

SAN DIEGO POLICE DEPARTMENT PROCEDURE

DATE: January 8, 2016

NUMBER: 2.01 – COMMUNICATIONS

SUBJECT: ASSIGNMENT OF RADIO TALKGROUPS AND PROPER RADIO PROCEDURES

RELATED POLICY: 2.01

ORIGINATING DIVISION: COMMUNICATIONS

NEW PROCEDURE:

PROCEDURAL CHANGE: **EXTENSIVE CHANGES TO ENTIRE PROCEDURE**

SUPERSEDES: DP 2.01 – 12/11/2012

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I. PURPOSE

This Department procedure establishes guidelines for the assignment of radio talkgroups and proper radio procedures.

II. SCOPE

This procedure applies to all members of the Department.

III. 800-MEGAHERTZ RADIO SYSTEM OVERVIEW

The San Diego Police Department utilizes a Motorola 800 megahertz (MHz) analog/digital hybrid, multi-site, simulcasting radio system comprised of 20 trunked channels, which includes one control channel. Channel trunking allows the system to reuse each channel for multiple purposes. Multi-site simulcasting provides 95% in-building portable radio coverage within the City.

The Police Department shares the system with other public safety agencies, such as San Diego Fire - Rescue, San Diego City Schools, San Diego Community College, and others. The Department can access one other 800 MHz radio system located within San Diego County. This is the San Diego-Imperial County Regional Communication System (RCS).

The current system has the ability to communicate with over 50 other law enforcement agencies throughout San Diego County either directly or by patching one or more systems. This includes, but is not limited to, both 800 MHz, 400 MHz, and older VHF systems.

The Police Department also shares the system with the City of San Diego's public service sector, which includes the General Services, Transportation, Parks and Recreation, and Water Departments.

Each channel is recorded and can be monitored by the public. Appropriate radio discipline shall be maintained at all times. Certain portions of the system have encrypted capabilities and cannot be monitored by the general public. However, other police personnel with encrypted radios can monitor these channels. No user should have any expectation of privacy on the system. All channels are recorded and subject to audit by supervisors.

IV. TALKGROUPS

Each agency using 800 MHz radios has developed "fleetmaps" consisting of zones and modes. The combination of a zone and a mode creates a specific "talkgroup" where the user is allowed to talk. The San Diego Police Department (SDPD) currently uses approximately 250 operational talkgroups in its fleetmaps.

A. In selecting the appropriate operational talkgroup, officers should consider:

1. The talkgroup of their assigned area;
2. The talkgroup assigned to the unit they wish to contact;
3. The talkgroup in use at the assigned incident; and,
4. The talkgroup assigned to their geographic location.

B. SDPD Talkgroup allocation and uses.

1. Use of Inquiry talkgroup (shared) (Inquiry 1 and Inquiry 2).
 - a. Inquiry 1, the primary Inquiry talkgroup, is to be used for checks on vehicle registrations, driver's license checks, wanted persons, and stolen property. It is also used for tow truck requests, forwarding messages, and other service requests. Inquiry 1 should be used when an officer is not near a telephone or when the use of an MCT would not be appropriate. All Department users share the Inquiry 1 talkgroup.

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- b. Inquiry 2 talkgroup is specifically dedicated to Parking Enforcement Officers. Inquiry 2 will be staffed as a second Inquiry talkgroup during designated hours Tuesday-Friday. PEO personnel will utilize Inquiry 2 as their primary Inquiry talkgroup. All other field personnel will continue to use Inquiry 1 as their primary Inquiry talkgroup.
- c. At the direction of the primary Inquiry dispatcher, non-PEO personnel may be instructed, one-at-a-time, to switch to the Inquiry 2 talkgroup. Field personnel will not get in line on the Inquiry 2 talkgroup without the approval of the primary Inquiry dispatcher.
- d. Wants/warrants on persons (10-29) can be conducted by voice radio.
 - (1) Wants/warrants on persons should generally be done on an Inquiry talkgroup. MCTs and the telephone provide a secure transmission and should be used when appropriate.
 - (2) Officers shall advise their primary dispatcher when they are switching to Inquiry. When running persons, officers should provide the Inquiry dispatcher their location and the number of persons. Officers should also specify the type of check wanted before giving names. The subjects must be detained and only four names may be requested at a time. The officer will need to submit a separate request for additional names. Officers will provide the Inquiry dispatcher with the person's last name first, then the first name, then middle name, and the person's date of birth. The officer should attempt to obtain a SSN (Social Security Number) if possible to receive more accurate information. Officers will await acknowledgment before running the next subject. MCT requests of this nature are to be sent to the Inquiry 1 Dispatcher at RC10.
- e. Type of checks available by voice radio.
 - (1) "10-29, LOCAL" - This will result in a search for local warrants only. This does not include state-wide automated systems.
 - (2) "10-29, NCIC" - An identification number such as a social security number is recommended to complete this search. A search will be conducted for any wants locally. A search will also be conducted state-wide, and nation-wide. However, state/nation-wide searches only check for

felonies and serious misdemeanors. NCIC warrant searches include: missing persons, supervised release file (probation and registrants), TROs, and wanted persons systems. If there is a warrant, Inquiry will provide the warrant information. Officers will take the subject(s) to the nearest phone, call the issuing agency, and have them send a warrant abstract via Teletype to SDP CA0371100.

(3) “Records Check” - This will result in a local check of a person’s arrest record and a check for all wants/warrants. Specific information on a person’s arrest record cannot be released over the air. Provided there are no warrants, the responses will be “11-28” (misdemeanor record, no want) or “11-29” (no record, no want). Officers should not request a “records check” when only wanted information is needed.

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f. Procedure for checking wants/warrants on vehicles (10-29), parking citations, or other vehicle information by voice radio.

(1) When running “10-29 VEHICLE”, officers should provide the license plate number and license state. If an officer decides to make a traffic stop prior to the return of the “29” check, the officer should provide the dispatcher with the location of the stop, description of the vehicle, and number of occupants. Officers should use good judgment when determining the Code 4 status of a traffic stop.

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(3) When PEO personnel are advised by the Inquiry dispatcher to “go ahead”, the PEO will provide their location, and then state their request.

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g. Tow truck requests by voice radio.

Most tow requests are handled via MCTs, bypassing Communications Division personnel. If the vehicle to be towed is hazardous, the requesting unit should advise; “11-85 EXPEDITE” whether request via MCT or by voice. Inquiry will handle these requests before non-hazardous requests. Officers will provide the beat, location, license number, vehicle description, indicate the proper towing code, and advise if there are special conditions (such as the vehicle has no tires.) Officers need to specify the reason if it

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becomes necessary to place a hold on the vehicle. The dispatcher will format the request and forward it to Auto Return dispatch. Officers should not request an ETA until it has been in excess of thirty minutes since the tow was requested. If officers order a police tow via the MCT, they must select a reason code from the drop-down menu. When ordering a private tow, they should enter a reason code such as 11-82 or 11-88. The drop-down menu is only for police tows.

h. Other miscellaneous requests by voice radio.

Inquiry can handle most voice requests that require the use of a telephone. However, time is an important factor and a Communications Division supervisor must approve any unusual requests.

2. Use of shared tactical talkgroups (PD Tacs 1-6, INV Tacs 1-13, INVTC's 14D-25D.
 - a. The tactical talkgroups are generally to be used for situations where units want to communicate with each other and do not require a radio dispatcher.
 - b. Tactical talkgroups are not to be used for personal messages such as inquiring whether an officer has another's personal property.
 - c. At a critical incident, when a command post has been established, if the incident is to be handled on, or moved to, a vacant primary talkgroup, the ranking officer should request that a PD tactical talkgroup be reserved for the incident. A Communications dispatcher will notify users that a talkgroup is reserved. Officers not assigned to the incident shall not use the reserved tactical talkgroup(s). The ranking officer at the incident should advise a Communications dispatcher when the tactical talkgroup is clear for normal use.
 - d. Due to the nature of multi-site simulcasting, units throughout the City can interfere with radio operations of ongoing investigations or events. To prevent this unnecessary radio interference, shared tactical talkgroups may be reserved.
 - e. To reserve a talkgroup in advance for a special operation or event, a supervisor or his representative MUST contact the Communications Division supervisor or lead dispatcher working the LD01 position at **Redacted - Records of Security**. The request shall include the following information:

- (1) Name and location of the special event or type of operation;
- (2) Name of the supervisor in charge, or call back person and their callback phone number.
- (3) Name of the talkgroup to be reserved (dispatcher's discretion); and,
- (4) Start and end times for the reservations.

- f. The Communications Division supervisor or lead who assigns the talkgroup will log the reservation and contact information in the Outlook Comm TAC Log.
- g. Should the event or operation conclude early or extend beyond the requested time, the supervisor in charge will notify position LD01 at **Redacted - Records of Security**.
- h. To reserve a talkgroup without advance notice when the special operations or event units are already in the field, the supervisor or their representative MUST contact a police radio dispatcher either over the air or via MCT. The request shall include the following information:
 - (1) Type of operation;
 - (2) Name of the supervisor in charge, or the unit number of the contact person;
 - (3) Name of the talkgroup to be reserved (dispatcher's discretion); and,
 - (4) Start and end times for the reservations.
- i. The dispatcher will forward the request to the supervisor or lead at LD01. The supervisor or lead who assigns the talkgroup will log the reservation and information in the TAC Log.
- j. Should the event or operation conclude early or extend beyond the requested time, the supervisor in charge will notify a police radio dispatcher either over the air or via MCT.
- k. The dispatcher will forward the information to LD01. If an extension is requested, the supervisor or lead at LD01 will check the INFO TAC Log to ensure the talkgroup is still available. If the

talkgroup is not available, the supervisor or lead will assign an available talkgroup for the duration of the event or detail and advise the field supervisor either over the air or via MCT.

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3. Use of City Tac 1through 3.

Although shared, City Tacs 1through 3 are reserved by Communications for designated operations. City Tac 3 is currently assigned to uniformed gang officers working GST. Communications can reassign and/or temporarily re-designate the City Tacs if needed.

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- a. **Redacted - Records of Security**
- b. **Redacted - Records of Security**
- c. **Redacted - Records of Security**

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5. Use of Special Event talkgroups (EVNT Disp 1 and 2, EVNT Tacs 1-7).

- a. The Special Event talkgroups are used by both sworn and civilian personnel exclusively working operations or events assigned to, or by, Special Events division.
- b. EVNT Disp 1 and 2 are primary dispatch talkgroups used by sworn and dispatch personnel assigned to work special events.
- c. EVNT Tacs 1-7 are used by SETC personnel working special event operations. SETC supervisors are responsible for assigning individual EVNT Tacs to specific operations and venues.
- d. Patrol and investigative units are prohibited from using special event talkgroups.

6. Use of 800 MHz CLEMARS (California Law Enforcement Mutual Aid Radio System).

- a. 800 MHz CLEMARS was established to provide common police radio talkgroups for state-wide use by state and local law enforcement agencies during disasters or other emergencies where interagency coordination is required. 800 MHz CLEMARS is restricted to specific approved uses.
- b. 800 MHz CLEMARS may be used by any San Diego Police unit to communicate with another law enforcement agency using an 800

MHz system. When communicating with other agencies, units shall use their own unit identifier and agency name. Example: “Riverside Sheriff’s, this is San Diego PD, 315J, calling on 800 MHz CLEMARS.”

- c. 800 MHz CLEMARS shall only be used for actual mutual aid or emergency multi-jurisdictional or out-of-city incidents (pursuits out-of-jurisdiction, for example). It shall not be used as a substitute for, or in addition to, the operational radio talkgroup for which individual agencies are licensed. It shall not be used for idle conversation, Code 7 arrangements, or other unauthorized purposes. Any use of 800 MHz CLEMARS shall require prior supervisory approval.
- d. In pre-planned mutual aid incidents, 800 MHz CLEMARS use shall be coordinated and scheduled via the San Diego County Sheriff’s Department Communications Center Watch Commander at **Redacted - Records of Security**.

V. INTERAGENCY COMMUNICATIONS

Officers have the ability to communicate with other public safety agencies on the City of San Diego radio system and multiple law enforcement agencies on the RCS. Officers need to notify the dispatcher that they will be leaving their primary talkgroup before switching over to another agency.

- A. Contacting other public safety Agencies on the City of San Diego Radio System - School PD, Community College PD, and San Diego Lifeguards.
 - 1. Officers using a Motorola radio need to change to zone 23, labeled LE3, and mode to the appropriate talkgroup. Officers should identify themselves by using both the agency and command designation when calling another agency. For example, to talk to School PD Dispatch, officers will notify their dispatcher, change the zone to LE3 and locate mode SCH PD. The transmission should be similar to “San Diego PD unit 234-John to School Police.”
 - 2. All public safety agencies using the city of San Diego’s 800 MHz Radio System have three (3) Mutual Aid talkgroups in common- SDMA10, SDMA20, and SDMA30. These are also in zone LE3. When working an incident involving multiple public safety agencies, dispatch should move the incident to one of the common Mutual Aid talkgroups. This will benefit all involved as:
 - a. Only one (1) channel on the radio system will be engaged.

- b. No patching or multi-selection is necessary.
- c. All participants, both dispatch and field personnel, can monitor a single talkgroup, thus reducing the need to relay information between agencies and dispatch centers.

B. Contacting other law enforcement agencies on the RCS.

- 1. Officers using a Motorola radio currently have several zones dedicated to outside law enforcement agencies. Although units can contact other law enforcement agencies directly on their primary talkgroups, county-wide protocols discourage this means of hailing agencies on the RCS system.
- 2. Officers wishing to access an agency on the RCS need to change to zone 27 labeled LMA, on their portable radio/and or mobile radio. Modes LE N CMD, (LE North Command) and LE S CMD (LE South Command) are hailing channels on the RCS. RCS agencies north of SR-52 should be hailed on LE N CMD. RCS agencies south of SR-52 should be hailed on LE S CMD. RCS agencies east of Alpine should be hailed on LE E CMD. This includes the individual communities who utilize the San Diego Sheriff's Office as their law enforcement provider. Officers transmissions should be similar to "San Diego Police, 713-King, to Chula Vista PD on LE South Command." Once contact has been established, units may be directed to switch to one of the Tactical talkgroups associated with the hailing channel such as LE S TAC-3 (LE South TAC 3) or LE N TAC-1 (LE North TAC 1). Units are not to use BLUE1 or BLUE2, unless otherwise directed as they are not hailing channels.
 - a. Officers are required to state the nature of their request and their location when the requested agency responds.
 - b. Officers need to return to their "home" talkgroup and notify their dispatcher after they have completed their business.
 - c. Officers are generally prohibited from extended transmissions that tie up other agencies' dispatch centers.
 - d. Accessing the RCS by dispatch is the responsibility of the supervisor or lead at LD01 or LD02. LAW CC, the proper talkgroup, is found only in dispatch centers. It is not available on any portable or mobile radio.
- e. **Redacted - Records of Security**
 - (1) **Redacted - Records of Security**

(2) **Redacted - Records of Security**

(3) **Redacted - Records of Security**

C. Use of Multi-Agency Patching.

1. Multi-Agency Patching was established to provide radio interoperability between agencies for local use by local, state, and federal agencies during disasters, emergencies, and incidents or events where interagency coordination is required.
2. Patching may be used by any San Diego Police unit to communicate with another agency. When communicating with other agencies, officers shall use their own identifiers and agency name. Officers and dispatchers shall identify all transmissions as San Diego PD or SDPD. Example: “Chula Vista, this is San Diego PD 444 John calling or San Diego PD to Chula Vista PD”.
3. Patching shall be used only for necessary interagency communications or incidents requiring interagency cooperation. It shall not be used for casual conversation. Any use of patching will require the approval of a Communication’s supervisor or lead.
4. In pre-planned incidents where interagency patching is required, the field supervisor or representative must contact the Communications Division supervisor or lead working LD01 at **Redacted - Records of Security**.

D. Talking directly to other agencies via patching.

1. To access other agencies, officers will need to notify their dispatcher and request a patch while advising which agencies are to be included.
2. Communications will:
 - a. Contact the appropriate agency or agencies to be involved and set up the patch;
 - b. Secure an available talkgroup for use during the patch;
 - c. Ensure a dispatcher is monitoring the transmissions, if necessary, and advise field personnel if a dispatcher is unavailable;
 - d. Assign a “DG - dispatch group” designated for the units assigned to the incident; and,

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- e. If a dispatcher is assigned to work the event which involves the patch, the dispatcher shall assign (AS) and re-MON the CAD and Status Monitor to the assigned “DG” to ensure units scroll across the marquee.
- f. The dispatcher will multi-select and patch the SDPD assigned talkgroup first and the interagency patch resource link second. The dispatcher must use the foot pedal to broadcast air traffic to all patch participants. These procedures ensure the operational integrity of the patch and broadcast information.
- g. When a supervisor or incident commander decides that the patch is no longer needed, the dispatcher will be advised. The dispatcher will announce the same over the air, drop the patch and multi-select, and ensure the lead or supervisor at LD01 is notified. In incidents that do not require an operational dispatcher, LD01 will be responsible for dropping the patch and notifying the other agencies involved that the patch has been dropped. Since patches can only be implemented and/or deactivated when there is no air traffic, officers need to remain off the air until the dispatcher successfully completes or drops the patch.
- h. County-wide protocols for patching exist. Agencies are highly discouraged from patching primary talkgroups from two or more agencies. The supervisor or lead at LD01 will instruct field and dispatch personnel on the proper talkgroup.

NEW E. Incidents initiated by another agency.

- 1. Any incident initiated by another agency that enters into or traverses through SDPD jurisdiction will be handled/controlled by the dispatch center of the originating agency. Competing or dual dispatching can seriously compromise the integrity of the incident, mission, and officers and could have grave consequences. Therefore, SDPD field personnel involved in such activity shall switch to the talkgroup “PATCH” and remain there throughout the incident. They will not return to their primary talkgroup to request updates or information. SDPD primary dispatch will not become involved.
- 2. Since “PATCH” or the assigned talkgroup is patched with the controlling agency’s primary talkgroup, SDPD officers shall not talk on the air unless they become actively involved or have information pertinent to the patched incident.

3. Although an incident will be formatted for tracking and accountability, SDPD dispatch will not have an active role in directing and/or coordinating units.
4. When an officer from another agency contacts a Communication's dispatcher on the air requesting assistance within the City of San Diego, SDPD dispatch will operate as the controlling agency. The dispatcher will format an incident, assign appropriate SDPD field personnel, and notify the supervisor or lead at LD01. LD01 will be responsible for notifying the initiating unit's dispatch center and coordinating any necessary interagency activity. If a patch is requested, it will be implemented by the controlling Communication's dispatcher.
5. Relinquishing dispatch control of an incident to another agency is strictly left to the dispatch centers. The decision to retain or relinquish dispatch control will be determined by a Communication's supervisor or lead dispatcher.
6. The re-programming of all portable radios affected all nine primary talkgroup zones. Modes 14 and 15, previously redundant Inquiry and associated primary Dispatch 2 talkgroups which were also programmed in modes 2 and 3, have been replaced with talkgroups BLUE1 and PATCH, respectively. The placement of these two talkgroups, specifically intended for use in SDPD/RCS interagency activity, allows users to easily access either while remaining in their primary talkgroup zone.
7. Radio Dispatchers and field officers involved in interagency incidents or engaged in dialogue with another agency will utilize clear speech rather than radio codes to avoid confusion or misinterpretation of communication.

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VI. PROPER RADIO PROCEDURES

All communications on Police Department talkgroups will be in accordance with Federal Communications Commission (FCC) regulations. The FCC regulates the Public Safety Radio Pool which covers the licensing of the radio communications of governmental entities (47 CFR 90.15.) A government entity is eligible to hold authorizations in the Public Safety Pool to operate radio stations for transmission of communications essential to official activities of the licensee (47 CFR 90.20.) Transmissions of unofficial communications will not be tolerated and may result in revocation of authorization to operate on the Police Department's assigned talkgroups.

A. Communications Division

1. A Radio dispatcher will be assigned to each operational Dispatch One (1) talkgroup and will have responsibility for all incidents and all officers on the assigned talkgroup.
2. Radio dispatchers will notify users when:
 - a. An incident involves more than one talkgroup;
 - b. A major crime has just occurred, where apprehension of the suspect may be likely, on appropriate primary operational and shared tactical talkgroup(s);
 - c. Sigalert bulletins are issued;
 - d. Other police agencies request a system-wide broadcast. A Communication's supervisor or lead will determine how to implement and designate the talkgroups; or,
 - e. Requests from investigative units for pickup of persons, vehicles, etc.
3. Radio dispatchers will issue a missed call report for patrol and traffic units, including supervisors, who fail to respond when called. Reports of missed calls will be forwarded to commanding officers who will be responsible for any disciplinary action.
4. Improper radio procedures will be documented on tape and forwarded to the appropriate command.
5. Radio calls are to be assigned to specific officers. The only time "any unit" may be used is when all officers on that talkgroup are out of service.
6. Priority E and 1 Calls are not to be held. If priority calls are holding, the dispatcher will evaluate the need to pull a unit from an adjoining talkgroup to handle the call(s). A delay in the dispatch of a priority E and priority 1 call shall be documented as to the reason for the delay. A Field Supervisor and the Field Lieutenant must be notified of the delay. Priority 2 calls will not hold when officers are available and shall be dispatched within 15 minutes.
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7. Radio dispatchers are to notify a field supervisor when three or more officers are assigned to a CAD incident.
8. During cover now or code-3 responses, Dispatchers may sometimes need to advise units to keep the air clear. Generally, Dispatchers should not tell units to send a message if they are enroute to these types of incidents.

9. Upon any initial transmission by a field unit, radio dispatchers will acknowledge the specific officer by their call sign. This involves all activities including C4, 10-97, traffic stops, and vehicle registration requests. Radio dispatchers are responsible for ensuring voice transmissions are attributed to the proper officer.
10. Radio dispatchers shall use radio codes when applicable, rather than clear speech, and keep information and messages as brief as possible, being mindful to avoid superfluous phrases.
11. Radio Dispatchers will use the police code “10-4” to acknowledge radio traffic. Use of the term “OK” is prohibited when talking on the radio. Radio dispatchers will use the terms “affirmative” and negative”, not “yes” or “no”, to indicate a positive or negative response. Street vernacular shall not be used on the radio.
12. Monitoring any talkgroup other than the operational Primary Disp 1, Inquiry 1, or Inquiry 2 when designated, is not required by dispatch. This includes all Dispatch 2 talkgroups. The monitoring of any talkgroup other than operational primary talkgroups is at the discretion of each individual radio dispatcher.
 - a. At the end of any primary talkgroup assignment, the vacating dispatcher will return all non-Primary Dispatch volume levels to zero and clear out any pre-programmed multi-selects other than “ALL DISP”. The dispatcher will ensure only the six (6) primary Disp 1 talkgroups remain in the ALL DISP multi-select.
 - b. At the end of any radio relief or special event talkgroup assignment, the vacating dispatcher will return ALL talkgroup volume levels to zero and clear out any pre-programmed multi-selects other than “ALL DISP”. The dispatcher will ensure only the six (6) primary Disp 1 talkgroups remain in the ALL DISP multi-select.
13. In accordance with LEAN protocols, certain types of policy activity require the originating dispatch center to notify outlying agencies and implement the procedures necessary for those agencies to monitor the activity. These include vehicular pursuits, all Coronado Bridge activity, jumpers, LoJack, and electronic tracking device incidents.
 - a. Lead dispatchers are responsible for notifying outside agencies of the activity to be monitored and which radio console, patch resource, RCS/SDP1, 2 or SDPD/FED, will be used via LAW CC.

- b. The radio dispatcher is responsible for setting up the required interagency patch at their operational console; and when necessary, multi-select the proper talkgroups and console patch resource.

14. Radio Emergency (EMER) Activations

- a. Radio EMER Activations will always appear on the Gold Elite Radio Console on a Primary Disp 1 talkgroup. Radios tuned to any Disp 1 or Disp 2 talkgroup will remain on, or revert to, the Zone selected Disp 1. For example, a Western unit tuned to EAS Disp 1 or 2 will show an EMER activation on EAS Disp 1. The dispatcher working Eastern Dispatch, not Western is the designated “Controlling Dispatcher”, regardless of the unit’s location. Radios tuned to any talkgroup other than a DISP 1 or 2, will show an EMER activation on the talkgroup to which their radio is homed. For example, an undercover Robbery unit on ROBRRY 1 will show an EMER activation on CEN Disp 1, since all pro-active investigative radios home to Central regardless of the user’s location. When an EMER activation is received, the unit with the EMER activation will over-ride all other radio traffic anytime they key the Mic on their radio.
- b. The controlling dispatcher is responsible for handling the audible alarm associated with an EMER activation.
- c. Upon receiving an audible alarm indicating an EMER Activation has occurred, the controlling dispatcher shall immediately “Acknowledge” the activation on their Gold Elite Radio Console, this:
 - (1) Indicates the dispatcher has recognized the radio console received an EMER Activation;
 - (2) Completes the required internal processes that occur inside the radio console; and,
 - (3) Silences the alarm throughout the entire radio room.
- d. Non-Controlling dispatchers may individually silence the alarm on their own Gold Elite console by clicking on the proper taskbar icon.
- e. Acknowledgement of the audible alarm on the radio console takes precedence over CAD messages. Dispatchers shall not wait for a CAD generated URGENT message as the radio system does not always generate a message.

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- f. Dispatchers shall not ask if the officer is Code-4. Radio EMER Activations shall be handled in the same manner as an officer who has verbally called for cover.
- g. The controlling dispatcher is responsible for formatting a 10-88 incident if necessary.
- h. Responsibility for handling the field activity/request for cover will be determined on the actual location of the officer(s) needing/requesting cover.
- i. Officers within the geographical responsibility of the controlling dispatcher shall have their emergency handled by the controlling dispatcher.
- j. Officers outside the controlling dispatcher's geographical responsibility should have their emergency handled by the non-controlling dispatcher working the geographical area where the emergency exists, regardless of where the officer is assigned.
- k. If the officer is outside the City limits the dispatcher responsible for handling the emergency shall immediately patch with an available RCS/SDP resource, multi-select the resource, and resume broadcasting on all selected resources. The lead dispatcher or supervisor at LD01 shall immediately contact the geographical jurisdictional agency, request an interagency patch using the designated patch resource, and if necessary request additional field assistance. Additionally, via LAW CC, they shall briefly advise all surrounding agencies of the incident and which RCS patch resource is being used. For example, a Northern unit with a female prisoner at Las Colinas initiates an EMER activation. Regardless of which talkgroup the EMER activation appears on, the Eastern dispatcher is responsible for patching and multi-selecting EAS Disp 1 with an RCS/SDP resource. The lead or supervisor at LD01 is responsible for contacting the SDSO, requesting an interagency patch on the selected RCS/SDP resource, for Sheriff personnel to respond, and notifying all RCS users via LAW CC.
- l. Officers shall reset their radios by holding down the emergency button until they hear it beep. If this is unsuccessful, the officer shall remove the battery to reset the radio. (Once the battery is removed then it can be put back on immediately)

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B. Control Station Backup Radios

1. Each radio dispatch console has a Control Station backup radio to use in the event of a console, equipment, localized, or system failure. These desktop mounted handset radios are hardwired to allow the dispatcher to use them hands-free. Each, equipped with a separate headset jack and foot pedal, is marked in orange.
2. While Control Station radios serve the same purpose and function as the primary Gold Elite radio consoles, there are some operational differences. Programmed with a completely different fleetmap, they do not have multi-select or patching capabilities.
3. Control Station Procedures:
 - a. Primary and Inquiry dispatchers shall keep the Control Station radio set on the Primary/Inquiry talkgroup they are assigned at all times.
 - b. Radio Relief Dispatchers shall set the Control Station radio to the talkgroup they are relieving. The Control Station will be reset throughout the dispatcher's shift in accordance with their relief assignment.
 - c. Special Event Dispatchers shall set the Control Station radio to the Primary Main Event talkgroup to which their detail is assigned.
 - d. Major Incident dispatchers shall set the Control Station radio to the Primary Main talkgroup of the major incident they are assigned to work.

C. Field Units

1. All patrol and traffic officers are assumed to be available for calls at all times during their assigned shift, unless prior notice was given to Communications personnel.
2. Radio dispatchers shall be advised of the reason an officer cannot handle an assigned call.
 - a. Priority "E" and "1" calls will not be delayed. Officers on traffic stops will discontinue the traffic stop and respond to the call immediately.
 - b. The assigned officer will acknowledge calls via the air or by using the MCT to change their status to en route. Either verbal acknowledgement by the officer or acknowledgement from the dispatcher of the en route status change on the MCT is required

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when more than one officer is assigned to the call. If only one officer is dispatched, officers may use their MCT to change their status, to acknowledge the call, go en route, and arrive on scene.

- c. If another available officer is closer, that officer should volunteer for the call and, with dispatcher approval, the original officer will be advised to disregard.
- d. All officers must advise when they have arrived (10-97) at the scene of all calls.
- e. Officers instructed to disregard a call should not continue to the call.
- f. For incidents requiring two officers but only one officer is available, the available officer will be assigned to the call and will be advised by the Communications dispatcher that there is no cover unit and to disregard the call until there is a cover unit available. If the unit advises they will continue, the dispatcher will keep the unit on the call and add comments onto the incident similar to WAOC (will advise on cover). The responding officer is responsible for evaluating the call and making the decision on how far to proceed without cover.

3. The first arriving “cover officer” will normally be responsible for determining if Code 4 status exists.

- a. This does not preclude another officer who has sufficient information from issuing a Code 4. However, only an officer present at the scene shall issue a Code 4.
- b. **ALL CODE 4's WILL BE VOICE BROADCASTED TO, AND ACKNOWLEDGED BY, THE DISPATCHER.**
- c. Officers should refrain from using the phrase “It appears to be Code 4,” prior to actually making contact, or prior to knowing if a situation is really Code 4.

4. When available, a supervisor will be dispatched to provide coordination and direction on calls requiring three or more officers.

5. Officers should use radio codes when applicable, rather than clear speech, and keep messages as short as possible, avoiding superfluous phrases.

6. Officers need to make sure the talkgroup is clear before transmitting. The trunking system requires one-half second to lock onto a channel. Officers

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should always begin each transmission with "Unit..." to avoid having their unit designator cut off by the system. Use of the word "UNIT" at the start of each transmission is essential during interagency operations when SDPD is patched with a non-SDPD radio system.

7. When initiating or answering any radio message, officers must always identify themselves by their full unit designator. For example: 825J (John) not just 825 or 25J. It is imperative to use full unit designators because Field Lieutenants, K-9, Traffic units, Communications Supervisors, etc scan or monitor multiple talkgroups. In the event of a cover call it can cause confusion on which unit is calling for cover on which talkgroup.
8. Officers will advise the radio dispatcher the reason and location for being out of service (10-7). Officers will advise the radio dispatcher by voice or MCT when clearing (10-8) to go back in service, using the disposition code when appropriate.
9. In some instances, the CAD system will not have the beat number of an assigned incident. When this occurs, the officer will include the beat number of the call when giving a voice disposition or use the "C D/R B/Beat#" command from their MCT. The officer will receive a notification from the dispatcher on their MCT when this is required.
10. Officers will notify the assigned radio dispatcher when switching to another talkgroup. After advising the radio dispatcher of the switch, officers are still responsible for monitoring the original talkgroup unless assigned to the new talkgroup by the radio dispatcher.
11. Whenever possible, officers with lengthy messages, such as requests for an "all units" broadcast, will contact a Communication's dispatcher via telephone or MCT. If telephone contact is not possible, clearance should be requested prior to beginning transmission.
12. Officers with access to MCTs should send an MCT group message to the appropriate dispatch [P Group(s)]: i.e. P1 for Northern "To MCTs" messages shall not be used except for officer safety and system status messages.
13. Officers calling Communications Division seeking information should use the police officers' number at **Redacted - Records of Security**. Officers are not to use the emergency number, 9-1-1, for non-emergency calls.
14. The supervisor or lead dispatcher at LD01 or LD02 can be reached at **Redacted - Records of Security**. These numbers are for supervisory personnel and for those situations that require a supervisor. Personnel shall not use these numbers for routine requests, such as pages, delivering

messages, dispatching units, scheduling changes, etc. These numbers are not to be given out to the public. If the situation does not require a supervisor's personal attention, it should be handled on the police officers' number, **Redacted - Records of Security**.

15. Officers must request clearance to suspend activity for Code-7 by voice or by using MCT Form 8, Out of Service Request. If approved by Communications, officers must remain available by radio, or provide a phone number where they can be reached.
16. Officers are encouraged to use the MCT Form 8 to advise the dispatcher of field initiated activity not requiring a cover unit, such as 11-86, follow ups, selective enforcement, etc, rather than sending a message requesting the dispatcher put them out on the activity. When a Form 8 is sent to the dispatcher it is recorded on the unit history. It is more efficient for the dispatcher to fill in the Form 8 versus retying all of the information sent via message.
17. Communications personnel are required to notify the Medical Examiner, as soon as possible, of all death cases. Officers at the scene of any death must notify Communications, preferably by phone or MCT, of the type of death and provide a call-back number for the Medical Examiner.
18. At hazardous incidents, when medical aid personnel are standing by away from the scene, officers will notify the radio dispatcher as soon as it is safe for the medical aid personnel to enter the area.
19. When an officer is dispatched to a hospital to take a report of a serious violent crime requiring a crime scene investigation, the officer will first determine the division in which the crime occurred.
 - a. If the crime occurred in another division, the officer will begin taking the preliminary crime report and advise a patrol sergeant, who will coordinate with the appropriate area sergeant. The patrol sergeant will:
 - (1) Advise what information is available and which officer is handling the crime report; and,
 - (2) Request an officer from the concerned division be sent to continue the criminal investigation.
 - b. In the event there is no available officer, or other problems arise, the Field Lieutenant will make the final decision on how to proceed.

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- c. The officer completing the crime report will submit it electronically by the end of the shift. The area investigative sergeant will be responsible for ensuring the report is delivered to the investigator of the appropriate division.

VII. USE OF DISPATCH II TALKGROUPS

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- A. Dispatch II is not a primary talkgroup and using it as such is inappropriate. Dispatchers are not required to routinely monitor Dispatch II. Dispatch II is primarily for officer to officer communication and should only be used for non-essential radio transmissions. A possible use is to arrange meets or other non-emergency traffic between officers. Officers should not request the dispatcher to “Go D2” to advise of C7’s, 10-8/10-42, give lengthy updates such as suspect descriptions, officer safety information, requesting to be logged on, and/or items that should be aired on the primary talkgroup or sent via MCT.
- B. Dispatch II should not be used to handle Inquiry type tasks such as vehicle registrations, driver’s license checks, wanted persons, stolen property, calls for service, or tows.
- C. Dispatchers in training will not monitor Dispatch II or any other talkgroup during any part of their training phases and officers should not assume the dispatcher is monitoring at any time.
- D. Dispatch II can be heard on scanners and phone applications and should not be used to relay sensitive information or air any information that should not be made public.
- E. Dispatch II is not recorded at the dispatcher’s console and is not available for immediate playback of missed air traffic.

VII. PORTABLE RADIO PROCEDURES

- A. While communicating on portable radios, officers should hold the radio with the antenna pointed straight up when receiving.
- B. When transmitting, officers should press and hold the Push-To-Talk (PTT) switch before talking. Start each transmission with “Unit...” This will allow the trunked system the one-half second it needs to recognize the radio. Otherwise, the dispatcher may not hear the first few words of the transmission. Use of the word “UNIT” at the start of each transmission is essential during interagency operations when SDPD is patched with a non-SDPD radio system. Officers will speak in a strong voice to fully modulate the transmitter and to block out background noise.

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- C. Officers should report poor transmission/reception areas to Police Communications Division personnel. An officer discovering a poor reception/transmission location will send a “TOD” message to the dispatcher of their assigned talkgroup. The dispatcher receiving the message will forward it to the lead dispatcher at either LD01 or LD02. This helps to pinpoint areas in need of system improvement.
- D. Officers should not use the portable radio antenna as a handle nor attempt to remove the Hiroshi adapter from 800 MHz radios. Tampering with the Hiroshi adapter can cause the radio to malfunction and become useless. Only specially trained personnel should remove it.
- E. Any damage to, or loss of, a portable radio must be reported immediately to the Equipment Officer within Operational Support and the lead dispatcher (LD01) at **Redacted - Records of Security**. The lead dispatcher or Communications Supervisor will immediately “inhibit” the radio to keep it from being used on the system. Officers will complete an ARJIS-9 (Officer’s Report) for damaged equipment and a Lost Property report to document lost equipment, and forward a copy to the Equipment Officer at Operational Support.
- F. Damaged or Malfunctioning Radios

1. Portable (handheld) radio repairs:

During business hours (0600-1545), portable radios requiring repair, re-homing, or encryption are to be taken to the Operational Support office located on the 4th floor of the Headquarters building. Operational Support staff will exchange your radio and handle, and submit, all repair requests. Officer’s radios that have been damaged during Operational Support’s non-business hours will obtain a new radio from the Watch Commander. The new radio will have a radio receipt attached. Officers shall fill out the receipt, attach it to the damaged radio, and return the damaged radio to the Watch Commander. Officers should make detailed notes outlining the problems with the broken radio. Officers shall not take portable radios to the radio shops for any reason.

2. Mobile (vehicle) radio repairs:

Return the vehicle to your station and complete a vehicle repair request, noting the radio/MCT problem in the comments and remove the vehicle from service. You may also choose to go directly to Radio Shops during business hours (0700-1600) M-F. However, you must complete an online repair request prior to going to Radio Shops. The form can be accessed from any department computer with a LAN connection. Go to Internet Explorer and click on “Radio Repair Request” from the SDPD intranet home page. Fill out the form and submit in online. Drive the vehicle to

the Radio Shops Communications Division at 20th & B Street. They will repair or replace the mobile radio. Operational Support shall be notified of any mobile radio repair or replacement. Operational Support will need to re-encrypt the mobile radio when the repair is complete. Officers shall call Operational Support to make arrangements for mobile radio encryption.

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IX. RADIO FAILURE PROCEDURES

- A. Site Trunking - Radio Coverage is limited while radios are in “Site Trunking”. “Site Trunking” will appear in your radio’s display. Emergency buttons will work. During times of Site Trunking, there is no ability to patch with any other agency or talkgroup. There is no ability to simulcast on all talkgroups and CAD marquees may not work.

- B. Failsoft

Failsoft is a mode of operation that the radio system automatically activates in the event of a trunked system failure. In the normal Failsoft condition, each talkgroup is pre-assigned a conventional channel and are grouped together with other talkgroups. During times of Failsoft, there is no ability to patch with any other agency or talkgroup and CAD marquees will not work.

Channels the talkgroups are assigned to in Failsoft are as follows:

Channel 1 - E DISP 1, E DISP 2, N/E DISP 1, N/E DISP 2

Channel 5 - S DISP 1, S DISP 2, BORDER 3

Channel 6 - SWAT, CIU, NARCS, VICE, ROBBERY, NTF, INV TAC 1-13

Channel 6 - PEO INQ, INQ 2

Channel 7 - INQ 1, PD TAC 1-6, CITY TAC 1-3, EVT DISP 1

Channel 7 - EVT DISP 2, EVNT TAC 1-7

Channel 8 - CEN DISP 1, CEN DISP 2, PEO TAC

Channel 10 - N DISP 1, N DISP 2, N/W DISP 1, N/W DISP 2

Channel 11 - S/E DISP 1, S/E DISP 2

Channel 12 - W DISP 1, W DISP 2

Channel 16 - MID DISP 1, MID DISP 2

Officers should limit radio transmissions to urgent traffic only.

C. Total System Radio Failure – Field Personnel Guidelines

In the event of a total radio system failure, officers should switch to the RCS talkgroup listed by Division:

RCS ICS1 – NOR DISP 1, EAS DISP 1, N/E DISP 1, N/W DISP 1

RCS ICS2 – CEN DISP 1, MID DISP 1

RCS ICS3 – WES DISP 1, SOU DISP 1, S/E DISP 1

To locate these resources from a portable radio:

Switch to zone 28

Then the following modes:

ICS1 – MODE 6

ICS2 – MODE 7

ICS3 – MODE 8

Officers should limit radio transmissions to urgent traffic only.