



TALLAHASSEE POLICE DEPARTMENT GENERAL ORDERS

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AUTHORITY/RELATED REFERENCES

CDA-660, Radio Dispatching – Law Enforcement
 General Order 26, High Risk Incidents
 General Order 46, Rules of Conduct
 General Order 48, Secondary Employment
 General Order 65, Mobile Data Computers
 General Order 56, Traffic Stops
 PTL-4, Patrol Officer

ACCREDITATION REFERENCES

CALEA Chapter 41, 81

KEY WORD INDEX

<p> BOLOs Call Classification Calls Scanned/Monitored From Other Agencies Calls Requiring a Back-Up Unit Communication Procedures – General Dispatching Calls When No Area Unit is Available Emergency Alert Button Emergency and Felony In-progress Calls General Guidelines Holding Calls for Service Meal Breaks (Out of Service) NCIC/FCIC/CJIS Protocols Talk Group Utilization Teletype/Second Party Verification </p>	<p> Procedure VII E Procedure II Procedure X Procedure VI Procedure VII A Procedure III Procedure IX Procedure V Procedure I Procedure IV Procedure VII B Procedure VII C Procedure VIII Procedure VII D </p>
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POLICY

Members of the Tallahassee Police Department shall adhere to accepted policies and procedures when communicating on the police dispatch radio system.

DEFINITIONS

Area: A geographical subdivision of a sector.

Area Unit: An on-duty police officer assigned to a specific geographical area within a sector.

BOLO: Be On the Look Out.

CAD: Computer Aided Dispatch system.

CDA: Consolidated Dispatch Agency, the Tallahassee-Leon County joint call-taking and dispatch entity.

CDA Dispatcher: Radio district dispatcher for the Consolidated Dispatch Agency.

CJIS: The Leon County Criminal Justice Information System.

Communications Liaison: The Department member assigned as the administrative point of contact between the Department and CDA management.

Customer Service Aide (Teleserve): A Department unit consisting of members who complete police reports with information received from the complainant via the telephone or in person at police headquarters.

District/Quadrant: A specific geographical area comprised of several patrol areas.

FCIC: Florida Crime Information Center.

Field Unit: An on-duty member who works outside of police headquarters on a regular basis (e.g., patrol officers, Community Service Technicians, COPPS and VCRT) who is responsible for calls for service. This would include traffic officers while they conduct traffic enforcement and detectives conducting follow up investigations in the field.

HIT: An NCIC, FCIC, or CJIS response indicating a possible wanted status of a person or stolen status of property.

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Hold/Holding: The authorized delay of dispatching a call for service.

NCIC : National Crime Information Center.

Patching: The combining of two or more talk groups on the 800 MHz police radio system enabling personnel from different agencies or radio districts to communicate with one another on the police radio.

P1MDC: Premier1 Mobile Data Computer.

Radio District: A geographic division of the City of Tallahassee for the CDA comprised of northeast, northwest, southeast, and southwest.

Second Party Verification: A post-input query of a teletype entry into FCIC/NCIC to ensure the entered information is complete, accurate, and valid, as mandated by FDLE.

Sector: The geographical division of the City of Tallahassee representing the northern and southern parts of the city.

Talk Group: A specific “channel” on the 800 MHz police radio system used by members to communicate with one another.

PROCEDURES

I. GENERAL GUIDELINES

- A. Members shall respond to calls for service received from the CDA unless directed otherwise by an authorized supervisor.
- B. Members shall notify a supervisor anytime they are unable to respond to a call for service or shall be delayed responding to a call for service.
- C. Members are responsible for promptly responding to another member's emergency request for assistance.
- D. The response to a call for service dispatched by the CDA may be delayed, altered, or managed by a sworn supervisor.
 1. The CDA dispatcher shall be notified of any modifications or delays of response to a call for service.
 2. Any modifications or delays shall be requested to be annotated in the CAD by the CDA dispatcher.

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- E. Members may be assigned duties in any area or jurisdiction of the City of Tallahassee.
- F. Members may be assigned duties in any area or jurisdiction in the unincorporated portion of Leon County for those calls deemed Priority One and Priority Two (as defined in subsection II below) if the member is the closest field unit and either:
 - 1. Dispatched to the call by the CDA or
 - 2. Requested to respond by the Leon County Sheriff's Office.
- G. The on-duty CDA Shift Supervisor may make a recommendation to adjust or change assignments of area units as necessary for emergency response efficiencies.
- H. Members shall be professional and courteous during any police radio or electronic communications and:
 - 1. Follow all accepted Department rules, practices and customs while communicating on the police radio, and
 - 2. Make clear and concise communications during police radio transmissions.
- I. Members should use established and approved ten codes, disposition codes and plain talk during police radio transmissions.
- J. Field units shall possess a functional portable police radio while on-duty, unless otherwise directed by a sworn supervisor.
- K. Members should report problems associated with the dispatching of a call for service to a sworn supervisor, Watch Commander, or the Communications Liaison as soon as possible.

II. CALL CLASSIFICATION

The CDA adheres to the following priority rankings in dispatching calls for service to members:

- Priority 1** Calls requiring immediate dispatch, including but not limited to: violent felony crimes in progress, life

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threatening incidents, persons reporting being injured, alarms, and other crimes in progress.

Priority 2 Calls requiring dispatch within five (5) minutes from receipt of the call including, but not limited to: assaults, hazardous traffic situations, traffic crashes without reports of a person having been injured, traffic obstructions, calls for service that may be in progress, but are not believed to be threatening life or property, missing persons involving individuals unable to care for themselves.

Priority 3 Non-emergency calls for police service involving incidents other than the above described priority calls, including but not limited to: automobile thefts, missing persons not reasonably believed to be endangered, burglaries not in progress, traffic crashes not believed to be a traffic hazard.

Priority 4 Any call that may be referred to Teleserve, the Duty Office, or On-line Reporting Service. This shall exclude any call where an officer was requested to respond to the scene. Typically, **Priority 4** calls include reports of incidents where no suspects are on-scene and there exists no physical evidence to collect at scene.

III. DISPATCHING CALLS WHEN AREA UNITS ARE NOT AVAILABLE

CDA-660 directs the actions of CDA members in the dispatching of area units, and the information in this section reflects those protocols.

A. Whenever an area unit is not available to respond to the dispatch of a **Priority 1** call for service, the primary talk group CDA dispatcher will:

1. Dispatch the closest available area unit(s) within the radio district without delay.
2. Whenever an area unit within the sector is not available for a Priority 1 call for service, dispatch the closest unit without regard of geographical assignment or delay.
3. Broadcast the transmissions of all Priority 1 calls for service over all primary dispatch talk groups and the Teletype talk groups.
4. Direct area unit(s) assigned calls for service to the appropriate talk group to handle the call for service

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- B. Whenever an area unit is not available to respond to the dispatch of a **Priority 2** call for service, the primary talk group CDA dispatcher will:
1. Dispatch the closest available area unit within the radio district without unnecessary delay.
 2. Anytime an area unit within the sector is not available for a Priority 2 call for service, notify a sworn supervisor and provide a brief overview including the nature or signal of the call and time delay.
 3. Follow all directions from the supervisor and make appropriate annotations in the CAD (call reassignment or holding the call).
 4. Notify a sworn supervisor without delay of any changes in the information or priority, pursuant a call for service that has been ordered delayed or reassigned.
 5. Annotate any direction or order of a sworn supervisor concerning the response status of a call for service or any request or direction to dispatch an additional area unit.
 6. Direct area unit(s) assigned calls for service to the appropriate talk group to handle the call for service.
 7. Annotate all information or changes in responses to the call for service in the CAD.
 8. Dispatch the first available area unit within the radio district to any call for service in which a response has been delayed for greater than 15 minutes, unless otherwise directed by a sworn supervisor.
- C. Whenever an area unit is not available to respond to the dispatch of a **Priority 3** call for service, the primary talk group CDA dispatcher will:
1. Dispatch the closest available area unit within the radio district without unnecessary delay.
 2. Anytime an area unit within the sector is not available for a Priority 3 call for service, notify a sworn supervisor and provide a brief overview including the nature and/or signal and time delay.
 3. Direct area unit(s) assigned calls for service to the appropriate talk group to handle the call for service.

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4. Notify a sworn supervisor without delay of any changes in the information or priority, pursuant a call for service that has been ordered delayed or reassigned.
 5. Dispatch the first available area unit within the radio district to any call for service in which a response has been delayed for greater than 20 minutes unless otherwise directed by a sworn supervisor.
- D. Whenever an area unit is not available to respond to the dispatch of a **Priority 4** call for service, the primary talk group a CDA dispatcher will:
1. Dispatch the closest available area unit within the radio district without unnecessary delay.
 2. Anytime an area unit within the sector is not available for a Priority 4 call for service, notify a sworn supervisor and provide a brief overview including the nature and/or signal and time delay.
 3. Direct area unit(s) assigned calls for service to the appropriate talk group to handle the call for service.
 4. Notify a sworn supervisor without delay of any changes in the information or priority, pursuant a call for service that has been ordered delayed or reassigned.
 5. Dispatch the first available area unit within the radio district to any call for service in which a response has been delayed for greater than 30 minutes unless otherwise directed by a sworn supervisor.
- E. Anytime the authorization for a delay in dispatching of a Priority 2, 3 or 4 has time expired, a sworn supervisor should be contacted to authorize further delay or other action.
1. The CDA dispatcher should annotate any change in information or additional delays in the CAD.
 2. Any information or change in the priority of the delayed call for service should be directed to a sworn supervisor without delay.

IV. HOLDING CALLS FOR SERVICE

- A. It is the responsibility of the CDA to inform sworn supervisors of delays in dispatching a call for service.

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- B. Sworn supervisors are responsible for working cooperatively with CDA members in an effort to minimize the time a call for service is held.
- C. It is CDA protocol to not hold a call for service longer than 30 minutes unless authorized by a sworn supervisor, and the CDA dispatcher should:
 - 1. Annotate any change in information and all delays in the CAD.
 - 2. Without delay, direct relevant information or change in the priority of a delayed call for service to a sworn supervisor.
- D. Whenever a delay in a member responding to a call for service is *expected* the sworn supervisor for the assigned area, or if warranted another sworn supervisor (e.g., another sector sergeant or the watch commander) *should* make timely notification by telephone to the complainant or victim.
- E. Whenever a delay in a member responding to a call for service *is 30 minutes or more*, the sworn supervisor for the assigned area, or if warranted another sworn supervisor (e.g., another sector sergeant or the watch commander) *shall* make prompt notification by telephone to the complainant or victim.
- F. The supervisory responsibilities set forth in subsections D and E above are contingent upon the supervisor being informed about the delay in the call for service.

V. EMERGENCY AND FELONY IN PROGRESS CALLS

- A. CDA protocol is to broadcast upon all primary talk groups any felony crime reported to be in progress, and emergency calls involving physical injury or illness to a person (e.g., drowning, heart attack).
- B. Members responding to a call for service shall change their police radio to the appropriate talk group and notify the CDA dispatcher they are responding.
- C. Field units shall request priority use of a talk group (“10-33, emergency traffic only”) upon arrival at the scene of any felony crime occurring and

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any other potentially hazardous call for service when deemed necessary.

1. Any CDA dispatcher or member may initiate priority use of a talk group for an emergency by broadcasting the message "10-33, emergency traffic only."
 2. The reservation of a talk group for emergency broadcast shall only be cancelled at the direction of a sworn supervisor or member at the scene of an incident.
- D. A CDA dispatcher will attempt to contact a field unit on scene after the broadcast of priority emergency radio communications to determine the status or welfare of members.
- E. An additional field unit or sworn supervisor shall be dispatched to the scene of an incident anytime a member is unable to be contacted by police radio.
- F. The CDA dispatcher may initiate "10-33 emergency traffic only" order whenever necessary.
- G. Whenever a "10-33 emergency traffic only" order is initiated, a marker tone should be activated unless otherwise directed by a responding or on-scene field unit.
- H. A critical incident or special event that involves multiple law enforcement or government agencies shall jointly be coordinated between the CDA shift supervisor, participating agencies, and the on-scene supervisor to establish any requirements to utilize alternate appropriate talk groups.

VI. CALLS REQUIRING A BACK-UP UNIT

- A. CDA protocols mandate at least two (2) area units be dispatched to the following incidents:
1. Felony crimes in progress.
 2. Reports of criminal incidents, whenever suspects are on-scene or in the vicinity of the caller. An exception may be made in situations where a lone cooperative suspect is already in custody (e.g., retail theft suspects at a business).

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3. Anytime information is known that a hazard or threat to a responding member reasonably exists.
 4. Any calls of service to a reported incident of violence, domestic disturbance, intoxicated persons, or alarm activations.
 5. Anytime reasonable information exists that indicate a person at the scene of an incident may be dangerous, or armed with any type of weapon.
 6. Any report of a traffic crash or disaster scene that may require crowd control, traffic control, or scene security.
- B. Nothing in subsection A is intended to restrict the assignment of a back-up area unit or other support units at any incident scene.
1. A CDA dispatcher should assign additional units to respond to a call for service anytime a hazard or threat to members is believed to be occurring.
 2. Sector supervisors shall be immediately notified of these changes and/or additions.
- C. Sector supervisors are responsible for monitoring the utilization of back-up units and directing resources as needed to ensure member safety.

VII. COMMUNICATIONS PROCEDURES

A. General Protocols

1. Field units shall check “on-duty” or “in-service” on the P1MDC or via the police radio on their assigned talk group.
2. Field units shall use “Police” and their assigned three-digit unit identification number when communicating with the CDA on the police radio.
 - a. The CDA shall be referred to as “Dispatch” during police radio transmissions (e.g., “Police246 Dispatch”).
 - b. The use of “Police” and the three-digit identification number is not required on radio talk groups designated for non-official conversation or during critical incidents that may require plain language for efficiency of transmissions.

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3. A CDA dispatcher will address field units by “Police” and their assigned three-digit identification radio number when communicating with these units on the police radio.
4. A sector supervisor or Watch Commander shall inform the CDA shift supervisor of any changes to scheduled assignments to facilitate the ability to adequately assign members to calls for service.
5. Field units (except supervisors) shall provide their physical location when called by a CDA dispatcher or a supervisor on the police radio.
6. Police radios shall only be used for Department business and other duties as approved by the Chief of Police or designee.
7. Dispatchers shall perform status checks on units once sixty (60) minutes has elapsed with no call assignments or radio contact from units in the field.
8. Field Units shall not turn off their handheld 800 MHz police radio during their shift at any time, except for court purposes or with supervisor approval.
9. Field units shall operate on their assigned radio talk group except when:
 - a. Directed to do otherwise by a CDA dispatcher.
 - b. Directed to do otherwise by a supervisor.
 - c. Necessary for the performance of police duties.
10. In answering calls for service, field units shall adhere to the following protocols:
 - a. Promptly acknowledge receipt of the call for service (over the radio to the CDA dispatcher).
 - b. Utilize the talk group assigned by the CDA dispatcher.
 - c. Advise the CDA dispatcher prior to changing to another talk group.

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- d. Acknowledge receipt of information received from the CDA dispatcher.
 - e. Make every reasonable effort to locate a complainant before requesting a CDA dispatcher to call a complainant for additional information.
 - f. Advise the CDA dispatcher upon arrival at the scene.
 - g. Upon completion of each call for service, advise the CDA dispatcher of the disposition status using Plain Talk and disposition codes by radio or by entering the proper codes in the P1MDC.
- 11. Field units and members working secondary employment shall monitor the police radio at all times when on-duty or conducting uniformed law enforcement functions unless otherwise directed by a supervisor.
 - 12. Area units shall answer calls for service and self-initiate calls for service in compliance with PTL-4 (Patrol Officer).
 - 13. Non-uniformed field units shall possess and monitor the police radio when outside the police headquarters building unless otherwise directed by a supervisor.
 - 14. Whenever possible, non-uniformed field units should notify the appropriate CDA dispatcher prior to:
 - a. Taking an enforcement action,
 - b. Encountering a hostile or violent person,
 - c. Engaging in incidents requiring area unit assistance, or
 - d. Encountering a high-risk situation as defined in General Order 26 (High-Risk Incidents).
 - 15. Field units requesting support personnel, whether Department members or others (e.g., EMS or Tallahassee Fire Department) shall advise the CDA dispatcher of the circumstances necessitating the support personnel.

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16. The CDA dispatcher is responsible for notifying a sworn supervisor without unnecessary delay anytime an on-duty field unit cannot be contacted by police radio after three (3) attempts. The CDA dispatcher may additionally transmit an emergency tone and send additional units to the nonresponsive unit's location while attempting contact.
17. The on-scene commander or sector supervisor of a critical incident or emergency shall keep the CDA dispatcher and/or CDA shift supervisor apprised of the situation:
 - a. Notification shall be made by telephone if possible.
 - b. If no supervisor is on-scene, an acting supervisor, or an area unit who is aware of the details of the incident shall make these notifications.

B. Out of Service and Meal Break Protocols

1. Area units are responsible for advising the appropriate CDA dispatcher whenever they are out of service and not subject to calls for service (e.g., court attendance).
2. Area units reporting out of service, but subject to calls for service, shall notify the appropriate CDA dispatcher by police radio of a telephone number where they may be reached.
 - a. These units are responsible for receiving all calls for service transmitted to them by telephone.
 - b. Units responding to a call communicated to them by telephone shall notify the CDA by police radio or via P1MDC whenever they are responding to the call for service.
3. Area Units shall monitor their police radio during meal breaks.
4. During a meal break, an area unit is subject to being called for response to any:
 - a. Priority 1 and 2 calls for service, or
 - b. Other call for service as directed by a sworn supervisor.

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5. The CDA dispatcher shall be notified anytime an area unit is taking a meal break or in a status of “busy unless needed.”
6. Area units shall not check out-of-service for a meal break without prior approval of a sworn supervisor.
7. Area units shall receive authorization from a sworn supervisor prior to engaging in any out of service activity.
8. Whenever area units are unable to utilize the PMDC (Premier Mobile Data Computer) to log out of service at the end of their shift, they shall call out of service via the police radio.

C. NCIC, FCIC, CJIS Protocols

1. The CDA Teletype Operator will conduct NCIC, FCIC, and CJIS (teletype) checks on the Teletype talk group except during an emergency.
2. The notification of an active warrant or a stolen item is only an *indication* and shall not be considered *actual* until verification by the agency originating the notice has been received.
3. Field units requesting stolen article checks shall advise the CDA Teletype Operator of the description of the article, including the type of object, the brand name, and the serial number.
4. Whenever a CDA dispatcher performing queries receives an indication of a “HIT” on an item, the model and any other information necessary to adequately identify the object shall be provided to the CDA Teletype Operator for verification.
5. Whenever practical, area units should perform queries of persons, vehicles, or articles on the P1MDC.
6. Anytime a member receives a response indicating a “HIT” from an inquiry on the P1MDC, the area unit shall contact the CDA Teletype Operator for verification.
7. Upon confirmation and verification with the originating agency that a vehicle, vessel, person, or article is wanted or stolen the CDA Teletype Operator shall immediately broadcast to the requesting unit that the item/person is wanted. The word “HIT” should not be

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broadcast by police radio during any communication with a member.

8. Field units present with any person reported by the CDA Teletype Operator to be wanted, missing, or dangerous shall:
 - a. Take reasonable and appropriate action to ensure the safety of all persons present on the scene.
 - b. Ensure the CDA Teletype Operator verifies the wanted status with the originating agency prior to transporting the person to a detention facility for booking.
9. The CDA Teletype Operator will ensure a back-up unit is directed to respond to the location of a member anytime an active warrant for an arrest is discovered or a member is notified they are in the vicinity of a possible wanted person.
10. Field units who locate missing persons or stolen vehicles that are in the NCIC/FCIC system shall request the CDA Teletype Operator cancel the BOLO, and:
 - a. If the Tallahassee Police Department is the originating agency, complete a supplemental report detailing the circumstances surrounding the recovery and the request for FCIC/NCIC cancellation.
 - b. If the Tallahassee Police Department is not the originating agency:
 - 1) Request the CDA Teletype Operator notify the appropriate agency to cancel the related BOLO, and
 - 2) Complete an offense report detailing the circumstances surrounding the recovery and the need for the FCIC/NCIC cancellation.

D. Teletype Entries and Second Party Verification Process

Officers, Teleserve Customer Service Aides, and the CopLogic Customer Service Aide taking reports where a teletype entry is necessary (e.g., stolen vessels, missing person, stolen article), shall adhere to the following protocols to ensure entry is made correctly:

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1. Upon obtaining the necessary entry information from the complainant, the member shall call the CDA Teletype Operator (606-5822) and relay the information over the telephone in order for the entry to be made.
 2. The CDA Teletype Operator will then make the entry while on the telephone with the member to ensure all required information is entered as reported by the member.
 3. The member shall notate the CDA Teletype Operator's name and ID number in their offense report.
 4. Upon completion of the offense report, the reporting member shall perform a Second Party Verification.
 5. Once the member verifies the entry information is correct, they shall notate it in the narrative of their offense report as follows: "A Second Party Verification was made by this writer and all entered information is correct as reported by the owner/complainant." **Note: Failure to properly document the completion of a Second Party Verification will result in a violation for the agency during the FCIC/NCIC Audit process.**
 6. If the member detects an error in the Teletype entry, they shall contact the CDA Teletype Operator to correct the entry. Once corrected, the member shall conduct another Second Party Verification to ensure the entry is correct.
 7. Second Party Verifications will not be made by the CDA Shift Supervisor.
- E. Field units requesting a BOLO be issued shall ensure all information is accurate and complete prior to requesting a broadcast.
1. The requesting unit shall notify the CDA dispatcher in the event the BOLO needs to be cancelled.
 2. The requesting unit shall notify the CDA dispatcher anytime a BOLO extends into another shift. A BOLO will end at the conclusion of requesting unit's shift unless otherwise indicated by the requesting unit.
 3. Whenever possible, BOLO information shall be relayed to the CDA by telephone.

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4. Should a call for service be deemed appropriate to be read as a BOLO rather than dispatching a field unit to the area, a sworn supervisor shall make proper notification to the CDA dispatcher via the police radio.
5. When a call for service is read as a BOLO rather than dispatching a field unit as outlined above, CDA protocol directs the dispatcher to:
 - a. Noting the authorizing supervisor's name in the call notes, and
 - b. Closing the call with the proper disposition for the BOLO based on the type of call for service (e.g., reckless driver, road rage, possible DUI driver delayed with no one following the vehicle).

VIII. TALK GROUP UTILIZATION

A. Emergency Radio Traffic

1. Non-emergency police radio traffic shall be continued on the talk groups that are not under a "10-33 emergency traffic" order, as assigned by the CDA dispatcher.
2. Dispatching for the emergency situation shall be conducted on the talk group designated by the CDA dispatcher assigned to the emergency situation.
3. A CDA dispatcher not involved with the emergency shall dispatch non-emergency calls for service in all areas for the duration of the emergency situation.
4. During the emergency, a CDA dispatcher will direct all field units not assigned or involved in the emergency to change to other designated talk groups for dispatching of other calls for service.
5. Upon the conclusion of the emergency, the CDA dispatcher will advise all units that emergency traffic ended and to return to normal operations on their previously assigned talk groups

B. Patching of Radio Talk Groups

During special events or emergency situations, at the direction of the event coordinator, incident commander, or CDA shift supervisor, law enforcement officers with 800 MHz radio system may be patched to

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the event and/or situation talk group by the CDA dispatcher or shift supervisor.

C. Special Events Radio Procedures

1. The Incident Commander or Special Events Coordinator shall reserve a talk group to be dedicated to the activity by e-mailing the request to the Communications Liaison. The Communications Liaison will then forward the request to the CDA Shift Supervisors e-mail group.
2. The Incident Commander or Special Events Coordinator shall inform the CDA via the CDA Shift Supervisors e-mail group of the special event operational plan information applicable to the CDA (e.g., times and location of the event, designated talk group, staffing information) as soon as practical before the event.
3. Members normally assigned to the designated talk group being used for the special event shall utilize other talk groups designated for normal radio traffic by the CDA Shift Supervisor or designee until the special event has concluded.
 - a. The CDA will maintain a monthly calendar that indicates any agency plans for using a talk group for a special event.
 - b. It is the responsibility of the agency utilizing the talk group to notify and confirm the non-use of the designated talk group by the other agencies.

D. Other Considerations

1. The Common Investigation talk group, as listed in the designated template, is intended for each agency's criminal investigation members to conduct joint investigations.
2. Routine conversations should not take place on designated Tallahassee Emergency Management (TEM) and Leon County Emergency Management (LCEM) talk groups unless first authorized by TEM/LCEM personnel.
3. If a field unit is going to switch to another agency's talk group, they shall first notify their CDA dispatcher and indicate the agency and talk group to be utilized.

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IX. EMERGENCY ALERT BUTTON

CDA-660 directs CDA members' response to activations of the emergency alert button on members' police radios, and the information in this section reflects those protocols.

- A. When the emergency alert button on any issued police radio and/or mobile police radio is activated:
 - 1. An audible alarm will be activated at the dispatch consoles.
 - 2. The police radio that activated the emergency alert button will be indicated on the dispatch consoles by radio alias (i.e., radio user identification system).
- B. The CDA dispatcher will contact the unit on the appropriate talk group by asking, "Dispatch (unit number) signal 100?"
- C. If the unit does not respond, (i.e., does not advise they are secure and not in peril) then the situation shall be treated as an emergency in which a member needs immediate assistance ("10-24" officer down, needs help).

X. RADIO CALLS MONITORED/SCANNED FROM OTHER AGENCIES

- A. Anytime a field unit, while monitoring talk groups in use by other agencies, learns of an *emergency call for service* that the member intends to respond to, the following shall occur:
 - 1. The member shall notify the CDA dispatcher of the information, the specific talk group, and their intention to respond to the emergency call for service.
 - 2. The member shall notify the agency that dispatched the emergency call for service of their location and status and/or response (e.g., routine, blue lights and siren), and any other pertinent information.
 - 3. The agency that dispatched the call for service should coordinate the member with other responding units.
 - 4. At the conclusion of the event, the member shall notify the Incident Commander and/or the primary dispatching agency that they are changing back to their assigned talk group.

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- B. A sworn supervisor is authorized to order a member to not respond to another agency's emergency call for service.
- C. Anytime a member, while monitoring talk groups in use by other agencies, learns of a *non-emergency call for service* that the member could respond to, the following shall occur:
1. The member shall notify the CDA dispatcher of the information.
 2. The CDA dispatcher will telephone or contact the appropriate agency to ascertain if the member's assistance is needed and/or receive direction from the other agency on actions to be taken by the member.
 3. The member is not authorized to leave their assigned talk group and actively participate with the other agency talk group for the incident unless directed to do so by the CDA dispatcher or sworn supervisor.
 4. The agency that dispatched the call for service should coordinate the member with other responding units.
 5. At the conclusion of the call for service, the member shall notify the primary dispatching agency that they are changing back to their assigned talk group.
- D. A sworn supervisor is authorized to order a member to not respond to another agency's non-emergency call for service.

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