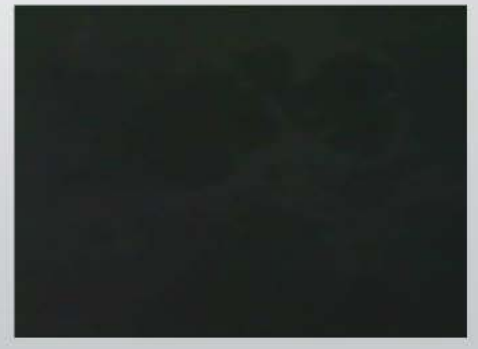
RADIO PROCEDURES

San Jose Police Communications

Basic Dispatch Academy



INTRODUCTION

I. Authorization
II. Transmissions
III. Basic Radio Principles
IV. Requirements of the PSRD
V. Questions

I. AUTHORIZATION

- SJPD Communications Policy and Procedure Manual
- SJPD Communications Rules and Directives Manual
- San Jose Police Duty Manual
- FCC Rules and Regulations
  - Part 90 of the FCC Rules and Regulations

Radio Call Signs

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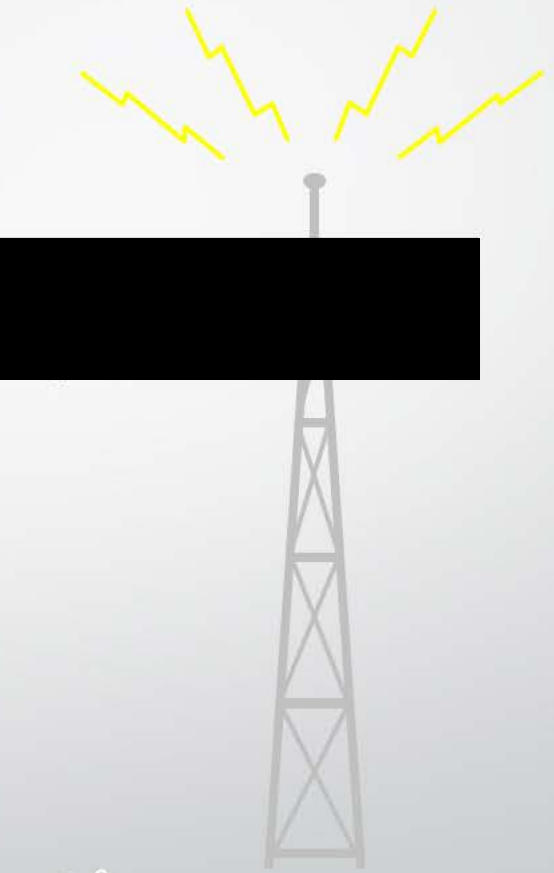


II. TRANSMISSIONS

- ***Authorized Transmissions***
  - Safety of Life
  - Protection of Property
  - Official Police/City business

- ***Unauthorized Transmissions***
  - Personal Messages
  - False Calls
  - Fraudulent Distress Signals
  - Superfluous or Unidentified Traffic

Transmission Techniques

- Speech:
  - Normal tone of voice
  - Clear, slow, and distinct
- Never sacrifice accuracy for speed
- Remain calm
- Don’t display emotions

More Transmission Techniques

- Don't change the meaning of the message by changing words

Officers link to Communications

- Hand Pack
- Car Radio
- MDC/CAD
- [redacted]
- [redacted]

III. BASIC RADIO PRINCIPLES

Simple Rules to Follow

- Think before you speak
- Slow, distinct, monotone speech
- Be accurate with your information
- No blind 10-4's
- NEVER ASSUME

Rules, continued..

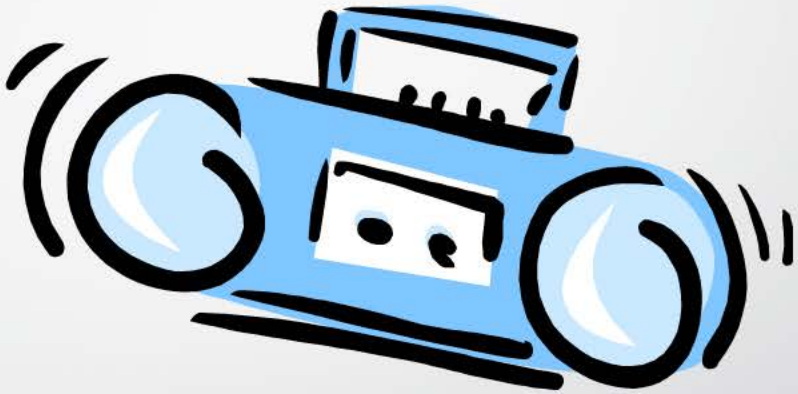
- Avoid long transmissions
- LISTEN before you transmit.
- "Mic Clicks" are not acknowledgement of a message received.
- A short message can be given entirely in one transmission
- Avoid "interference"

ABC'S of Dispatching

- Accuracy
- Brevity
- Courtesy
- Clarity

Remember…

- Radio Traffic is taped
- Radio Traffic can be subpoenaed
- Scanners
- Phone Apps
- Websites



IV. REQUIREMENTS OF THE PSRD

The Role of the Dispatcher

- Maintain control of the radio
- Prompt, effective transmission of dispatches
- Provide officers with information
  - Events
  - Updates
  - Database returns

Officer's Lifeline

- Anticipate the officers needs
- Send help when/if needed
- Maintain accurate unit status
- Act for them when they are unable to act for themselves
- Repeat important information
- Ensure acknowledgement of database info

You have the ability….

- To ensure quick officer response to the needs of the public
- To assist in keeping officers safe

Officer safety is our job

- Always think worse case scenario
  - Practice "What if?" thinking
- When in doubt, send a fill
- How you react can help save the officer from being injured or killed

Key Points to Remember

- Protect life over property
- ALWAYS Maintain Officer Safety
- Know policies and procedures
- Use good judgement
- Establish your credibility
- Continue to improve your skills and knowledge – avoid complacency

Emergency Calls

- All Code 3 fill requests
- Shots fired by an officer
- Shots fired at an officer
- Emergency handpack activation
- All other major incidents

Status of the Channel?

Radio Emergencies

- Emergencies: Code 33 status
  - Pursuits, officer involved shootings, shots fired, weapons calls,major incidents
- Essential Traffic: Code 22 status
  - Limited radio traffic. Goes into effect when the safety/effectiveness of the officer is threatened. Status changes are permitted, service requests are not.

Emergencies continued…

[redacted]

- Code 20/30: Officer needs help!
  - Ultimate distress call - life threatening, serious injury or situation over which officer has no control
- Fill Requests: Code 1 or Code 3?

Code 33

- Defined as limited radio traffic pertaining to the incident prompting the use of Code 33
- All other traffic shall be diverted to another channel (unless code 3)
- Tone shall be activated unless a unit/supervisor requests it be turned off

Automatic Code 33

- Major emergencies
- Code 3 fill requests
- Code 99's
- 1096/1196's
- Car chases
- Foot pursuits
- First unit's arrival at in progress felonies/priority 1 events
- First unit's arrival at hold up alarms
- Any field units request

Tone versus No Tone

- Use of the tone during Code 33 depends on the type of event
- Alert tone used as a reminder to all units that a priority event is working
- Tone is used or removed at discretion of the officers associated with the event

Car to Car during Code 33

- 10-3 to back up channel…
  - SJ09
  - SJ10
  - SJ11

Restricted Traffic

- Defined as radio traffic reduced to "essential transmissions"
- Car to car traffic is not permitted

Essential transmissions during C22

- Transmissions necessary to ensure safety of officers or others
- Status Changes
- Emergency Traffic
- Officer Initiated events
- Transmissions pertaining to the incident for which the channel is restricted
- Dispatch of Priority 1 and 2 events

Cancellation of C22 or C33

Use of Alert Tone

- Broadcasting or Dispatching priority calls
- Re-Broadcasting Code 3 traffic
- Calling a unit who does not respond
- Open field microphone or other radio interference

Sergeant Notifications

- Serious/major incidents or disasters
- Code 20/Code 30
- Shootings
- Stabbings
- Kidnappings
- Barricade/hostage situations

More notifications

- Fatal traffic accidents
- Suicide/Suicide attempts
- Bomb Details
- Missing Juveniles
- Civil Disobedience
- Labor disputes
- Complaints on department personnel
- Over 3 units responding
- Sexual assaults
- UTC field units
- Any situation involving an on/off duty officer

Pending Events

- Priority 1 within 3 minutes
- Priority 2 within 5 minutes
- Priority 3 within 15 minutes
- Priority 4 within 60 minutes

Accurate Documentation

- Document Sergeant & Bridge Notifications
  - Pending/Priority Events
- C4's
- Unit will 952
- Pertinent officer safety information

Pursuits

- Location
- DOT
- Vehicle description/plate
- Want
- Speeds
- Traffic conditions
- Suspect(s) description
- Updates
- Repeat all pursuit locations
- Maintain composure
- Notify the Sergeant
- Route to channels

APB's / BOL's

- Received internally:
  - Returns via Broadcast (APB) file
  - Created by the channel via officer request
- Sent via SLETS
  - entered into Broadcast (APB) file

Perimeters

- Inner
- Outer
- Accurate unit locations

Citywide Broadcasts

- Priority 1 Event
- Pursuits
- Failure to yield
- Code 3 Fill
- Code 99
- Code 20/30
- Code 22/33

Deploying less lethal weapons - Taser

- Documentation
- Code 33?
- Broadcast Citywide?

Prioritization

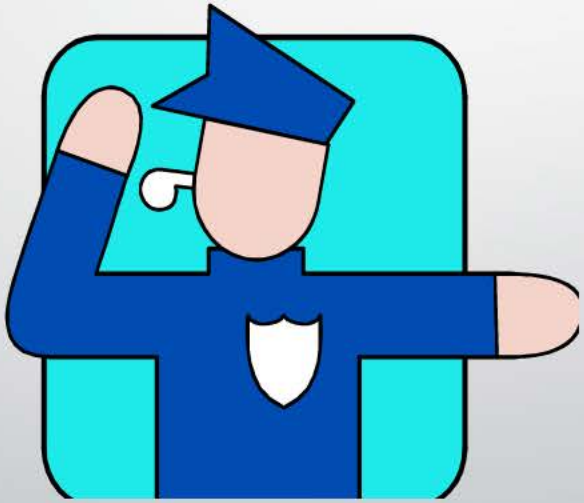
- When in doubt, upgrade
- Never lower a priority
- Be aware of details in event, not just the priority number assigned
- Officer initiated events are always a high priority
- Notify District Sgt. if pending times are in jeopardy

Dispatching Events

Calling a unit

- Say the unit ID you are calling, then your ID:

Example: "61K3, San Jose"



Clear for Traffic?

- Call the units first to ensure they are ready to hear your traffic
  - EXAMPLE:
    - "71K2, San Jose, Clear for Traffic?"
    - "71K2 and 71K3, San Jose, Clear for Traffic?"

Dispatch should include:

- Location of incident
- Cross Streets
- Nature of the call
- Pertinent details
- Officer Safety Information

Unit Assignment

- Units can handle events within their district as needed
- A sergeant or higher must authorize sending units out of their district
- Sending units outside of the city will require authorization from Sergeant or higher
- Beat integrity

Number of Units

Premise Information (LOI)

- Prior events at the address

- Informer returns
  - Time run versus current date
- Location field versus Selected event

Proper Terminology

- Ten codes
- Penal Codes
- Vehicle Codes
- When in doubt, use plain English!

Returns

- Person
- Plate
- Property
- Other

Clear to run a party?

- Terminology
  - "61K1, 10-27/29 on one?"
  - "9603, clearance on one?"
- Prioritization
- Multitask
- Channel status?

Suspect Description

- Name
- Sex
- Race
- Age/DOB
- Height/Weight
- Hair/Eyes
- Complexion, facial hair
- Clothing
- Head to toe, outside to inside
  - hat
  - coat
  - shirt/tie
  - pants
  - shoes
- Any weapons?
- Under the influence?

Vehicle descriptions

- CYMBALS
  - Color
  - Year
  - Make & model
  - Body style
  - Additional
  - License
  - State
- Direction of Travel?
- Suspect Vehicle?

V. QUESTIONS?