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**Statement of Purpose:**

This procedure outlines the protocol for the appropriate use of the department’s radio communications system. The protocol has been developed to ensure the most reasonably effective radio communication system. Effective radio communication is directly related to the quality of police service provided to the community.

The department’s image can either be enhanced or damaged by the manner in which department members use the radio communication system. The department’s radio communications are monitored by other law enforcement agencies, the media, other city departments, and members of the community. It is critical that courtesy, professionalism, and efficiency be practiced at all times by all department members when using the radio communication system.

**Procedure:**

All department members shall:

- Monitor the primary radio channel, or the appropriate assigned alternate radio channel, on a continuous basis to reasonably ensure that transmissions are heard and that the members radio transmission does not unreasonably interfere with another transmission, unless the transmission is of an emergency nature.
- Use appropriate identification, E. G. the assigned radio designation, when transmitting.
- Transmit all messages in a reasonably clear manner. Speak distinctly and enunciate clearly at a speed between 60 and 70 words per minute. (Note: the average speed of normal conversation is between 150 and 180 words per minute; therefore, radio transmissions should be significantly slower than normal conversational speed). Time is not saved by speaking at an excessively rapid pace; instead, time is lost by the necessity of repetition.
- Transmit messages in a normal and impartial tone, if reasonably possible. Emotion can distort one’s voice.
- Transmit messages with reasonable brevity without sacrificing accuracy. Messages should be accurate and without extraneous or unnecessary phrases or information. Transmit messages with brevity that resembles a telegram format. Insert reasonable pauses in the transmissions.
- Use the approved department “10” and “11” codes when appropriate unless circumstances dictate otherwise, E. G. During a mutual aid situation in which “clear text/plain English” transmissions are normally utilized or required.
- Use the approved department phonetic alphabet in all radio transmissions regarding vehicle license plates or VIN’s.

- Indicate in the initial radio transmission if the vehicle license plate is out-of-state by providing the name of the state.
- Use the approved department phonetic alphabet in all radio transmissions to clarify letters that sound similar and to clarify spellings of names.
- Use the approved department phonetic alphabet to spell all names unless the name has only one common spelling. When in doubt, use the approved department phonetic alphabet to avoid confusion and misinformation.
- Provide long sequences of numbers, E. G. a VIN, a date of birth, or a telephone number, in groups of three numbers, separated by a pause.
- Do not acknowledge a radio transmission unless it is clearly understood. It is better to ask to repeat the radio transmission and not misunderstand or guess at a radio transmission.
- Do not assume a radio transmission has been heard and understood without an acknowledgment. A department member's safety may be in jeopardy if he/she assumes a radio transmission has been heard and understood without an acknowledgment. Be certain that a radio transmission has been heard, understood, and acknowledged before initiating any action in the field.
- Pause after a request for information from the dispatch center, E. G. a 10-27 or 10-29, to allow the Support Services Technician to acknowledge the request and access the proper computer screen to input the information.
- Pause after attempting to contact another department member, E. G. a unit in the field, to allow the member to acknowledge the attempt to contact and be reasonably able to hear, understand, and if necessary write down the information about to be transmitted.
- Utilize the proper sequence when transmitting information to the dispatch center. That sequence should consist of providing the last name, first name, middle name, and lastly the date of birth, if available. Providing the driver's license or identification card number, if available, is appropriate if a name is difficult to articulate or spell phonetically.
- Say the name first, and then spell the name using the appropriate phonetic alphabet if appropriate. If the name is difficult to pronounce, begin the radio transmission with the phrase "phonetics are."
- When in the field and initiating a contact, E. G. "Out with one subject," after transmitting the imminent contact, pause in the radio transmission to receive an acknowledgment from the Support Services Technician, then transmit the location. In the interest of officer safety, contact should not be initiated until the Support Services Technician has acknowledged the contact and the location.
- Advise the dispatch center of location and activity at all times to ensure officer safety.
- Listen to the radio transmissions from the dispatch center. At times the Support Services Technician may be actively involved with a high priority contact, E. G. a 911 telephone message or a fire department transmission, and may not be able to monitor and/or acknowledge a police radio transmission.
- Request code 7 through a radio transmission so that the dispatch center and/or the watch commander are aware of the status and location of police units in the field. Such a request is necessary to ensure appropriate police service and/or coverage for the safety of the community and department members.

This Standard Operating Procedure was approved and distributed for training by:



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Joe Allen  
Commander



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Jerel Haley  
Chief of Police

Attachments: (List here)