



## TWO-WAY RADIO AND MOBILE DATA TERMINAL PROCEDURES

This Rule is issued to establish Department procedures for the management of response to incidents through the two-way radio and Mobile Data Terminal (MDT) systems as an integral part of the Enhanced 9-1-1 system, hereinafter referred to as the 9-1-1 system.

It is important to remember that the two-way radio and the MDT represent an officer assigned to the field's primary contact with Headquarters. Officers assigned to the field rely on this for assistance and protection.

In order to ensure uniformity, all Bureaus, Divisions, Districts and Units will use their radio call signs in conformance with this Rule. This Rule shall be utilized to ensure the effective and efficient use of the Boston Police Department radio system and the Mobile Data Terminal (MDT) system in a manner that is compatible with the Computer Aided Dispatch (CAD) system. Any changes, additions, or deletions of call signs must be approved by the Chief of the Bureau of Field Services (BFS).

### Sec. 1 GENERAL CONSIDERATIONS:

**Confidentiality of Callers:** MDTs will allow officers assigned to the field access to the name, address and phone number of the person who called 9-1-1. However, citizens who call 9-1-1 do not always want to be identified for fear of retaliation or for other reasons. Officers should be aware of the confidentiality issue and take extra precautions to protect the identity of the caller at all times. In the event responding officers need additional information regarding a particular call, they shall request the Dispatcher contact the caller via the callback number to obtain such information instead of approaching the caller themselves. Additionally, officers shall avoid two-way radio transmission of a caller's name, address and/or phone number. Whenever possible, officers shall clear information from their MDT computer screens prior to exiting their cruisers by pressing the CLR key.

**LEAPS and NCIC Information:** As in all circumstances, information obtained via MDT from the Law Enforcement Agencies Processing System (LEAPS) and from the National Crime Information Center (NCIC) should be treated as confidential information for the use of police personnel only. Officers are reminded that all Criminal Offender Record Information (CORI) is confidential and protected by state law (M.G.L. c. 6, § 172).

**Updated CAD Information:** Officers responding to an MDT 9-1-1 call should be aware that CAD information is routinely supplemented and modified. Therefore, to be certain that their actions are based on the most recent information, officers should use the "Recall" command to obtain and read such information before exiting their cruisers.

Premise Information: In the upper right hand corner of a 9-1-1 call on the MDT computer screen, officers may see two letters, such as AH, PW, or OC indicating that the address they are responding to has Premise Information. The Address History (AH) feature of the CAD cross references Central Complaint (CC) numbers of 9-1-1 calls to that address for the last thirty (30) days. Police Warning (PW) may contain information about recent gang or drug activity. Occupant Information (OC) may inform officers about a handicapped person who lives at an address and may not be able to answer the door. All officers should use the "Recall" command to obtain and read any Premise Information associated with an address before they exit their cruisers to enter that address.

## Sec. 2 COMMUNICATIONS CONDUCT:

Any officer(s) assigned a vehicle shall examine the two-way radio and MDT to ensure that they are functioning properly. Defective two-way radios and MDTs shall be noted on the vehicle's Motor Vehicle Inspection Form and brought to the attention of the Patrol Supervisor prior to leaving the station to begin patrol.

Courteous and judicious use of transmission time is imperative in order to ensure the efficient and effective operation of the two-way radio and MDT system. Only essential information shall be transmitted by two-way radio or MDT, as excessive and unnecessary communications can be confusing and may cause misunderstandings. All transmissions must be clear, concise and accurate.

All officers are advised that all two-way radio and MDT transmissions are recorded and, in some cases, may become public information. MDT transmissions are subject to periodic review for appropriateness and conformance to this Rule by the Auditing and Review Division. All transmissions are also subject to constant monitoring by Supervisory and Operations Division personnel. Personnel found to be making personal or inappropriate transmissions using MDTs or two-way radios are subject to disciplinary action. Examples of prohibited transmissions are, but are not limited to:

- A. Unnecessary two-way radio conversations or MDT transmissions are prohibited;
- B. Transmissions on the two-way radio or MDT which are argumentative or involve the use of sarcasm, et cetera, are prohibited;
- C. Use of profane and obscene language is prohibited;
- D. Logging onto an MDT using someone else's access code number or password is prohibited;
- E. Identify yourself by using only your proper call sign; use of personal names during transmission is prohibited, except in an emergency; and
- F. Logging onto the two-way radio system with, or using, someone else's call sign is prohibited.

Sec. 3 Mobile Data Terminal Procedures: Police Officers assigned to response units equipped with Mobile Data Terminals shall:

- A. Sign on MDT and log on the air via the MDT;

- B. Receive calls for service via MDT;
- C. Acknowledge receipt of calls for service by transmitting appropriate MDT code;
- D. Inform dispatcher of arrival to assignment by transmitting appropriate MDT code;
- E. Clear assignment by transmitting the appropriate MDT code;
- F. Check vehicles, warrants and premise history information via MDT;
- G. Communicate all self-initiated low priority on-sight incidents and motor vehicle stops to the dispatcher via MDT; and
- H. Log off the air via the mobile radio; logging off via the MDT is prohibited.

#### EMERGENCY CALL PROCEDURES

Sec. 4 CRITERIA FOR ASSIGNING PRIORITY STATUS: This section provides Operations Division personnel with guidelines to use in evaluating the urgency of a call for service and assigning the appropriate police response.

Operations Division personnel shall adhere to the policy and procedures outlined herein regarding the assignment of priority to a call for service and police response. Dispatchers shall exercise prudent judgment and flexibility in evaluating and/or re-assigning the nature of a call when discretion is required due to exigent circumstances. Incidents entered into the CAD system will be automatically assigned priorities as listed below.

##### A. Priority One (Critical):

Calls for service in this category indicate that a police presence is needed at the scene of an incident. Immediate response to these calls is critical. Calls in this category shall be dispatched by two-way radio for the safety of responding officers and to alert other officers in the vicinity. Conditions that will define a call for service as a Priority One are:

1. Any apparent threat of life, any danger of serious physical injury, any major property damage, or any incident that may result in the same;
2. Any active felony or violent misdemeanor, or active incident that may result in either serious physical injury or major property damage or loss. Also considered as a Priority One call would be any felony or violent misdemeanor that recently occurred (within 15 minutes), and there is a probability that a suspect(s) may be apprehended;
3. Any serious injury or illness that may result in substantial personal harm if police assistance is delayed;
4. Any incident involving exigent or unique circumstances that demands an immediate police response (i.e., sniper, explosive device, gas leak); or
5. Any domestic violence incident.

##### B. Priority Two (Less Critical):

Calls for service in this category indicate that a police presence is needed at the scene, but unlike a Priority One call, an immediate response is not critical. Calls in this category

shall be dispatched by two-way radio for officer safety reasons and to alert other officers in the vicinity. Conditions that would classify a call for service as a Priority Two call are:

1. Any recent or active crime or incident that does not represent a significant threat to life and property. These types of incidents would include a felony which has just occurred but without injury to the victim and the suspect(s) has fled the scene (longer than fifteen minutes);
2. Any in-progress incident that could be classified as a possible crime (e.g., suspicious person or vehicle, prowler, et cetera);
3. Any property damage incident that represents a significant hazard to the free flow of traffic; or
4. Any incident that would require a prompt, but non-emergency response.

C. Priority Three or Lower Priority Call (Delayed Response):

Calls for service in these categories indicate that some type of police response is needed but could be delayed for a period of time without adverse effect. Calls in this category shall be dispatched by voice for officer safety reasons and to alert other officers in the vicinity. Detailed information regarding calls in this category will be transmitted via the MDT. Callers should be notified of the potential delay at the time the call is received by the 9-1-1 Emergency Call Taker. Conditions that would classify a call for service as a Priority Three or lower priority call (priority 4-9) are:

1. Any non-active crime or incident that does not require an immediate investigation (i.e., a B&E that was not recently committed, but which is being reported at this time);
2. Any incident that involved non-emergency and/or non-criminal services; or
3. Any other incident that is no longer active, yet due to its nature, cannot be responded to by phone.

Sec. 5 PROCEDURE FOR MANAGING CALLS:

A. Operations Dispatcher: The Operations Dispatcher shall deploy field units with the objective of achieving the Department's goal of keeping the same officer in the same neighborhood at least 60% of the time. While the Department is committed to providing a timely response to all high priority incidents (priority 1 and 2 calls), the dispatcher shall observe the Same Cop/Same Neighborhood philosophy when dispatching lower priority incidents. Strict emphasis shall be placed on keeping response units in their assigned sectors when assigning lower priority calls. The CAD call stacking and Differential Police Response (DPR) features shall be utilized to help accomplish this task.

Only low priority calls shall be stacked for sector units. Additionally, the dispatcher should work cooperatively with the Patrol Supervisor to ensure a fair distribution of the district's 9-1-1 workload.

Priority One Calls: Upon receiving a new incident or supplemented or modified life threatening information over the public address system from a 9-1-1 Emergency Call Taker concerning an incident assignment to a response unit, the Operations Dispatcher shall immediately notify the appropriate unit by two-way radio. Additionally, the Operations Dispatcher when dispatching these Priority One calls shall ensure an adequate response by assigning units in the following order:

1. The Rapid Response Unit whose patrol area encompasses the location of the incident;
2. The Rapid Response Unit whose patrol area is adjacent to the patrol area containing the location of the incident;
3. Any Rapid Response Unit whose close proximity to the incident would significantly enhance the police response;
4. A two-officer District wagon;
5. Two Neighborhood Service Units;
6. Any two-officer District Detective Unit;
7. Two Mobile Operations (MOP) motorcycles whose close proximity to the incident would significantly enhance the police response; or
8. Any combination of the Patrol Supervisor and a service unit, foot beat, mounted, K-9 or motorcycle officer whose beat encompasses or is adjacent to the location of the incident.

NOTE: Response units always have the option of requesting back-up assistance at any time.

Priority Two Calls (Less Critical): Priority Two calls for service shall be assigned to response units in the following order:

1. The Neighborhood Beat Officer or Neighborhood Service Unit whose patrol area encompasses the incident location;
2. The closest available Neighborhood Service Unit whose proximity to the incident would significantly enhance the police response;
3. A District-wide Neighborhood Service Unit;
4. The Mounted Officer whose patrol area encompasses the incident location;
5. The K-9 Unit whose patrol area encompasses the incident location;
6. Any MOP cycle whose close proximity to the incident would significantly enhance the police response;
7. The Mounted Officer whose patrol area is adjacent to the incident location;
8. The K-9 Unit whose patrol area is adjacent to the incident location;
9. A District Detective Unit;
10. Any District response unit already assigned a Priority Three or lower priority call for service (priority 4-9);
11. The Patrol Supervisor whose supervisory area encompasses the incident location.

NOTE: At the discretion of the Operations Dispatcher, a Rapid Response Unit or District Wagon may be dispatched in place of one of the above units. In addition, responding

officers have the discretion to request other appropriate or available units for assistance when necessary (e.g., B&E alarms, entering a building or dwelling, et cetera).

Priority Three or Lower Priority Calls (Delayed Response): Priority Three or lower priority calls for service shall be assigned to response units in the following order:

1. The Neighborhood Beat Officer or Neighborhood Service Unit whose patrol area encompasses the incident location;
2. The closest available Neighborhood Service Unit whose proximity to the incident would significantly enhance the police response;
3. A District-wide Neighborhood Service Unit;
4. The Mounted Officer whose patrol area encompasses the incident location;
5. The K-9 Unit whose patrol area encompasses the incident location;
6. Any MOP cycle whose close proximity to the incident would significantly enhance the police response;
7. The Mounted Officer whose patrol area is adjacent to the incident location;
8. The K-9 Unit whose patrol area is adjacent to the incident location;
9. A District Detective Unit;
10. The Patrol Supervisor whose supervisory area encompasses the incident location.

NOTE: At the discretion of the Operations Dispatcher, a Rapid Response Unit or District Wagon may be dispatched in place of one of the above units. In addition, responding officers have the discretion to request other appropriate or available units for assistance when necessary (e.g., B&E alarms, entering a building or dwelling, et cetera).

Rapid Response Unit Re-assignment: When a Rapid Response Unit, upon investigating a reported Priority One call for service does not make an arrest and determines that the reported incident will require the completion of a lengthy incident report or was not a Priority One incident, the Rapid Response Unit shall notify the Operations Dispatcher of its findings and the Operations Dispatcher shall, after reviewing the incidents pending list, determine whether the Rapid Response Unit or a Neighborhood Service Unit will complete the assignment. If the Dispatcher determines that the Rapid Response Unit will handle the call for service, that Rapid Response Unit shall complete an incident report or miscel the call, whichever is appropriate.

The Dispatcher, upon deciding that a different unit will complete the assignment, will instruct the Rapid Response Unit to remain at the incident location until the arrival of the Neighborhood Service Unit or until it is assigned to another call for service. If a dispute develops with the reassignment, the Operations Dispatch Supervisor shall be notified to resolve the assignment.

In the event the Rapid Response Unit is assigned another call for service before the Neighborhood Service Unit has arrived, the Rapid Response Unit shall inform the caller

or other responsible person, if known, that the neighborhood police officer is responding to complete the report and give further assistance if needed.

**B. Operations Division Supervisors:**

The success of Call Management as outlined in this Rule depends largely on the Supervisors in the Operations Division. Therefore, to ensure compliance with Call Management objectives, the Operations Division Supervisors shall:

1. Acquire a complete and clear understanding of the Call Management program and its deployment strategy.
2. Ensure that projected unit assignment times for DPR incidents are passed on to callers.
3. Make periodic checks of dispatchers' work stations to ensure compliance with call stacking guidelines.
4. Make periodic checks of response units' status and direct dispatchers to remind units to clear their assignments as quickly as possible.
5. Ascertaining the status of the Patrol Supervisors on all channels.
6. Make periodic checks on NIU call takers to ensure compliance with DPR call back procedures.

**I. Operations Division Duty Supervisor:**

The Operations Division Duty Supervisor shall ensure compliance with these procedures by:

- a. Ensuring adequate staffing of Dispatchers, Supervisors, 9-1-1 Emergency Call Takers, Telephone Operator, Stolen Car Unit, Towed M/V Unit and clerks. Assign people accordingly and ensure that all personnel are given lunch hours and breaks.
- b. Checking the computer for pending calls and investigating as to why units are on calls for over twenty (20) minutes. In addition, check as to why units are still logged on from a previous tour of duty.
- c. Monitoring broadcasts for log-ons, log-offs, and non-response.
- d. Notifying the appropriate units and/or individuals when required by Department procedures or whenever a high profile incident occurs.
- e. Monitoring for unprofessional transmissions, particularly Unit to Unit channels, e.g., Channel 7, 9, 10, etc..
- f. Distributing any Department Orders or forms to personnel as necessary.
- g. Checking the bilingual voice message when all lines are busy.
- h. Ensuring that pager messages are sent and properly logged.

- i. Ensuring the sick line phone is staffed and that Districts/Divisions are notified of their sick officers. Ensuring that a written record is kept of all such calls.
- j. Checking the Horizon Board for the status of 9-1-1 Operators on duty.
- k. Being prepared for the tracing of telephone calls and for submitting the proper form if the trace is completed.
- l. Seeing that copies of incident reports (BPD Form 1.1) are directed to the appropriate units.
- m. Handling complaints from civilians and calls for Operations Dispatch Supervisors, as necessary.

II. Operations Division 9-1-1 Supervisor:

Operations Division 9-1-1 Supervisors shall ensure compliance with these procedures by:

- a. Inspecting the 9-1-1 Emergency Call Takers' work area, including 9-1-1 phones and voice boxes.
- b. Ensuring that trained personnel are assigned to all necessary positions.
- c. Monitoring personnel by telephone and computer to analyze their competency.
- d. Remaining available for any questions from 9-1-1 personnel pertaining to requests for assistance from the public.
- e. Providing cross-training (when available) to ensure personnel will be able to substitute for another position when needed.
- f. Ensuring that tours for visitors to Operations have a minimum effect on work areas.
- g. Keeping the Operations Duty Supervisor updated on all pertinent issues.

III. Operations Division Dispatch Supervisor:

Operations Dispatch Supervisors shall ensure compliance with these procedures by:

- a. Ensuring prompt log-on and log-off of units.
- b. Checking repeatedly the status of all units to ensure availability for calls.
- c. Ensuring prompt dispatch of high-priority calls.
- d. Monitoring motorized pursuits, terminating when appropriate; getting pursuit reports.
- e. Enforcing time and duration of Code 10's.
- f. Ensuring prompt clearing of alarm and service calls.
- g. Monitoring two-way radio transmissions for professional usage by field personnel.
- h. Assuming command of any serious incident requiring the opening and continued use of Channel One.
- i. Determining that all equipment is working properly.
- j. Reminding personnel that the Operations Dispatcher and/or Dispatch Supervisor will determine if a call will be dispatched, depending on the availability of all units.
- k. Keeping the Operations Duty Supervisor updated on all pertinent issues.

1. Assist dispatchers in verifying units' status.

C. District Patrol Supervisor: The Patrol Supervisor shall review all Motor Vehicle Inspection Forms and ensure that any patrol vehicle containing a defective two-way radio or MDT is sent to the Telecommunications Management Unit (a/k/a Radio Shop) for repairs as soon as possible.

Regarding Call Management, the District Patrol Supervisor shall also be responsible for the following:

1. Ensuring that all patrol units clear their assignments in an expeditious manner.
2. Assisting the dispatcher in checking units' status and deployment.
3. Ensuring that officers change their system password via MDT when necessary.
4. Monitoring two-way radio and MDT calls to response units and by randomly responding to incidents within their Districts.
5. Monitoring response times and times spent on calls.
6. Responding personally to incidents in appropriate cases.
7. Determining the status and approximate locations of response units under their command, i.e., District wagons, walking, mounted, K-9, and MOP Units assigned to their District.

Additionally, while it is the dispatcher's responsibility to assign calls for service to the appropriate response units, the Patrol Supervisor shall monitor the number of low priority calls stacked for each sector unit. The purpose of monitoring stacked calls is to ensure that the Department honors projected unit assignment times and to prevent an unreasonable workload for any one patrol unit. This monitoring of stacked calls may be accomplished via the MDT installed in the Patrol Supervisor's vehicle.

Sec. 6 DISPATCHING A UNIT: The Operations Dispatcher, when dispatching a unit by two-way radio, shall announce "Operations to --," properly inserting the unit's call sign. Designations such as "Cars," "Wagons," "P.S.," "Unit," should not be used.

Example:

Dispatcher: Operations to Alpha 101

or

Operations to Charlie 202

or

Operations to Delta 674

During overlapping shifts, the Dispatcher shall utilize the shift designated code:

Dispatcher: Alpha 101A

or

Charlie 202D

or

Delta 674F

Sec. 7 GIVING AN ASSIGNMENT: Calls with a Priority of One or Two shall be dispatched by two-way radio using as few words as possible, yet giving as much information as will be helpful to the officers. The Operations Dispatcher shall give the type of call followed by the location. The Operations Dispatcher shall include whether the incident is occurring inside or outside and any apartment number, if given. The Operations Dispatcher shall conclude the call by announcing the time.

Example:

Dispatcher: Operations to Delta 301

Unit: Delta 301

Dispatcher: 290 Comm. Ave., Apt. #10, family disturbance

Unit: Delta 301, acknowledged

Dispatcher: 2200 hours

The following format shall be used in broadcasting Priority One or Priority Two calls for service:

Example:

	STEP	ACTION	ANNOUNCEMENT
	Step #1	Call the Unit	Alpha 101
	Step #2	Announce Incident Type	Robbery in Progress
	Step #3	Announce Detailed Location	Bank of Boston

751      Washington  
Street

Calls with a Priority Three or lower priority will be dispatched by radio. Detailed information regarding calls in these categories will be transmitted via MDT.

Example:

Dispatcher: Operations to Delta 301

Unit: Delta 301

Dispatcher: 290 Comm. Ave., Apt. #10, B & E Report.

Unit: Delta 301 acknowledged.

When an assignment is dispatched by MDT, the unit will press the equipment's "en route" key to indicate that they are responding to the assigned call.

Sec. 8 UNIT ARRIVALS ON SCENE: All units will announce their on scene arrival. Units not equipped with an MDT shall make such announcement over the two-way radio. The announcement will give the unit's call sign, followed by the code "Adam Robert." The Operations Dispatcher will acknowledge by stating "Operations acknowledged" or by repeating the message, "Adam Robert" preceded by the unit's call sign.

Example:

Unit: C101 Adam Robert

Dispatcher: Operations acknowledged or C101 Adam Robert

MDT equipped units will announce their on scene arrival by simply pressing the "en route" key.

Sec. 9 ANSWERING FIELD UNITS: Operations Dispatchers should answer a unit by announcing the word, "Operations" followed by the calling unit's call sign.

Example:

Field Unit: E102

Dispatcher: Operations E102

Field Unit: Seven Paul

Dispatcher: Operations acknowledge Seven Paul or E102 Seven Paul

Sec. 10 HOURLY TIME ANNOUNCEMENTS: Every hour, standard time announcement will be given individually by each Operations Dispatcher.

Example:

Dispatcher: This is the Boston Police Operations on Channel Two at 1400 hours.

Sec. 11 FIELD UNIT PROCEDURES: When communicating with the Operations Dispatcher, units should adhere to the following practices and/or recommendations:

A. Radio Procedures

1. Plan your message.
2. Before transmitting, listen to make sure you will not interrupt a transmission currently in progress.
3. Depress the microphone button and pause before speaking.
4. Identify yourself by using only your proper call sign.
5. Place your mouth 1-3 inches from the microphone.
6. Speak normally and clearly, as in a telephone conversation.
7. Use an even, modulated tone of voice, avoiding any vocal display of emotion such as loss of temper, impatience or sullenness.
8. Release microphone button as soon as you have finished your message.
9. Give the Dispatcher adequate time to acknowledge your transmission.
10. If possible, avoid lengthy messages. If you have a lengthy message, transmit a portion of it, request an acknowledgment of the message so far, and then continue. If a call is properly covered by a miscel, then a miscel will suffice.

B. MDT Procedures: When using an MDT to miscel or clear a call, an officer shall add appropriate comments to the disposition:

Example: C D/14B, house in darkness, no answer at front door.

C D/RPT, victim will call later with additional information.

1. Acknowledge your calls by pressing the "en route" key.
2. Report your arrival on the scene by the code "Adam Robert" or by pressing the "on scene" key.
3. Clear your call promptly using the appropriate MDT commands.

Sec. 12 Vehicle or Field Stops:

A. Radio Procedures: When using the two-way radio for making car stops or stopping an individual, officers shall transmit the following information:

1. Location;
2. Registration number and vehicle description;
3. Number of occupants;
4. Description of individual(s); and
5. Activity of the vehicle or individual stopped.

B. Vehicle or Field Stops Using the MDT: When using the MDT for making a car stop or stopping an individual, officers should use the appropriate CAD type codes such as SS (Subject Stop) or TS (Traffic Stop), including registration number and vehicle/suspect description. For officer safety reasons, to alert the Dispatcher and nearby units of the location of a vehicle or individual stop, officers equipped with MDTs may use the two-way radio Field Stops procedure, if desired.

Sec. 13 Radio Codes:

The primary purpose for using radio codes is to save time and avoid confusion and misunderstanding.

A. Use the proper code when a miscel or a service assignment code is called for. Unless requested by the Dispatcher, an officer should not give an explanation of his/her service response. The miscel will suffice. Avoid Unnecessary Conversation.

B. Use commonly accepted and/or standard abbreviations or names when transmitting information.

1. Utilize the standard phonetic alphabet as used in miscel codes;
2. Utilize crime information that accurately reflects the incident; and
3. Utilize proper designations.

Example: A&B DW: A cutting, stabbing, shooting

C. Think before you say anything using radio codes or any other radio transmission.

Sec. 14 CALL SIGN STRUCTURE: The call sign structure consists of five digits as follows:

DIGIT 1: Location and/or Organization

A (alfa) = District 1      L (lima) = District 18

B (bravo) = District 2      M (mike) = Special Events (BFS)

C (charlie) = District 3      N (nova) = Operations  
D (delta) = District 4      R (romeo) = Paid Details  
E (echo) = District 5      S (silver) = B.A.S.  
F (fox) = District 6      T (tango) = Special Operations  
G (gold) = District 7      V (victor) = B.I.S.  
H (harry) = District 11      X (x-ray) = B.I.I.  
J (jake) = District 13      Y (yankee) = Administrative  
K (kilo) = District 14

(Note: Spoken over the air using only those phonetics in parentheses.)

DIGIT 2 Unit Type

1 (one) = Rapid Response  
2 (two) = Patrol Wagon  
3 (three) = Motorcycles  
4 (four) = Neighborhood Service Units  
5 (five) = K-9  
6 (six) = Neighborhood Beat Officers  
7 (seven) = Mounted Patrols  
8 (eight) = Detectives  
9 (nine) = Sergeants  
A (alfa) = Lieutenants  
B (bravo) = Captains  
C (charlie) = Command Staff  
D (delta) = Other

K (kilo) = Anti-Crime

(Note: Spoken over the air using only those phonetics in parentheses.)

DIGIT 3-4 Numbers

01 (one) through 99 (ninety-nine)

DIGIT 5 Shift

A (ay) = 11:45 p.m. - 7:30 a.m.

D (dee) = 7:30 a.m. - 4:00 p.m.

F (eff) = 4:00 p.m. - 11:45 p.m.

NOTE: Digit 5 will be used by Operations only when there is a situation when two units with the same call sign are logged-on at the same time.

Exception: Officers who are off-duty and/or working a paid detail who do not have a call sign but who need to contact the Operations Division via radio shall identify themselves by utilizing the number engraved on their two-way portable radio unit (e.g., Portable radio #1234 will transmit as "Unit 1234 to Operations").

Sec. 15 Officer in Trouble/Emergency Broadcast Procedures:

When an officer utilizes the "Emergency" button on their portable radio or MDT device to request immediate assistance, the Operations Dispatcher shall immediately take steps to ensure the officer's safety, using all necessary resources to determine whether or not the officer in question is in need of assistance or is experiencing radio difficulty.

Operations Dispatchers shall take note that when the "Emergency" button is depressed on an MDT, the message sent via MDT displays the unit's call sign, last assigned location and the name of the officer assigned to the unit. Units which are not currently assigned will still display their last known assignment, not their current location. The procedure for ensuring that officers receive needed assistance shall be the same regardless of whether or not they summon assistance via their portable radio or MDT.

If the officer in question is on assignment, patrol units shall be dispatched to the officer's last known location. Upon arrival, responding units shall immediately make an assessment of the situation and apprise the Operations Dispatcher as to whether or not additional help is needed.

If the officer requesting assistance is not on assignment or is not at the location assigned, the Operations Dispatcher shall request that all available units attempt to locate the officer and ensure whether or not the officer is in need of assistance. Upon locating

the officer, responding units shall immediately notify the Operations Dispatcher that the officer has been located, render immediate assistance, if necessary, and apprise the Operations Dispatcher as to whether or not additional help is needed.

Anytime an officer realizes that they have accidentally pressed their "Emergency" button, either on their portable radio or MDT, they shall immediately inform the Operations Dispatcher so that responding units may be called off.

#### Sec. 16 NON-RESPONSE RADIO PROCEDURE

All Department field units, including Supervisors and Detectives, are required to log on by two-way radio or by MDT, if assigned to a vehicle equipped with an MDT, with the Operations Dispatcher within fifteen (15) minutes of the start of the tour of duty whenever the unit is working. All field units will log off with the Operations Dispatcher when relieved at the end of the unit's tour of duty by the District/Division Supervisor.

When Logged on, all units are presumed to be on the air at all times and available to respond to call from the Operations Dispatcher. If a unit goes off the air for any reason (i.e., becomes unavailable for calls), the unit will request permission from the Operations Dispatcher, giving its location and the reason. If the reason is an authorized service assignment, the unit will use the proper service assignment code. The Operations Dispatcher or Operations Dispatch Supervisor may deny any request, at their discretion, if continued availability of the unit is essential. District Supervisory personnel still wishing to utilize such units shall contact the Operations Duty Supervisor, who shall have the final say on such utilization.

#### Sec. 17 RADIO RESPONSE FAILURE NOTIFICATION

When any unit fails to log on or off with the Operations Dispatcher or, if any unit fails to respond to an Operations Dispatcher after being called two (2) consecutive times, the Operations Dispatch Supervisor will be notified who shall immediately notify the Patrol Supervisor via two-way radio of the unit in question. Immediate steps shall be taken to determine whether or not that unit needs assistance or is experiencing radio difficulty.

If the non-responding unit is listed as being off on an assignment, the Patrol Supervisor, or any other unit designated by the Operations Dispatcher, shall proceed to that location and check on the safety of the officer(s) assigned to that unit. If the unit in question is not on assignment or is not at the location they are assigned to, the Operations Dispatcher shall request that all available units attempt to locate the unit in question to ensure the unit does not require assistance. Once located, the unit shall contact the Operations Division as soon as possible.

Once the unit has been located and the safety of the officer(s) has been assured, the Patrol Supervisor will conduct an investigation to determine the reason for the unit failing to respond. All of the unit's two-way radios will be tested. The Patrol Supervisor will record

the results of the preliminary non-response investigation on the Supervisor's activity log prior to the completion of the tour of duty.

The Operations Dispatch Supervisor will record on a Radio Response Failure Notification Form, the name and call sign of the Patrol Supervisor notified, date, District/Division and unit call sign. A copy of the Radio Response Failure Notification Form shall be forwarded, via Department mail, to the District/Division Commander or Director to take corrective action, if deemed appropriate.

Within seven days, the completed Radio Response Failure Notification Form shall be forwarded, via the chain of command, to the Auditing and Review Division, where it shall be kept on file.

#### Sec. 18 ACCOUNTABILITY

The Operations Division Duty Supervisor shall be responsible for ensuring full compliance with this Rule by Operations Division personnel during the assigned shift. The Operations Division Commander shall be responsible for ensuring overall compliance of this Rule.