

Radio Procedure

Plain language:

The National Incident Management System (NIMS) requires that the use of plain language be used for multi-agency, multi-jurisdictional and multi-discipline events, such as major disasters and exercises. The Folsom Police Department will utilize plain language in incidents requiring assistance from responders from other agencies, jurisdictions, and functional disciplines.

While this policy does not require plain language for internal operations, it is strongly recommended, as it is important to practice every day terminology and procedures that will need to be used in emergency incidents and disasters.

All communications, regardless of nature, should exercise brevity.

Incident Assignment:

It is the Communications Dispatcher's responsibility to promptly and appropriately assign calls for service to field personnel. Dispatchers will use common sense and good judgment in assigning calls for service to field personnel. It will be the responsibility of the field personnel to determine who will be primary once they arrive.

During times when patrol shifts overlap, the oncoming shift should be assigned the more extensive events where suspects are in custody or a report is required. Typically, the oncoming units should be used first before units who are getting ready to go off duty. The shift that is going off duty should be utilized for back up responses and incidents that should reasonably be completed before ending the shift.

Field personnel should not be dispatched to report calls for service within 60 minutes prior to the end of their shift, without sergeant or watch commander approval. However, if an urgent or in progress call is received the dispatcher will utilize the off-going units as the first responders.

The following sequence should be used by Communications when dispatching calls for service.

Priority 1 and 2 calls for service will be immediately dispatched via the Mobile Data Computer (MDC) and verbally broadcasted using the following sequence:

- Available assigned beat unit
- Closest available unit(s) city wide, regardless of area of responsibility
- Closest available adjoining beat unit
- Closest available specialized unit
- Closest available unit on non-critical activity

If there are no units available within the sequence, the dispatcher will immediately verbally broadcast the call as pending. Communications responsibilities:

- Broadcast the call as pending, including:
 - Incident type
 - Location of the incident
 - “No units” or “only 1 unit available”
 - Officer safety information, if applicable
- Notify the field supervisor
- Add a notation to the call

Priority 3 calls for service will be dispatched via the MDC as soon as possible using the following sequence:

- Available Community Service Officer (CSO)
 - If suspect is unknown, and
 - No leads or follow up to be completed.
- Available assigned beat unit

Dispatchers shall make all reasonable efforts to dispatch priority 1 and 2 calls prior to dispatching priority 3 calls. If there are no units available within the sequence, the call can be held for a reasonable amount of time. If the assigned beat unit is not, or is not likely to be available within 30 minutes, notify the field supervisor for approval to assign to an available adjoining beat unit.

Generally, priority 3 calls for service will be dispatched via MDC only, unless the incident contains officer safety information or there are extenuating circumstances.

If a field unit volunteers to take a call, the dispatcher will still follow the sequence of assignment (i.e., dispatching a higher priority call, dispatching a cover unit, broadcasting a need for additional units, notifying the field supervisor). Calls where an officer is willing to respond on their own, the dispatcher will add a notation to the incident that the unit will advise on cover.

Cover units are dispatched on all in-progress and 2-officer incident types, regardless of the time of day. Cover units are dispatched on all 459 alarm calls (silent or audible). Cover units are dispatched on single unit traffic stops during nighttime hours.

Preempt units from non-priority calls:

Units who are still en route to lower priority calls can be preempted to higher priority calls. Units on scene at non-priority calls may be asked if they are able to clear for a priority call.

Transmitting Guidelines:

All personnel:

1. Monitor the channel before transmitting; failure to do so may result in covering an important transmission by another officer or agency.
2. Use the complete unit identifier when transmitting. Speak distinctly and enunciate clearly. Speak in a normal, impartial, monotone voice. Avoid using inflections, denoting excitement, humor, sarcasm, anger, disgust or any other type of emphasis.
3. There is a short delay built into the system. Remember not to chop transmissions by speaking too soon after the mic is keyed or by un-keying the mic too soon.
4. Do not argue on the radio; it is not professional and is a waste of air time. The purpose of the radio is to relay information, not place judgment on the elements of the call or the circumstances.
5. Think about what you want to communicate prior to keying the microphone.
6. Long groups of numbers and/or letters should be transmitted in groups of three, or a logical grouping.

Example: "VIN # 4-John-6" pause "7-3-9" pause "5-2-2" pause "4-3-Paul".

"Telephone # 9-1-6" pause "5-9-5" pause "1-3-2-1"

"Serial # 5-Henry-Tom" pause "3-6-Robert" pause "Paul-King-1"

7. Radio transmissions should not occur until the receiving party or calling party has acknowledged they are clear to copy. An exception would be dispatching calls for service to units with an MDC or providing updates on incidents to units with an MDC.

Example: Officer: A10, Traffic stop

Dispatcher: A10, Go ahead

Officer: A10, Folsom/Glenn, 1SAM123, Red Ford (officers will provide color and make of vehicle in traffic stop)

Dispatcher: A10, 10-4, Folsom/Glenn

8. When transmitting, choose words that reflect professionalism, but give accurate meaning.
9. Messages should be brief, clear and concise. For lengthy broadcasts, use brief transmission breaks. "Break" for traffic allows for any emergency radio traffic to interject.
10. For the purposes of ensuring the health and safety of field personnel, the term "universal precautions" should be used to advise personnel when information indicates that a subject has a communicable disease, including HIV, Hepatitis C, Tuberculosis, etc. Additional details about the nature of the communicable disease should not be broadcast over the radio, and field personnel inquiring should be advised to telephone the Communications Center. Medical information should be shared only for the limited purpose of protecting personnel from exposure. See Folsom Police Policy Manual (FPPM) #801 – Communications Operations, 801.3 – Radio Communications.

Communications personnel:

1. It is the Dispatcher's responsibility to maintain good control of the flow of radio traffic; prioritize transmissions, and properly relay information.
2. Avoid using "I", "me", or "my".
3. Include all pertinent information in the first transmission. Prior to broadcasting, review the information for accuracy of location, priority and call type classification. Read the entire call first and edit your transmission to include only pertinent information. Dispatching the call can still be done via MDC while formulating the broadcast information.

Example: Dispatcher: "D21, D31, 415 at Taco Bell, 702 East Bidwell Street. White male adult arguing with an employee at the front counter". What the argument is regarding and the remaining details will be included in the text of the call, but as a general rule, need not be voice dispatched.

4. Dispatcher's will acknowledge radio transmissions with the use of an identifier.

Example: Dispatch: "D21 go ahead"
 Dispatch: "D21, 10-4"

5. Dispatchers will make every attempt to monitor field unit to field unit traffic and document appropriate information in the CAD incident.

Field personnel:

1. Field units should not solely use business names to report crimes or self-initiated locations. Address and/or cross streets should also be provided.
2. Field units shall call Dispatch with their unit identifier then wait for Dispatch to acknowledge their traffic.

Example: Field unit: "D41"
 Dispatch: "D41 go ahead"
 Field unit: "D41", (pertinent radio traffic)
 Dispatch: "D41, 10-4"

3. Utilize only current approved [Incident Type codes](#) (i.e., call types).

Voice Dispatching Sequence

Priority 1 and 2 calls will be broadcast via radio and sent to the MDC. Priority 3 calls will be dispatched via MDC. If MDC or phone dispatching is more appropriate for a specific event requiring confidentiality or which is on a need-to-know basis (e.g., stolen police vehicle or a scanner is suspected), the on-duty supervisor will be notified immediately after dispatching.

Dispatch sequence:

1. Unit identifier(s)
2. Incident type code, including (if applicable)
 - a. Weapons
 - b. Time element
3. Location
 - a. Business name, apartment complex, common place name provided first
 - b. Numbers then street address
4. Brief details to further explain the Incident type
5. Descriptions
 - a. Direction of travel
 - b. Suspect vehicle (CYMBOL = color, year, make/model, body style, other identifying features, license plate)
 - c. Suspect description (head to toe)

When repeating addresses, use variation. 2-2-1 Randall Drive

Two - Twenty one Randall Drive

When updating officers with details:

Dispatcher: "A10, ETA for a responsible is 10"

For multiple officer response, "Units responding to the Bank of America, suspect vehicle is a white Hyundai Sonata license unknown, left 3 ago west bound on Iron Point"

Officer:

1. Acknowledge a call either by marking en route or verbal acknowledgement
2. If there is a delayed response due to distance, whether a primary or secondary unit, provide the location in which responding from

Patrol Supervisor:

1. Verbally acknowledge calls for service, when appropriate

Pending Incident Timers/Status Timers:

There are pre-programmed timers in the CAD system to alert dispatchers to take action.

The purpose of the pending incident timers is for the timely dispatching of calls and the notification of pending calls to the patrol supervisor. For pending calls, if the timer has activated, the incident will highlight and the dispatcher will broadcast the call as pending and notify the patrol supervisor.

Example: Dispatcher: "Attention all units, S5 to copy, 242IP pending at Jack in the Box, 401 Blue Ravine Road, no units available"

 S5: "S5 copy"

The timers are as follows:

- Priority 1 incidents – 1 minute
- Priority 2 incidents – 10 minutes
- Priority 3 incidents – 30 minutes

The purpose of the status timers is for officer safety. The status timers are as follows:

- Dispatched status – 2 minutes
- En Route status – 15 minutes
- On scene status – 10 minutes
- Traffic Stops – 5 minutes
- Default value when a status timer is reset and no value is entered – 30 minutes

If the status timer has activated, the call will highlight in a different color. Keeping in mind the purpose of the timers is to ensure the officer's safety, review the call to determine whether or not the officer has conducted business on the MDC. If they have within a reasonable amount of time, it is acceptable to reset the timer. If not, welfare check the officer and once contact has been made, reset the timer.

Critical Incidents

Critical incidents often begin without notice and can be a very stressful and overwhelming time. Be cognizant that the power of the words you broadcast when under stress and the impact they have on your fellow officers. The language you use and the tone of your voice can either calm a situation or create undue pressure, so consider the message you are trying to convey.

Use plain language to describe when there is an officer involved shooting. Further details such as the location and any additional information such as recommended approach routes will need to be transmitted.

- When an officer involved shooting has been broadcast, the on duty watch commander will automatically attach themselves to the call and physically respond to the scene.
- The dispatcher will automatically start code 3 fire and ambulance to the location of the call, unless an update location has been provided.

Use plain language to describe shots currently being fired by a citizen or a suspect. Further details such as the location, recommended approach routes and if medics are needed will need to be aired in order for the safety of other first responders.

The Fire Department will automatically stage at a nearby location until given the direction that it is clear to enter the scene. As soon as the scene is clear for Fire and EMS personnel to enter the scene, broadcast that information and Communications will relay that to Fire Dispatch.

Requests for Fire/Ambulance Response

In order for the Fire Department to determine the appropriate response to requests from the field (i.e., code 3, to send fire and an ambulance, specialized equipment, etc.), they are asking us to provide the following information, referred to as the Secondary Emergency Notification of Dispatch (S.E.N.D) protocol):

1. Chief Complaint and incident type?
 - a. Is there more than one person injured?
2. Approximate age?
3. Conscious and alert (yes or no)
4. Difficulty breathing: (yes or no)
5. **If there is an illness, age 35 or over:** Is there chest pain?
6. **If an accident or injury:** Is there severe bleeding (spurting/pouring)?
7. Do you need a lights and siren response?

This protocol is just if an officer is requesting fire and/or ambulance. If it's a combined response of law and fire, and the original caller was transferred to fire dispatch, then this protocol does not apply.

Outside Agency Requests

All emergency requests for assistance broadcast over the Hotline will be entered and voiced to the patrol supervisor for a determination on response. Request for assistance from outside agencies, inside or outside of the Folsom city limits, will be entered with the appropriate incident type code (i.e., 1199 or AOD).

If inside the Folsom city limits, the dispatcher will immediately dispatch units and advise the field supervisor.

If the location is in close proximity to Folsom, the dispatcher will immediately dispatch units and advise the field supervisor.

If the location of the request is an extended distance from Folsom, the dispatcher will create a call, advise the patrol supervisor of the request, providing the nature and location. The patrol supervisor will make the determination on unit deployment.

The dispatcher will add comments in the CAD incident of the field supervisor's direction.

Example: Dispatcher: "S5, units to copy, SSD is requesting code 3 cover on the hotline at 65th and Broadway"

 S5: "S5 copy, no FPD units to respond and I'll monitor SSD's channel"

If specialized unit request (i.e., request for a K9 unit), the dispatcher will advise the patrol supervisor of the request, providing the nature and location. The patrol supervisor will make the determination on unit deployment.

Fire Department Response advisement

Communications will broadcast on the primary police frequency the Fire Department's response to any calls for service in which we become aware. This notification will be made as soon as practical. It is generally advisory only and an officer will not be automatically dispatched to the call unless a unit is requested by the fire department. An officer may voluntarily respond, at which time they should be dispatched to the CAD incident.

Dispatcher: "Attention all units, fire is responding to a heart attack at 221 Randall."

Self-dispatching

Officers have the capability of self-dispatching themselves to:

1. Pending incidents already held for their unit identifier
2. An active call that has already been dispatched to one or more units

As soon as practical, the unit self-dispatching to a call will voice broadcast that information.

Example: Officer: "K92 self-dispatched to the 242IP at Jack in the Box on Blue Ravine"

Dispatcher: "K92, 10-4"

ATL's/BOLO's/APB's

Administrative messages for Attempt to Locate (ATL), Be On the Look Out (BOLO), and All Points Bulletins (APB's) are sent and received from law enforcement agencies to advise of information.

These messages should be screened carefully to see if they are pertinent to this area and broadcast to our units if so. Use common sense and good judgment in deciding if a CAD incident or broadcast is appropriate. One such guideline is if the occurrence is out of state and a nexus to California is not indicated, it is likely a CAD incident or a broadcast is not necessary.

Amber/Blue Alerts: A CAD incident will be created for all Amber Alerts and Blue Alerts received. Use common sense and good judgment on whether or not a broadcast needs to be made when the Amber or Blue alert is received out of southern California or out of state.

Missing Persons/Silver Alerts: A CAD incident will be made for most missing persons and all silver alerts received from California agencies. Use common sense and good judgment on broadcasting the information over the radio. Information on missing persons, runaways and silver alerts believed to be in Folsom, en route to Folsom or neighboring jurisdictions, whether on foot or in a vehicle, will be voice broadcast once.

For Amber/Blue/Missing Persons/Silver Alerts in which a CAD incident was made (whether broadcasted or not), conduct the following:

- Note in CAD when the broadcast was completed on the radio, if applicable
- Send the CAD incident call number to all MDC's with a brief explanation
 - Example: "Incident # 1605060006, Silver alert out of Stockton"
- Note in CAD when the information was sent to the MDC's
- As soon as practical, include the information in the Watch Commander log to ensure the information is passed on to subsequent shifts – [Task List for WC Log entry](#)

Felony/Armed vehicle broadcasts:

- Suspected felony and armed vehicles from the city of Folsom will be broadcast on the Hotline for officer safety.
- Officer safety information relayed on the Hotline will be broadcast on Folsom Main and any other actively used channel without delay.

Dispatch: "Attention all units, standby to copy BOLO for (type of BOLO) out of El Dorado County, break." When the channel is clear, "Continuing, BOLO for (use Dispatch sequence as a guideline to include incident type, weapon, time element, direction of travel, suspect details, etc.), break, (if lengthy) and then continue; "All Units, repeating BOLO for (rebroadcast only primary incident type, weapon, direction of travel, and suspect details), Folsom Main clear"

Code 7/Fit time

Officers will use common sense and good judgment prior to requesting code 7 or fit time. Requests will be made over the radio and once approved, officers will update their status on the MDC at the appropriate location.

Fit time is approved by patrol supervisors. See FPPM #1031 – Voluntary Wellness Program for more information.

Dispatchers will use common sense in approving code 7 requests and if there are any questions, consult the patrol supervisor.

Considerations for requesting or approval of code 7 and fit time could include, but not limited to:

- Number of units working
- Number of units available
- Workload
- Time of day
- Call volume
- Pending calls

Traffic Stops: When an officer announces they will be making a vehicle stop, he/she will say on the radio, “Traffic stop or 11-96”, wait for an acknowledgement, then provide the location, license plate number, color and make of the vehicle. Dispatchers will enter a call for service and send a cover unit unless it is daylight or the officer says, “I’ll advise”. Unless requested by the officer, Communications will only provide 28 returns if the license plate return does not match the vehicle make provided at the time of the stop.

Officers will provide color and make of vehicle on traffic stops. Officers may advise the number of occupants if the information is useful to responding units.

Example: Officer: A10, Traffic stop
 Dispatcher: A10, Go ahead
 Officer: A10, Folsom/Glenn, 1SAM123, Red Ford
 Dispatcher: A10, 10-4, Folsom/Glenn

The status timer for traffic stops is five minutes. If the timer has activated and no MDC business has been conducted, welfare check the officer.

Automated returns

Phonetic spelling is required on first and last name wanted person checks. The verbiage “common spelling” can be utilized on such names as Jones, Smith, Brown, etc.

28 returns will automatically be broadcast back to field units when the license plate has been provided, except on traffic stops (see section on Traffic Stops).

When running a known 10851, felony, or armed and dangerous vehicle or person, for information, notify Communications in advance.

The following information will be provided to officers when giving back returns:

When a stolen vehicle (29) plate return is received, Communications will immediately confirm the unit is clear for 10-11 information. After the unit indicates they are clear, the dispatcher will broadcast to the field unit their identifier, the status, vehicle description, ask for their location and if the vehicle is occupied.

Example: Dispatcher: "A2 clear for 10-11"

Unit: "A2 go ahead"

Dispatcher: "A2, that plate returns 10851 on a blue Ford Explorer, 10-20 and is it occupied?"

When a felony or armed and dangerous vehicle (or person) return is received, Communications will follow the same format as above (i.e., clear for 10-11, wait for the go ahead).

Example: "A10, that returns as a felony vehicle on a blue Ford Explorer, 10-20 and is it occupied?"

or

"A10, that plate returns as armed and dangerous on a white Hyundai Sonata, 10-20 and is it occupied?"

or

"A10, that plate returns one lost or stolen on a 98 Ford escort, 10-20 and is it occupied?"

For any of the above situations, if the unit does not immediately answer, Communications will activate the beeper and use AVL or any other tools necessary to determine the unit's location, create an incident, dispatch additional units and notify the patrol supervisor.

Firearms: When a Dealer Record of Sale (DROS) is on file, Communications will voice "there is a dealer record of sale on file". If the officer wants more information, the officer will need to request it. Please do not broadcast assault weapon information over the radio.

Field units requesting complete PF3/Local Checks and CORI shall utilize the telephone for those requests and returns. See FPPM #807 – Local Arrest History for more information.

Field Requests

All requests from the field, as well as efforts to fulfill the request, will be documented in the CAD incident. Dispatchers will prioritize requests and handle requests immediately, if and when possible.

Verbal updates to incidents from the field units will be captured in the CAD incident. Field units should provide verbal updates when and if necessary for that information to be captured into the CAD incident, and it is not reasonable to enter that information from the MDC in a timely manner. Pertinent verbal updates could include, but not limited to:

- Custody times
- Update suspect descriptions
- Supervisor acknowledgement
- Notification acknowledgement or response acknowledgement

Radio Monitor in Communications

The Motorola MCC 7500 Elite Dispatch Radio System shall be the only software program operating and running on the Dispatch/Call-Taker radio consoles. Displayed will be designated FPD "radio talk groups" on the radio monitors. Other miscellaneous software programs (Word, Excel, etc.) contained within the radio PC shall not be utilized by Communications personnel on the radio screens.

Radio Call Identifiers

Radio call identifiers are established for identifying field units based on their shift, beat and unit number assignment within the department. Field units are assigned to specific beats within the city (with the exception of Motors, Traffic, CSO's, Evidence, Mounted, Code Enforcement, Community Crime Suppression Unit, and Bike units). Supervisors, Corporals, Detectives and Administration are assigned call designators based on their assignments. Radio call identifiers are not assigned exclusively by seniority.

Patrol

Patrol radio designators are divided into 3 specific sections:

1. Shift
2. Beat
3. Unit Number

Units assigned a patrol shift will take on a patrol designator (i.e., F1 will become B11)

Shift

Patrol shifts are designated as follows:

Boy (B) Day Watch
David (D) Evening Watch
Edward (E) Morning Watch

Beat

Patrol beats are designated as follows:

Beat 1 Beat 3 Beat 5
Beat 2 Beat 4

Unit Number

Patrol unit numbers are designated as follows:

1 or 2

Patrol Radio Designator

Patrol radio designator examples are:

"Boy 21" (B21) would designate a patrol field unit working, Day watch, Beat 2 and the first unit (1) for that beat.

“Boy 22” (B22) would designate a patrol field unit working, Day watch, Beat 2 and the second unit (2) for that beat.

** Both units are equally responsible for the assigned beat.

Two Officer Units

All two-officer patrol units will log onto CAD as a solo unit (D21). If two units pair up as one unit, the dispatcher will show the officers “teamed with.” Both identifiers remain on the board and the officers will use one identifier while teamed together.

The status would show as follows: “B22 Teamed B21.” The units would then use B21 as the identifier until they return to solo units.

** Officers in field training are not considered two officer units.

Special Detail

Radio designators for special detail units are:

X-Ray and Number (i.e., X1)

** Units assigned to special detail will take on an x-ray designator (i.e., IV6 will become X14)

Bike Patrol

Radio designators for bike patrol units are:

Bike and the number (i.e., BK1)

Field Supervisors

Radio designators for Corporal are:

Charles and their Corporal number (i.e., CP1)

Radio designators for Sergeants are:

Sam and their Sergeant number (i.e., S1)

Radio designators for Lieutenants are:

Lincoln and their Lieutenant number (i.e., L1)

Traffic

Radio designator for traffic units is:

Motor Motor and motor number (i.e., M1)

“Motor” designators signify working on a motorcycle or car/truck

Tom Commercial Traffic Enforcement Unit (i.e., T1)

Reserve

Radio designators for reserve officers are:

Reserve Robert and the last **2** numbers of their badge number
(i.e., Robert 05 would use R5, Robert 25 would use R25)

Investigators

Radio designators for Investigators are:

Invest. Ivy and Investigator number (i.e., IV1)

Administrative Personnel

Radio designators for administrative personnel are:

Admin. Adam and administrative number (i.e., A1)

Community Service Officers/Code Enforcement/Animal Services

Radio designators are:

CSO William and CSO number (i.e., W70)

Code Enforcement William and the number, (i.e., W75)

Animal Services William and the number, (i.e., W78)

Technical Support

Radio designators for technical support personnel are:

Property/Evidence E-V and the number (i.e., EV1)

Volunteer Personnel

Radio designators for volunteer personnel are:

Volunteer Victor and volunteer number (i.e., V67)

Communications

Radio designators for dispatch personnel is:

Dispatch DISPAT

Emergency Marker/Alert Tone

See FPPM #801 – Communication Operations for more information.

[Incident Type Codes](#) highlighted in yellow will be preceded by three alert tones prior to the initial voice dispatch of the call. As always, please use your common sense and good judgment to determine the use of the alert tones.

F11 Emergency Key Activation and Emergency Radio Activation

The MDC keyboard has an emergency key programmed into the function 11/F11 key. Follow the same procedures for an F11 emergency key activation and the Emergency Radio Activation. See FPPM #801 – Communication Operations, section 801.8 – Emergency Radio Activations for more information.

Channel Usage

Folsom Main (FP M) is the primary frequency used by Folsom Police Department. Communications is responsible for all traffic assigned/designated as “primary”, generally this will be FP M. Field units may utilize auxiliary channels (FP T1, FP T2, FP T3, FP DT1, FP SW1, FP TRF, or FP CAP1), but must be cognizant of the unmonitored status of these channels. Radio traffic pertaining to calls for service or radio traffic that could result in a need for back up or assistance shall be conducted over FP M.

FP T1 and the Hotline should be monitored by Communications personnel, as workload allows.

FP M shall be used for all radio traffic except in the following circumstances:

- Field unit requesting Dispatch on an auxiliary channel (FP T1, FP T2, or FP T3), activity and staffing permitting.
- FP T1 shall be recognized and designated as the secondary frequency to FP M. In the event FP M is on “clear the air” status, field units not assigned to the emergency shall monitor FP T1. FP T1 can be utilized by Dispatch for updating and dispatching available field units on pending calls.
- If an emergency incident on FP M is expected to be lengthy, Communications will alert field units not assigned to the emergency incident, to switch to FP T1 if the need arises. A designated Dispatcher (staffing permitted) will be monitoring and dispatching from FP T1 until FP M channel is cleared for the emergency traffic.
- When the “air is clear” and/or the “beeper” has been activated, field personnel may switch over to FP T2 or FP T3 for routine unit-to-unit traffic. FP T2 and FP T3 will remain unmonitored channels.

In the event of a special detail or SWAT call, FP T1, FP T2 or FP T3 will be utilized for that specific assignment. A Dispatcher (special detail) or Tactical Dispatcher (SWAT) shall be specifically assigned to that channel.

The patrol supervisor will determine when a “specifically assigned” operational channel is needed. When a secondary operational channel is needed and/or requested, the patrol supervisor must be aware of the workload ramifications this places on the Dispatch staff. A dedicated radio operator will be needed; additional Dispatch staffing may be ordered in to assist with this detail.

Radio channels FP M, FP T1, FP T2, FP T3, MU AID CLAW8, and the Hotline are the radio channels that are recorded. Recordings are kept for 366 days.

The channels that are shared with the region (SRRCS Regional Radio Talk Group Template) are FPM, FP T1, FP T2, FP T3, FP SWT1, FP TRAF, and FP CAP1.

All “cite and release” warrant information will be communicated to field units via auxiliary FP T1, unless otherwise in use, in which case either FP T2 or FP T3 will be utilized. This duty shall be handled by the “call-taker” dispatcher when available. The field unit will be clearly advised by the call-taker Dispatcher to switch to the appropriate auxiliary channel (from FP M) for warrant information.

CommLink

CommLink will be initiated and utilized for pursuits and critical incidents involving allied agencies with CommLink capability responding in and out of the City of Folsom, if patching channels is not appropriate. The field supervisor will be the initiator of the request to CommLink. Dispatch is responsible for implementing CommLink and broadcasting to outside agencies that CommLink has been initiated by Folsom Police. Dispatch and field units will adhere to the [Sacramento Regional CommLink Radio Procedure Policy](#).

Automatic Vehicle Locator (AVL)

Automatic Vehicle Locator, AVL, is a tool for automatically transmitting and determining the geographic location of a vehicle. The mobile computers are equipped with a global positioning system (GPS) that sends a signal every 9 seconds. When in pursuit mode, which is activated when Communications uses the pursuit mode in each incident's CAD screen, the refresh update interval is increased to every 4 seconds. AVL can be viewed by logging into RIMSMap which uses Google maps as the mapping configuration.

Officers and dispatchers will log into RIMSMap while on duty.

AVL will be used for officer and citizen safety. AVL can and should be used to dispatch the closest unit to priority calls for service as well as determining the location of officers when they are not responding on the radio.

If the dispatcher notices via AVL that a unit is at an incident location, they will confirm with the unit prior to attaching them to the call.

If AVL is not operating correctly, it should be reported to Information Systems, I.S.

Approved Abbreviations

See [Abbreviations and Acronyms](#) with the Communications Training Manual for approved abbreviations.

RADIO FAILURE TROUBLESHOOTING

Notify the Sacramento Regional Radio Communications System (SRRCS) technician through the Sacramento County Sheriff's Department (see RIMS phone book for current number) of any system wide radio issues.

In the event that Folsom PD Main (FP M) is not useable, the following are instructions on how to secure and make operational one of the State Mutual Aid channels:

1. Contact Sacramento Regional Radio Communications System technician via the Sacramento County Sheriff's Department Communications Center to report the radio problems.
2. Contact County Central (County Operator) and request the use of the State Mutual Aid channel and ask that the channel be activated or turned on.
 - a. We have available CLAW8 and should utilize that first.
 - i. If for whatever reason that is not available for use we can also request TAC91, CAL90 or as a last resort, CFIRE1.
3. Once permission has been granted to utilize the channel and it has been activated:
 - a. All mobile and portable users will need to move to CLAW8. (This can be found under the MU AID zone)
 - b. Communications personnel will operate on FL-BACKUP 1, FL-CITY BU2, FL-CNTY BU3, or FL-CITY BU4 and select FP M under the drop down menu.

Additional Information on the Radio System to assist with Troubleshooting:

Various government agencies throughout Sacramento use the Motorola 800 MHz radio trunking system and share a single "backbone" computer. A radio computer failure may include any of the following combinations:

- i. The radio system's failure to "trunk" radio transmission while still being operational from a conventional broadcast mode.
- ii. The radio system's failure to operate in any mode from its "backbone" location due to a computer controller failure.

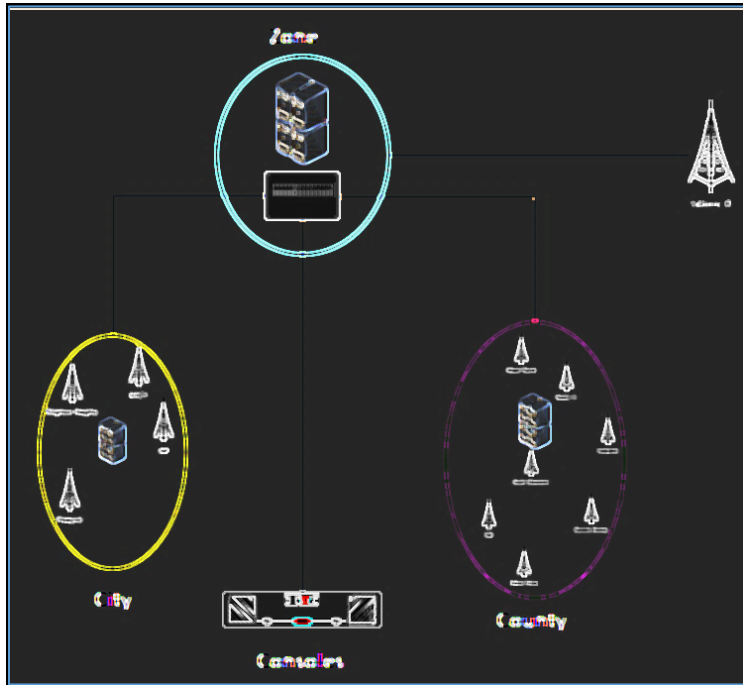
The radio system in Sacramento County is currently divided in two systems, the city site configuration and the county site configuration. The City site configuration consists of [REDACTED]. The County site configuration consists of [REDACTED]. The Folsom Intellirepeater (IR) site is a standalone site.

Important things to know about the dispatch radio consoles and the programming in order to best troubleshoot solutions.

- a. The radio console has an audible alarm at DP3 and DP4 only. Locate the "alarm silence" icon on DP3 and DP4 at the top of the toolbar on the radio monitor and silence the alarms.
- b. ONE position (only) in the Communications Center needs to patch Folsom PD Main radio channel (FP M) during any of the below alarm scenarios.
- c. DP1 and DP2 are pre-programmed to transmit on the city side of the system.

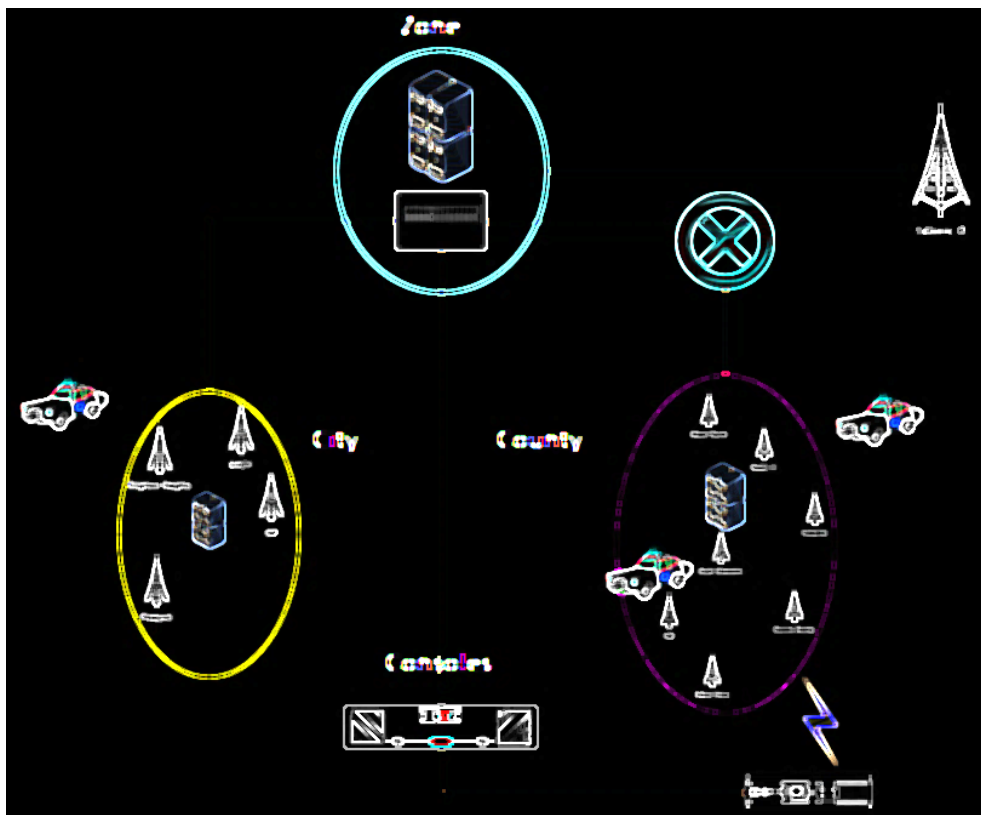
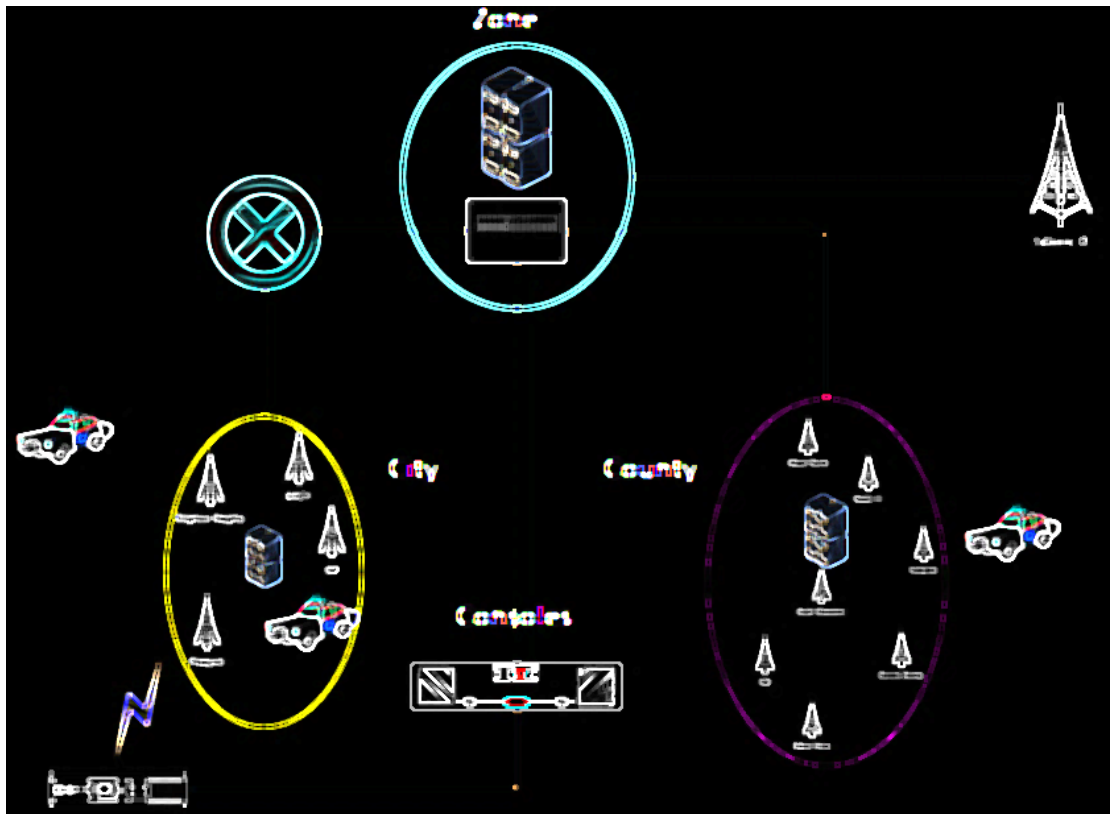
- d. DP3 and DP4 are pre-programmed to transmit on the county side of the system.

In **NORMAL OPERATION**, all push-to-talk (PTT) requests hit the County or City Prime Site Controllers (each are redundant pairs) and are forwarded to the Core Zone Controller for approval and radio channel assignment. The Zone Controllers also manage roaming between sites when in wide area operation. Diagram below.



In the **SITE TRUNKING** failure mode, the Prime Site Controller loses connectivity to the Zone Core and takes over talk-group channel assignments. The City and County Sites are no longer connected by the Zone Core which is why we have to patch control stations for pseudo wide area operation. The Motorola radio consoles at each PSAP are also sites on the system and need access to the Zone Core to talk to subscribers in the field under normal wide area operation. When the system goes into Site Trunking, an alarm will sound and the TNKG boxes will be highlighted.





In **FAILSOFT**, the site is not connected to the rest of the system and cannot trunk. Since there is no longer a manager to direct push-to-talk (PTT) talk-group requests to an available channel, all site base stations go into conventional repeater mode. Conventional refers to a “traditional” method of frequency utilization. Conventional radios operate on fixed channels and each user group is permanently assigned a fixed frequency or a set of frequencies. Most subscriber radios have Failsoft frequencies in their programming so when they see the system is in Failsoft (each base station sends out an embedded “FAILSOFT” word), they go into conventional operation on that frequency. Fortunately, Folsom Police Department does not have to share a frequency. When the system goes into Failsoft, an alarm will sound and the FLSOFT boxes will be highlighted.

IMPORTANT POINTS:

Subscriber radios that are allowed to roam between City and County Sites will always try to stay with the healthy, active site. If the City goes into Site Trunking or Failsoft, all subscriber radios will try their best to roam to the County Site. Same behavior if the County Site goes into Site Trunking or Failsoft, all subscriber radios will try their best to roam to the City Site. City and County Site coverage is reasonably good in most of the county for mobile vehicular radios and back up control stations. Portable radio coverage is severely impacted. Back up control stations and patches are used to accommodate the loss of wide area operation in Site Trunking only. During site trunking, mobile and portable radio users will operate as usual. All work is done on the dispatch consoles.

City Site Trunking:

1. The city site trunking indicator will light up on all consoles
2. Patch Folsom PD Main (FP M) to City only back up control station (BU)-done on one console
3. Multi-select FP M and City BU
4. Roll call
 - a. Ensure that the transmit via multi-select is successful to field units mobile radio
 - b. Ensure that the transmit via multi-select is successful to field units portable radio
 - c. Ensure field to field communication is successful

County Site Trunking:

1. County site trunking indicator on all consoles
2. Patch FP M to County only back up control station (BU)-done on one console
3. Multi-select FP M and County BU
4. Roll call
 - a. Ensure that the transmit via multi-select is successful to field units mobile radio
 - b. Ensure that the transmit via multi-select is successful to field units portable radio
 - c. Ensure field to field communication is successful

City and County Site Trunking:

1. City site trunking indicator on all consoles
2. County site trunking indicator on all consoles
3. Patch County BU to City BU- done on one console
4. Multi-select City BU and County BU
5. Roll call

- a. Ensure that the transmit via multi-select is successful to field units mobile radio
- b. Ensure that the transmit via multi-select is successful to field units portable radio
- c. Ensure field to field communication is successful

FAILSOFT

1. While in Failsoft mode, the subscribers/radios will experience the following:
 - a. Dispatch: Motorola radio consoles will sound an alarm and the Failsoft failure icons will go from green to red.
 - b. Patrol: Portable and mobile radio displays will have FAILSFT and the channel name alternating on the radio display.
 - c. The system will not support EMERGENCY call, or paging of subscribers.
 - d. All patches will be knocked down when the system goes from trunking to Failsoft, and conversely, if you had a patch in Failsoft it would be lost when going back to trunking.
 - e. Failsoft is a mode of operation that the 800 radio trunking system enters when it cannot maintain normal trunking operation. Failsoft allows the system to continue to function in a reduced way even when the controller (“brain” that runs the system) fails. In Failsoft, communications are maintained but not as effectively as if the system were operating normally, as it basically changes to a conventional radio system. All talk groups default to a pre-designated channel for radio broadcasts.
 - f. The radio system has the ability to automatically switch to the Failsoft mode upon controller failure.
 - g. All other console functions are unaffected by Failsoft.
2. If the console alarm indicates **City** Failsoft
 - a. Switch to back up control station
 - b. Notify the **SRRCS technician through the Sacramento County Sheriff’s Department**
3. If the console alarm indicates **County** Failsoft
 - a. Switch to back up control station
 - b. Notify the **SRRCS technician through the Sacramento County Sheriff’s Department**
4. If the console alarm indicates **City and County** Failsoft
 - a. Switch to back up control station
 - b. Notify the **SRRCS technician through the Sacramento County Sheriff’s Department**

The last level of failure mode operation is State Mutual Aid frequencies that are programmed into base stations at radio sites throughout the County. Folsom Police Department has access to [REDACTED]. There is a single channel repeater on [REDACTED] and the one mutual aid channel assigned to Folsom is CLAW8. The State Mutual Aid frequencies are primarily used for mutual aid. If an agency from outside of Sacramento needs interoperability with our local units, all units can switch to CLAW8 on their portables. Instructions for activating the mutual aid repeater can be found under the CALAW/CLEMARS section.

Mutual Aid Repeaters- Agency Assignments

[REDACTED]

- a. TAC91- West Sacramento PD and Sacramento PD

b. TAC93- City Fire

[REDACTED]

a. TAC94- Sacramento PD North, Twin Rivers Unified School District Police and Sacramento International Airport

[REDACTED]

a. TAC93- Sacramento County Sheriff North

[REDACTED]

a. CLAW9- Citrus Heights Police Department

[REDACTED]

a. CFIRE2- City Fire

[REDACTED]

a. CLAW8- Folsom PD ([REDACTED])

b. CFIRE1- Metro Fire ([REDACTED])

[REDACTED]

a. TAC92- Sacramento PD South and Los Rios Unified School District Police

[REDACTED]

a. TAC94- Sacramento County Sheriff South and Elk Grove Unified School District

b. CLAW9- Elk Grove PD

[REDACTED]

a. TAC93- Galt PD and Isleton PD

[REDACTED]

a. FIRE2- Metro Fire

Troubleshooting radio issues in dispatch: Impaired or lost communication with the field units can be caused by any one or combination of problems with our equipment and/or system wide equipment. Following are alternatives that can be used to restore communications while the problem(s) are being repaired.

1. If only one console is affected, move to another position and report the problem.
2. Immediately monitor a portable radio(s) to ensure communication is being received/sent from the consoles as expected.
3. If the back up control station doesn't work, attempt to identify if just one talk-group or channel is affected. If so, try from another radio console on the "opposite" side of the system. DP1 and DP2 are on the City Site and DP3 and DP4 are on the County Site. If still a problem, move the units to an alternative talk group, i.e., FP T1, FP T2 or FP T3.

4. If all primary talk-groups fail (FP M, FP T1, FP T2 and FP T3) move the units to one of the 16 county wide Sacramento Tactical (STAC) channels and notify the County Operator which channel is in use.

CALAW/CLEMARS: The California Law Enforcement Mutual Aid Radio System (CLEMARS) is provided and managed by the California Office of Emergency Services (Cal OES). CLEMARS enhances the ability of law enforcement agencies to communicate on common frequencies during emergencies and other special operations. There are 12 CLEMARS channels in each of the public safety radio bands which are considered part of the CLEMARS pool of frequencies in California. As such, CLEMARS provides a communications option for Law Enforcement officials regardless of the band their equipment operates in or the jurisdiction with which they are communicating. After narrow banding, CLEMARS was renamed to CALAW 1 (law enforcement) and CALAW2 (law enforcement portable radio use only). This is the only back up radio system if the 800 MHz system fails on both systems.

If the 800 MHz system fails, all units can switch to the Mutual Aid zone (MU AID) on the vehicle and/or portable radio.

1. Patrol units will switch radios to CLAW8 which is a state-wide interoperability channel. It doesn't trunk as it goes straight out to the antennae. Communications will select the MA-CP4 repeater resource on the consoles and turn the repeater ON.
2. Communications will make an announcement on the HOTLINE about the repeater being activated.
3. Communications will notify the California State Warning Center (CSWC) at [REDACTED] or by email: [REDACTED]

Complete Radio System failure:

If the entire 800 MHz system is down and the mutual aid channels are inoperable:

1. Communications will send an MDC message advising Folsom units to respond to the station to retrieve a UHF-450 portable radio, if they do not already possess a radio with that capability.
2. Communications will send an Everbridge message to all Folsom Police personnel advising the 800 MHz radio system is in failure and we are operating on the UHF radio system. Respond to the station if on duty and not in possession of a UHF radio.
3. Communications will select the radio resource FL UHF-450 on the radio console and perform a roll call.
4. 450 Portable radios are kept charged in the CAPS Office.
5. If during business hours, notify the school resource officer(s) and they will take care of the notification to school officials.
6. In a large scale disaster, if unable to make phone contact with the Communications Center, off-duty personnel shall respond to the closest police or fire station to attempt contact with the Communications Center or alternate site via radio, and receive a work assignment.

Radio Problem Notifications - Dispatch Consoles

When radio problems are detected, notify one of the two repair sources that are listed:

- a) If the problem is isolated to FOLSOM, and is a hardware issue - (i.e., keyboard, monitor, mouse, screen fade, etc.) contact **Delta Wireless**.
- b) If the problem is system wide call the **SRRCS technician through the Sacramento County Sheriff's Department** to have the on call Radio Technician notified.

Patching

Patching is initiated from the radio console to patch talk groups together. Radio consoles can patch any combination of talk groups including outside agency radio channels. The agency originating a "Patch" can add or delete talk groups that are patched together. If a patch has been activated by FPD, outside agencies cannot add or cancel our patch. We would add a talk group at the outside agency's request.

1. Click on the **Patch 1 or 2 Tab** window
2. Click into the "Patch Activation" window (rectangular box w/number in box). The entire Patch window will now be highlighted in blue.
3. Click on the first talk group you wish to patch.
4. Click on the second talk group you wish to patch.
5. Patch confirmation will occur when:
 - A small "*Patched*" icon is displayed on the groups/channels you have patched together.
 - The **Patch 1 or 2 Tab** windows will display the groups/channels that have been successfully patched together. This window will also flash showing which patch tab is activated.

To broadcast on both channels simultaneously, you have to Multi Select (MSEL) both channels.

1. Select MSEL tab on the radio screen and click on the window that has 3 white boxes. The entire window will now turn green as well as the 3 boxes.
2. Select both channels that are patched. Both should now be highlighted green and the background will be highlighted white to designate the channels are multi selected.
3. Perform radio test to ensure you are broadcasting on the patched channels.

Cancel Patch/Multi Select

1. With the MSEL still highlighted green, unselect the channel you no longer wanted multi selected.
2. Click on the window with the 3 green boxes to disable the MSEL function.
3. Select the flashing Patch 1 or 2 tab.
4. Click on the patch button so the entire box highlights to blue.
5. Click on the channels that have patches- the icon will be removed.
6. Click on the Patch 1 or 2 button to disable this function.

Glossary/Definitions:

Alert Tone is a transmitted tone, manually activated by the Dispatcher from the radio console. The system currently has three (3) distinct alert tones (refer to the section on Alert Tones).

AM (or MDC-AM) is defined as the mobile data computer administrative messaging system.

AVL (or Automatic Vehicle Locator) is a tool for automatically transmitting and determining the geographic location of a vehicle.

Beeper/Emergency Marker is defined as short continuous tones, automatically transmitted on ten second intervals from the radio console.

CAD is Computer Aided Dispatch system, currently we utilize RIMS.

Motorola MCC 7500 is the console control system utilized by the Folsom Police Department Communications Center. This system operates under the Sacramento Regional Radio Communications 800MHz System (SRRCS) radio network.

Clear the Air is a term used to request radio silence. Field units with emergency or pertinent radio traffic only are permitted to transmit during this time. The Communications Center will activate the beeper when this request is made.

Emergency Marker/Beeper is defined as short continuous tones, automatically transmitted on ten second intervals from the radio console.

FPPM refers to the Folsom Police Policy Manual.

Failsoft is a fall back means of communications if a site or subsystem cannot perform wide area or site trunking operations.

Field Unit is defined as sworn or civilian personnel currently on-duty and assigned to patrol, report or traffic duty.

Field Supervisor is defined as a sworn officer (OIC, corporal, sergeant or lieutenant) designated as the immediate supervisor to the Folsom Police Department Field Units.

Hotline is a dedicated telephone line and intercom system utilized by Communication Centers throughout the Sacramento Region. It is a communication tool that provides immediate direct voice communication between regional public safety agency dispatch centers to quickly relay and update each other during critical incidents, outside agency assistance and any other emergencies which pose a threat to Officer or Citizen's safety. Participating agencies include:

1. California Highway Patrol- Sacramento
2. California State Parks
3. Citrus Heights Police Department
4. Elk Grove Police Department
5. FBI
6. Folsom Police Department
7. Galt Police Department
8. Los Rios Community College District Police Department
9. Placer County Sheriff's Department
10. Rocklin Police Department
11. Roseville Police Department
12. Sacramento Police Department
13. Sacramento Regional Fire Emergency Communications Center
14. Sacramento Regional Radio Communications System
15. Sacramento County Sheriff's Department
16. Twin Rivers Unified School District Police Department
17. UC Davis Police Department (Medical Center)
18. Yolo Emergency Communications Agency (West Sacramento Police Department)
19. **** pending **** California State University Sacramento Police Department (working on it as of August 16, 2016)

Just Occurred is a reported crime and/or incident occurring within zero (0) to five (5) minutes.

MDC (Mobile Data Computer) is defined as a mobile data computer. MDC's are portable computers utilized by field units, detectives and supervisors.

MDC-AM (or AM) is defined as the mobile data computer administrative messaging system.

Multi-select function must be used in conjunction with the patch and handled at the console. This enables the dispatcher to broadcast over patched resources utilizing their headsets, push-to-talk feature or the foot switch. Multi-select can also be used without patching channels when the dispatcher needs to broadcast over several channels at the same time.

Patch is handled at the radio console. Used to connect radio talk groups, enabling field units to communicate with one another as if on one talk group.

Phonetic Alphabet is defined as a method designed to clearly identify individual "letters" being transmitted over the radio. The phonetic alphabet associates a "name" to every "letter" in the English language alphabet.

Priority 1, 2 or 3, reflects the priority level in which calls for service are categorized. Priority one (1) being the most urgent and priority three (3) being the least.

Radio Procedure is an instructional document providing guidance on appropriate radio procedures and etiquette.

Site Trunking is a trunking state where a site or subsystem loses its control link or audio connections to the Master Site zone controller and the site controller handles all call processing at that site. Radios affiliated to a site or subsystem in this state can only communicate with other radios and resources at that site. Communications to/from consoles, and centralized telephone interconnect services are lost in Site Trunking.



Twenty-Eight (28 or 10-28) is defined as a Department of Motor Vehicle (DMV) vehicle registration request.

Twenty Nine (29 or 10-29) is defined as a stolen vehicle or wanted person request through the Criminal Justice Information System (CJIS).

Universal Precaution indicates contact should be made acting under the assumption that all bodily fluids may be contaminated.