatch Section Commander.

When Members switch to an outside agency talk group they must notify Dispatch they are switching to another talk group, then notify Dispatch when they return to the Overland Park talk group. When communicating on an interoperable or outside agency talk group, Members will include “*Overland Park PD*” prior to their call sign. The use of interoperability talk groups will be coordinated with Dispatch.

Dispatchers will enter calls for service by selecting the most appropriate event type and judging the characteristics of the call to determine whether an emergency or nonemergency response is required. Dispatchers will inform the caller of the agency’s response including direct law enforcement service and/or referral to other agencies.

Dispatchers will respond to victim/witness requests for information and/or services to include initial and subsequent requests. As an example, referrals to MOCSA, JCMH, the District Attorney's Office, investigation or dispatching an officer for follow up.

If there is a high call load, dispatchers will explain to the caller there will be a delay in response and offer the caller alternate options such as making a report online or making a station report later.

Dispatchers and supervisors may change the priority of the call based on the dynamic nature of the information received. Event types will automatically assign the number and capability of field personnel to be dispatched. Priorities will be assigned as follows:

- **Priority 1**: Requires an immediate, emergency response. May be life threatening or a Part 1 crime in progress. Will be dispatched to the closest available unit.
- **Priority 2**: Requires an urgent but non-emergency response. These calls have the potential to be life threatening but not in progress or the situation is stable at the time the call was dispatched. Will be dispatched to the closest available unit.
- **Priority 3-5**: Does not require prompt police action, allowing normal response.

Notification tones will be used to call attention to information about to be broadcast. They will NOT be used on outside agency or interoperability talk groups.

- **One Tone** – Alerts Members to an urgent message (BOLO, weather, etc.) or a Priority 1 call for service.
- **Warble Tone** – Alerts Members to an assist the officer call.

A supervisor must be dispatched on any incident involving: a homicide; whenever a Department Member is a suspect of a crime on a call for service; and whenever another policy requires a supervisor. Supervisors may self-dispatch to any call for service.

Response to field personnel emergency request for assistance or activated emergency alarm:

- When announcing an assist the officer, the dispatcher will use the Warble Tone, dispatch two units and a supervisor, and hold the air.
- Any Johnson County law enforcement agency issuing an "assist the officer" call agrees to grant law enforcement powers to responding officers. It will not be necessary for officers to receive any additional request for assistance from the requesting agency.
- Supervisors will ensure the number of units responding is appropriate given the nature, status, and distance involved.

Plain English and the phonetic alphabet will be used on the radio. Signal Codes, J-Codes, and EMS triage types will be used to convey criminal history and sensitive information. "10-Codes" will not be used. See [Attachment A](#) for appropriate phonetic alphabet, J-Codes, and triage types. Signal codes and J-Codes will not be used on another agency or interoperability talk group.

Prior to transmitting sensitive criminal history or wanted information over the radio, the dispatcher will ask the officer, "Are you clear for information?" and wait for an affirmative response before continuing.

Members will avoid interrupting in-progress radio communications and will restrict their radio traffic during emergencies or hazardous incidents, and never create unnecessary transmissions which would delay requests for service or jeopardize lives and/or property.

Radio transmissions from the dispatcher will conclude with the announcement of the current military time (24 Hour Clock). This is an indication the network is clear for other radio transmissions.

At the end of the tour of duty Members without an MDT will log off via the radio. If a Member fails to log off, Dispatch will attempt contact with the Member via phone or pager. If no contact is made, Dispatch will then contact the Watch Commander who will confirm the Member's status and advise Dispatch of the outcome.

D. HOLDING THE AIR AND TACTICAL TALK GROUPS

The need to hold the air on a primary talk group should be infrequent and only if an event occurs spontaneously or could not be anticipated and not safe for officers to switch to a different talk group. All uninvolved units will switch to a secondary talk group for urgent radio traffic.

If it is anticipated prior to or on scene arrival the officers responding will need the air held, the officers or a supervisor may request a different talk group. Units requesting a talk group will tell the dispatcher whether it needs to be monitored. Units on an unmonitored talk group are expected to switch to a secondary talk group for requests. Units on a monitored talk group are expected to stay on the monitored talk group for routine dispatch requests.

E. RECORDINGS AND PLAYBACK REQUESTS [81.2.7 \(A\)\(B\)\(C\)](#)

Radio and phone recordings will be retained for 90 days. Only the authorized records custodian (Dispatch Section Commander) and their designee(s) are allowed access to the playback system.

If a Member has an official need for a recording, such as responding to a citizen's inquiry, complaint or internal review, he/she will email the Dispatch supervisors with the request to include the case number.

When a recording is needed for dissemination or charging, the Member must complete a "*Records Dissemination Request*" form [OPNet - Police Docs & Forms, Miscellaneous](#). These requests are processed by the Records Unit. All requests for recordings will be processed by saving the recording(s) to the case file. Any deviation must be approved the Dispatch Section Commander. Dissemination outside the Department will be coordinated through the Records Unit.

F. EMERGENCY MESSAGE DELIVERY [81.2.10](#)

Dispatchers will accept calls for service to deliver emergency messages including: serious illness or death of a family member; injury or death as a result of a vehicle crash, crime, or other

incident; hospital personnel needing to speak to a family member, or law enforcement personnel needing to speak to an individual. Other requests must be approved by a supervisor.

G. MISDIRECTED EMERGENCY CALLS [81.2.11](#)

Dispatchers will accept any misdirected emergency call and promptly transfer or relay information to the agency having jurisdiction.

H. DISPATCHED CALLS FOR SERVICE

When other officers are closer or feel they are more appropriate responders, they may volunteer in lieu of the original dispatched units by saying, [*call sign*] available from [*location*]. All responses are subject to Dispatch or supervisory approval.

When dispatched to a Priority 1 or 2 call for service, officers will not self-initiate other activity without a serious need to do so. Any time an officer elects to divert from a dispatched call to self-initiate a task, dispatch will issue a report number for the self-initiated task, requiring the officer to complete a report.

I. AUTHORIZED ACCESS AND MAINTENANCE OF RADIO SYSTEMS

Only Members authorized by the Dispatch Section Commander will be issued a police radio.

Only Members authorized by the Dispatch Section Commander will be allowed to service, program, or maintain any police radio system component including: portables, mobiles, consoles, computers/servers, and fixed site equipment (towers, huts, rooftop equipment).

J. DISPATCH AUTHORITY

The Dispatch Section has the responsibility for assignment of calls and monitoring of on duty units. Dispatchers have authority from the Chief of Police to direct Members to perform police tasks anywhere without regard to district assignment or availability status.

When a field unit is assigned to a special assignment (such as traffic grant) and is needed for a call for service, a dispatcher will first obtain approval from a supervisor.

Absent an emergency or public safety concern, any conflict with an assignment from a dispatcher will be handled through the Member's chain of command after the call is handled. The public will not be denied service while the conflict is resolved.

Ultimate authority for field units lies with supervisors and it is recognized there will be occasions when there will be a compelling need for a supervisor to modify unit resources. Nothing in this directive will prohibit a supervisor from taking such action.

K. AUTHORIZED USE OF POLICE RADIO WHILE OFF-DUTY

Members are authorized to use assigned portables while working off duty. Captains will use their assigned radio numbers. Anyone below the rank of captain who may use the radio while working off duty will:

- Log in with Dispatch using their badge number to request a temporary radio number.
- The officer should tell the dispatcher the hours of the assignment.
- At the completion of the assignment, log off with dispatch.

Use of the police radio will be restricted to official police business or when the officer is involved in a situation requiring immediate emergency assistance.

L. REQUESTS FOR NON-RADIO DISPATCH ASSISTANCE

Requests to enter or remove persons, vehicles, or tags into REJIS/NCIC will be made by sending an email to dispatch@opkansas.org with an attached NCIC entry worksheet.

Requests for store card or business name entries and updates will be emailed to dispatch@opkansas.org.

Requests for CAD address flags must be approved by a captain and emailed to dispatch@opkansas.org for entry. The request will be on a form approved by the Dispatch Section Commander. Address flags will be sent back to the requester's supervisor periodically for validation.

M. RADIO SYSTEM FAILURE

If a dispatcher is not responding to the radio, Member(s) should contact Dispatch via the telephone or MDT to report such. If it is apparent there is a system failure Members should stay on the current Talk Group, dispatchers will switch to the back-up radio systems and re-attempt contact.

If the Johnson County radio system fails, Dispatch will coordinate with the watch commander an alternate means of communication.

N. POLICE IN-CAR COMPUTER PROCEDURES

Members driving a vehicle equipped with a MDT will log in at the beginning of their shift and stay logged in until the end of their shift and in the station parking lot. Members will update their out of service status on the MDT or by radio if not equipped with an MDT.

Origin Date: 12/18/2007
Revision Date: 12/21/2010
Revision Date: 03/10/2014
Revision Date: 12/02/2016
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CALEA references:

81.2.3

81.2.4 (A)(B)(C)(D)(E)(F)(G)

81.2.6 (A)(B)(C)

81.2.7 (A)(B)(C)

81.2.10

81.2.11

Signal Codes			
Do not use on non-OP Talk groups			
Signal 30	Improper Radio Traffic	Signal 75	Interfering with radio traffic
Signal 33	Emergency	Signal 99	Officer/dispatch hostage situation
Signal 70	Bank ETS Activation		

Triage Types	
Used to communicate patient condition.	
Green	Non-emergency, low priority patient. Not likely to deteriorate to a life threatening condition.
Yellow	Urgent, second priority patient. Not likely to deteriorate to a life threatening condition if medical care not immediately provided; however, there is a risk of deterioration of care not timely provided.
Red	Emergent, highest priority patient. In life threatening shock or hypoxia or will be if not provided immediate medical care.
Blue	Emergent. Patient in a pulse-less state and resuscitation attempts in progress.
Black	The patient is dead, sustained an obviously mortal wound, or suffered injury requiring resources beyond those available.

Phonetic alphabet						
Used to clarify all alpha-radio transmission.						
A - Adam	E - Edward	I - Ida	M - Mary	Q - Queen	U - Union	Y - Young
B - Boy	F - Frank	J - John	N - Nora	R - Robert	V - Victor	Z - Zebra
C - Charles	G - George	K - King	O - Ocean	S - Sam	W - William	
D - David	H - Henry	L - Lincoln	P - Paul	T - Tom	X - X-Ray	

J-Codes		
Used to alert officers of criminal tendencies listed on computer records.		
J-Codes never constitute probable cause to arrest.		
Other than J2, J12, J14, and J21, J-codes will NOT be used to dispatch calls.		
Officers will be told in plain English if a person is known to be armed and dangerous.		
J-1 Homicide	J-9 Other Felony	J-17 Sexual Offenders
J-2 Rape	J-10 Weapons Association*	J-18 Ordinance/Misdemeanor Record
J-3 Robbery	J-11 Known To Resist	J-19 Traffic Record
J-4 Assault	J-12 Mental	J-20 Diversion Program (Give Type & Jurisdiction)
J-5 Burglary	J-13 Parolee or Probationer (Give Authority For Parole)	J-21 Suicide
J-6 Larceny	J-14 Bomb Threat (If Known, Give Detonation Time)	J-22 No Record
J-7 Auto Theft	J-15 Wanted-Misdemeanor, Warrant Issued	J-30 Gang Affiliation
J-8 Narcotics	J-16 Wanted-Felony, Warrant Issued	