DUBLIN POLICE DEPARTMENT

**STANDARD OPERATING PROCEDURE**

# SECTION: C-001 COMMUNICATIONS PROCEDURES

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#### STANDARD COVERED *CHIEF KEITH MOON*

**7.1, 7.2, 7.3, 7.4, 7.5**

**I. PURPOSE**

The purpose of establishing guidelines for telephone and radio communications is to ensure that the police department will convey information consistently, accurately, and responsibly in emergency and non-emergency transmissions.

## II. SCOPE

This policy applies to all sworn and non-sworn personnel authorized to use the police frequency to transmit messages.

## III. COMMUNICATIONS PERSONNEL

A. Terminal Agency Coordinator (TAC) - The Chief of Police or his/her designee shall appoint an individual to perform the functions of the departmental Terminal Agency Coordinator (TAC) and to be responsible for the overall operations of the GCIC room. The TAC is the GCIC coordinator. The responsibilities of the TAC are described in a separate chapter titled CJIS.

B. Communications Officers - Communications for the Dublin Police Department will be the responsibility of the Laurens County 911 center. The general responsibilities of communications officers are to monitor and dispatch field units via radio, track unit assignments and activities utilizing CAD (computer-aided dispatch), and answer the telephone for incoming service requests or general public inquiries. Communications Officers will advise dispatched officers of any pertinent information relating to the nature of the call so the unit may take suitable precautions. If specific information is not available, the responding officer shall be notified.

STD 7.3

C. Responsibilities to Patrol Officers - The radio represents an officer's primary means of contact with the communication center while in the field. The communications center has 24-hour two-way radio capability providing continuous communications between the officers/personnel in the field and the center. Every patrol officer and detective unit assigned to or engaged in field assignments has a portable radio personally assigned and identifiable by communications personnel by badge number; each police vehicle will have a fixed two-way radio that will provide communication with the communication center.

*Final Authority - The Communications Center dispatchers are responsible for the efficient transfer of information to the field units of the department. It is the responsibility of all personnel to act upon that information in a manner that they believe will best meet the mission and goals of the department. This responsibility will not be delegated or assumed to rest with the Communications Center.*

STD 7.1

D. Telephone Access - All citizens residing in the city of Dublin and within the Laurens County area have the capability of dialing "911" and immediately reaching the Dublin / Laurens County Communications Center to place an emergency call 24-hours-a day. Those calls will then be dispatched to Dublin Police personnel.

Residences can also call (478) 277-5023 to call the Dublin Police Department directly. This number is also available from 0800 to 2200 hours daily.

STD 7.5

E. Hearing impaired / Bilingual Services - It is the policy of the Department to provide interpreters for non-English speaking subjects taken into our custody.

1. "Hearing Impaired Person" means any person whose hearing is totally impaired or whose hearing is so seriously impaired as to prohibit the person from understanding oral communication when spoken in a normal conversational tone.

2. "Qualified Interpreter" means any person certified as an interpreter by the National Registry of Interpreters for the Deaf or approved as an interpreter by the Georgia Registry of Interpreters for the Deaf.

STD 7.4 a, b, c

F. Recordings of Radio Transmissions and Telephone Lines – All communications center telephone lines and police frequencies will be recorded 24 hours a day.

Requests for reviewing or re-recordings shall be honored in accordance with Georgia State Law. The following code sections shall be used for compliance with Georgia Public Disclosure Act Title 50-18-70 to 50-18-76. Exclusions shall be in accordance with Georgia Code Title 50-18-72.

The Police Department shall immediately answer in writing, any cause for exclusion of record in accordance with Georgia Code Title 50-18-72.

Immediate playback of previously recorded information is available at each radio console and can be activated by the Communications Officer. This should be done only to verify or confirm urgent and/ or pertinent information received from any radio channel or telephone line when the information was indistinguishable or covered by other radio transmissions.

## IV. EQUIPMENT FAILURE

Equipment Failure - The Communications Center will maintain backups of all emergency systems in order to provide essential emergency services to the City of Dublin. These backups include but are not limited to the following:

1. Built-in backup generator for electrical power.

2. Portable radios for backup of radio console.

3. Uninterrupted power supply (UPS) located in the equipment room in the event the generator fails. Additionally, an alarm is installed in the Communications Division to alert the Communication Officers in the event the UPS fails.

4. In the event of repeater failure, the Communications Center will “switch over” to operate on the Dublin Fire frequency.

In the event the Communications Center loses power, the UPS will automatically be activated until the generator is supplying power causing the UPS to deactivate. If the generator fails, the UPS will automatically activate and supply power to the Communications Center.

*In the event of a complete radio system failure, officers will report to the Dublin Police Department and meet with supervisors for instructions. The shift commander will contact the Communications Center in order to coordinate the issuance and response to calls. The failure will be reported to the chain of command. Repair of the failure will lie with the appropriate authority, commensurate with where the failure lies.*

B. Portable Radios - Officers are provided portable radios to improve mobility in the field and for protection when away from the police unit. It is essential that these radios be used properly to avoid undue response/criticism from others.

1. When officers are out of their vehicles, the purpose of the portable radio is to ensure continuous communication between the Communications Center and the officer(s) in the field.

2. The radios should not be used to waste time, neglect duty, or for conducting personal business.

3. It is the officer's responsibility to see that the radio is properly charged and ready for service upon reporting for duty.

4. Portable radios will be issued to each officer upon employment. It shall be the officer's responsibility to ensure the radio is always maintained and ready for service. Any problems should immediately be reported to a supervisor and or the Operations Officer.

*Note:* ***No officer shall work in the field without a functioning portable radio.***

## V. IDENTIFICATION OF OFFICERS

STD 7.2 c

A. All officers shall identify themselves by their badge number during radio transmissions.

B. Prior to each shift, the patrol shift commander or supervisor will provide the communications center with an assignment list of officers. This will be the basis for assigning calls as they are received. Upon receiving a call and determining which zone it is in, dispatch will assign the call to the officer responsible for that zone. If the zone unit is unavailable for calls, the call shall be assigned to a rover unit. If they are also unavailable, the shift supervisor will determine who will answer the call.

## VI. ASSIGNMENT OF EMERGENCY CALLS FOR SERVICE

A. The Communications Officer receiving a call for assistance shall determine the nature and severity of the requested service. It is the Communications Officer’s responsibility to obtain as much pertinent information as possible from the caller and relay this information to the responding officers. A determination can then be made as to the urgency of the response, number of officers required, any potential danger to the responding officer(s), or the need for other services (Fire, EMS, etc.).

B. When a unit receives a cancellation on a call, the officer shall acknowledge the cancellation and at the officer’s discretion, proceed to the location or resume normal duties.

C. Additional “backup” units shall resume their normal duties immediately after it has been ascertained that their assistance or presence is no longer needed.

## VII. TEN CODES

The Georgia State Patrol “Ten Codes” shall be the official “codes” for radio transmissions between the Communications Center and the officers of the Dublin Police Department. A copy of “Ten Codes” is located at the end of this chapter.

*Note: “Ten Codes” are intended to reduce the amount of radio traffic. Nothing in this policy shall restrict an officer from utilizing “Plain English” when the officer is unsure of the proper “10 code”.*

**VIII. PHONETIC ALPHABET**

The “Phonetic Alphabet” should be used during radio transmissions. The correct designations are as follows

A - Alpha F - Foxtrot K - Kilo P - Papa U- Uniform Z - Zulu

B - Bravo G - Golf L - Lima Q - Quebec V - Victor

C - Charlie H - Hotel M - Mike R - Romeo W - Whiskey

D - Delta I - India N – November S - Sierra X - X-ray

E - Echo J - Juliet O - Oscar T - Tango Y - Yankee

## IX. CALL PROCEDURES

STD 7.2a

1. The digital two-way radio is the primary means of communication between officers in the field and the Communication Center.

Officers in the field will notify the communications center by radio for many reasons, including, but not limited to:

 Going into service Going out of service Performing a traffic stop

 Responding to a call Request for information Computer check request

 Answering a call Request for assistance Code response

 Arrival at scene Notification of situation Busy

Again, this list is not intended to be all-inclusive.

***Note: Officers shall make notifications to the communications center when necessary and appropriate, in accordance with guidance provided throughout this SOP.***

B. When calling the dispatcher, all members using department radios will first give their badge number and then wait for an acknowledgment before continuing with their message. The only exception shall be when it is necessary to transmit information in an emergency.

 EXAMPLE: Officer: 039 to Radio.

 Dispatcher: 039 go ahead.

 Officer: message follows

This procedure shall be always followed, including when signing out with a traffic stop or when busy at a location.

***Note: Officers should not quickly give their officer number and then their message without first waiting for an acknowledgment from the dispatcher. This typically increases the amount of unnecessary radio traffic due to the fact of radio traffic being repeated.***

C. When a dispatcher has a message or call to dispatch, he/she will adhere to the following procedure as well as officers:

 EXAMPLE: Dispatcher: Radio to 037.

Officer: 037, go ahead radio.

Dispatcher: 037, be enroute to…(location)

Officer: 037, 10-4 (Clear on Call) enroute

 Dispatcher: 10-4

D. The only time that these two procedures (outlined in paragraphs B and C of this SOP) should be disregarded is in extreme emergency situations where a crime is in progress, someone's life is in danger or during communication with outside agencies.

E. Reassignment of Calls - Supervisors may, at their discretion, reassign calls to other units. This will be done only when they are aware of information affecting the efficient response of units to the scene of the call which the dispatcher was unaware. Officers may request reassignment of calls by advising their supervisor of the reason why. Such a situation would be when two units have been assigned calls and know that they are each closer to the other's call. **At no time will an officer take it upon himself/herself to reassign calls.** The officer must advise the supervisor, who will evaluate the feasibility of reassignment and approve the reassignment.

F. Upon the receipt of a call by Communications, the officer shall immediately respond without delay, proceeding via the shortest route with due regard for the safety of persons and property.

G. When an officer is given the wrong address or location, the officer shall advise the dispatcher of such and wait for further instructions.

H. All personnel will sign in and out of service unless otherwise directed by the Chief of Police or his designee. When signing out of service (10-6), personnel must give the location.

I. When a suspicious “condition” call is given out to an officer, the dispatcher shall give the officer as much pertinent information as possible. If the dispatcher is unable to get further information from the caller/complainant, the dispatcher will advise the officer and he should respond appropriately and approach with caution.

J. Failure to Respond - If no response is received from an officer after two (2) attempts, the dispatcher will give the call to the next available officer and notify a shift supervisor.

*In situations where an officer fails to respond while out on a call or traffic stop, any officer may proceed to the location. Remember, avoid unnecessary radio traffic, the officer cannot respond if you tie up the radio*. *Don’t get into a debate of “who is closer”, use “Due Regard”, and get there safely.*

K. Arrival on Scene - All officers will notify the dispatcher upon arrival on scene and upon completion of the call, back in service.

L. Vehicle Stops - When an officer conducts a traffic stop, the following information should be given to the dispatcher:

1. **L**ocation of the stop.
2. **T**ag number.
3. **D**escription of the vehicle and number of occupants.

M. GCIC Queries - When checking a license plate, the following format will be used in assisting dispatcher:

 Officer: 031 to radio

 Dispatcher: Go ahead 031

 Officer: 10-28/29 on Georgia tag…

 Dispatcher: 10-4, 031, 10-12

When information is available, the dispatcher will advise the unit giving the owner's name, address, and NCIC/GCIC information.

When checking a person for a driver's license or for wants, the unit will address the dispatcher as follows:

 Officer: 024 to radio

 Dispatcher: Go ahead 024

 Officer: 10-27 on Georgia OLN…

 Dispatcher: 10-4, 024, 10-12

When checking wants for a person, the unit will address the dispatcher as follows:

 Officer: 036 to radio

 Dispatcher: Go ahead 036

Officer: 10-29 on person

(Give name, sex, date of birth, race, social security number, etc.)

 Dispatcher: 10-4, 036, 10-12

When information is available, the dispatcher will provide a reply. Note that if there is any problem with a subject or vehicle, such as wanted, unlicensed, uninsured, etc., the dispatcher will notify the officer with an alert tone and reply: “Prepared to copy”. That indicates there is a situation the officer will have to address, and that the subject should not be listening to dispatch.

## X. OFFICER EXITING VEHICLE/SIGNING OUT OF SERVICE

STD 7.2b

A. Whenever an officer exits their vehicle for any type of dispatched call or anything self-initiated, he/she will notify the Communications Center and give a location and proper code. The officers must always have their portable radios on and continue to monitor police department radio traffic. Upon notification of an officer exiting the police vehicle, the dispatcher shall note the following information in the radio log:

1. Time out

2. Officer's location

3. Reason (proper code)

4. Time back in service

B. If the officer is going out of service for an extended time (such as lunch breaks or end of tour), he/she will notify the communications center with applicable information. Upon notification, the dispatcher shall note the time and location in the radio log.

C. Radio logs shall be a permanent record maintained in accordance with FCC requirements. The logs will be kept on file for 3 years by the Communications Center. No entry in the radio log shall be erased, obliterated, or willfully destroyed within the required retention period. Necessary corrections may be made only by the person originating the entry, who shall strike out the erroneous portion or entry, initial the correction made, and indicate the date of correction.

### XI. USE OF PRIORITY CODES

A. All incoming calls will be received by dispatchers who will gather the necessary information:

1. Location of problem

2. Nature of problem

3. Caller's name, address, phone number

4. Other pertinent information concerning the call

B. It is imperative that dispatchers obtain enough pertinent information from callers to be relayed to the responding officer. The responding officer will then advise dispatch which response code will be used:

 *Emergency "Code 3" Response* - is utilized when it is known or suspected that time in response is most critical in saving lives, and providing immediate assistance. Response by the officer will require the use of emergency equipment (blue lights and sirens). The officer will proceed with *“Due Regard”.*

 *Routine "Code 1" Response* - is a call of a less urgent nature. The officer will respond as soon as possible or may handle the call while remaining in service. This type of call may be held, at the discretion of a supervisor, if the zone officers are not available.

## XII. PRIORITY CALLS FOR SERVICE

A. *Emergency “Code 3”* - The following calls will be dispatched as an emergency for which an officer has authority for an “*Emergency Response*”.

• Bomb Threat • Explosives Located • Homicide

• Fight in Progress (weapons) • Fire (confirmed) • Accident with Injuries

• Person Hit by Automobile • Drowning in Progress • Rape in Progress

• Person Shot • Person Stabbed • Abduction in Progress

• O.B. Call • Aggravated Domestic • Person Down

• **OFFICER NEEDS HELP** • Chase in Progress (assistance requested)

*See Chapter 2, P-005, for more information regarding “Emergency Response” to include “Due Regard”.*

1. Routine “Code 1” - Routine calls for police service that require the presence of a police officer (e.g., thefts, burglaries, and other property crimes).

**XIII. ASSIGNMENT OF PATROL SUPERVISOR**

STD 7.2 f

The following calls require the response of a shift supervisor to assume command and provide assistance:

Car Jacking Bomb Threat Explosives Located Murder

Escaped Prisoner Burglary in Progress Armed Robbery Accident (F)

Accident/Police Vehicle Hit and Run (F) Person Hit by Auto (F) Rape

Shootings Abduction Crimes against Children Chase in Progress

**XIV. CALLS REQUIRING ASSISTANCE (BACKUP)**

STD 7.2e

A. The handling of dispatched calls is routinely handled by one officer, however, the following calls require the dispatcher to dispatch no less than two officers. The supervisor may send additional units on designated calls at his or her discretion. Dispatchers will check on the officers within the first three (3) minutes of their arrival on all calls requiring backup unit(s).

Fight or disorder Domestic problem Armed robbery

Subject with firearm Murder Chase in progress

Bomb threat Prison/jailbreak Shooting/Shots fired

Burglary in progress Accident with Injuries

B. Also requiring backup are any “In-Progress” calls, calls involving crowds of people (i.e., bars, parties, etc.), or any call in which the person is subject to becoming violent depending on the subject and the situation.

**XV. FORCEABLE FELONY IN PROGRESS CALLS**

1. When a call is received by the communications center of a forceable felony in progress, information obtained shall immediately be broadcasted and the appropriate units assigned.

*“STOP TRANSMITTING” (10-3)* order will be invoked at the request of any member who encounters an emergency-type situation at which time the dispatcher will immediately broadcast a *“10-3”* message.

 *“10-3”* radio situation will be handled in the following manner:

1. The dispatcher shall broadcast the following message upon initiation: "Radio, all units. A 10-3 is now in effect”.

*Further transmission will be allowed only if of an emergency nature or if directly involved in the present emergency.*

2. The first officer arriving at the scene shall, as soon as possible, obtain a description of any vehicle or suspect(s) wanted and cause it to be broadcast.

3. Where several units have responded, it will be the duty of a shift supervisor or senior officer at the scene to designate and assign a monitor unit and to notify the dispatcher of the same.

4. When applicable, telephone communications shall be established with the Communications Center from the scene.

1. During the “*10-3*”, only those personnel at the location of the crime scene or emergency may use the radio. All other units shall use the radio only if an emergency occurs at which time, they shall advise their officer number and state the nature of their emergency*.*

*Note: Emergency calls shall continue to be dispatched despite an existing “10-3” situation.*

6. As soon as practical, the supervisor or officer in charge at the scene will request to resume normal operations *(10-39)* at which time the dispatcher will broadcast: "Radio all units 10-39. All units may now resume normal transmissions."

B. Whenever a forceable felony in progress call (i.e., armed robbery, homicide, etc.) is received, the dispatcher will advise the assigned officer and alert all available officers of such. The dispatcher may also assign as many additional units as may be necessary when information received indicates that the call may pose an immediate danger/threat to an officer. If, after arriving at the scene, an officer feels that more backup unit(s) is/are needed, he/she may call for additional assistance.

C. As soon as the appropriate number of units have been dispatched to the call, the dispatcher should notify the shift supervisor. The shift supervisor, when contacted, will immediately respond to the scene.

D. If, after arriving at the scene, the shift supervisor cannot resolve the situation, he will notify the shift commander who will immediately respond and assume command.

E. The shift supervisor or detective (if called) shall be responsible for clearing the scene of officers and other persons whose services are not needed and in addition shall take immediate steps to return unneeded units to active service as quickly as possible.

**XVI. COMMUNICATION WITH OTHER DIVISIONS AND OUTSIDE AGENCIES**

A. The communications center shall help field officers interact with other divisions of the Police Department. Such support includes, but is not limited to:

1. Contacting and dispatching additional officers and personnel as needed.

2. Providing communication between the field and police headquarters.

3. Obtaining records checks as needed for field officers.

4. Assisting officers by placing telephone calls to wrecker services, dispatching ambulances, calling businesses for activations, etc.

STD 7.2 d

B. The communications center shall help field officers interact with other agencies, as necessary. While field officers can normally talk with local agencies, the communications center is better equipped to act as an intermediary between field officers and other/outside agencies. This includes, but is not limited to:

1. Providing contact with local, state, and federal police agencies.

2. Providing contact with supporting fire, rescue, and EMS units.

3. Providing contact with other county support elements.

C. The communications center shall help field officers interact with other city departments by:

1. Providing a communications link between field officers and other city departments. This includes problems such as broken water lines, traffic lights, and directional problems, road or street obstructions, etc.

2. Providing additional support to the Municipal Court and City Hall.

1. Caution
	1. Unable to copy
	2. Signal good
	3. Stop transmitting
	4. Acknowledge (OK)
	5. Relay
	6. Busy, unless urgent
	7. Out of service
	8. In-service
	9. Repeat
	10. Fight or disorder report
	11. Dog case
	12. Stand-by
	13. Weather report
	14. Prowler report
	15. Burglary
	16. Domestic problem
	17. Armed Robbery
	18. Quickly
	19. Return to
	20. Location
	21. Call by phone
	22. Disregard
	23. Arrive at scene
	24. Completed last assignment
	25. Report in person
	26. Detaining subject; expedite
	27. Driver’s License information
	28. Vehicle registration information
	29. Check stolen / wanted
	30. Unnecessary use of radio
	31. Crime in progress
	32. Subject with firearm
	33. EMERGENCY
	34. Riot
	35. Transporting Liquor
	36. Correct time
	37. Suspicious person / vehicle
	38. Stopping susp. person / vehicle
	39. Resume normal operations
	40. If not stolen, check with owner
	41. Beginning tour of duty
	42. Ending tour of duty
	43. Murder report
	44. Suicide attempt
	45. Hold evidence GBI enroute
	46. Assist motorists
	47. Emergency road repair at \_\_\_\_\_\_
	48. Traffic Light out at \_\_\_\_\_\_\_
	49. Speeding auto
	50. Accident (I, F, PI, PF)
	51. Wrecker needed
	52. Ambulance needed
	53. Roadblock at \_\_\_\_\_\_
	54. Livestock/carcass on road
	55. Intoxicated driver
	56. Intoxicated pedestrian
	57. Hit and run (I, F, PI, PF)
	58. Direct traffic
	59. Convoy, escort
	60. will leave station at \_\_\_\_\_
	61. FBI signal in following cars
	62. Reply to message
	63. Prepare to make written copy
	64. Trouble unknown
	65. Mechanical breakdown
	66. Rape
	67. Child Molestation
	68. Dispatch Information
	69. Message Received
	70. Fire
	71. Contraband / drugs
	72. Warrant
	73. Shots fired
	74. Negative
	75. In contact with \_\_\_\_\_
	76. En route \_\_\_\_\_\_\_
	77. E T A (estimated time of arrival)
	78. Need assistance
	79. Notify Coroner
	80. Chase in Progress
	81. Give location, status
	82. Reserve Lodging
	83. Work School Crossing at \_\_\_\_\_
	84. Special Detail
	85. Delay due to \_\_\_\_\_
	86. Officer / operator on duty
	87. Pick-up distribute checks
	88. Present telephone number
	89. Bomb Threat
	90. Bank alarm
	91. Pick-up prisoner
	92. Improperly parked vehicle
	93. Blockade
	94. Drag racing
	95. Prisoner / subject in custody
	96. Mental subject
	97. Check signal
	98. Prison / jail break
	99. Wanted / stolen indicated
	100. Old code for traffic stop
	101. Medical Acknowledgement
	102. Send Rescue unit to
	103. Send Police unit to
	104. Unable to locate
	105. Patient refuses service
	106. Patient refuses treatment
	107. Patient picked up by other means
	108. Transfer patient from\_\_\_To\_\_\_
	109. Patient Condition A, B, C, D
	110. Multi-injury accident