



Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4225	Date Issued: November 12, 1996
Section: 4200 -- Officer Safety	Date Revised: February 1, 2006
Accreditation Standards: CALEA 6.3.1	

SUBJECT: UNANSWERED OR UNIDENTIFIED RADIO TRANSMISSIONS

APPROVED:

Chairperson, Law Enforcement Users Subcommittee

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Michael J. McDougall, General Manager

All transmissions to field units from NetCom must be answered by the field unit to whom the transmission is addressed or by a field unit with him/her, with one exception as described below. Microphone clicks are not acceptable acknowledgments.

To properly acknowledge a NetCom transmission, at a minimum field units will broadcast their call sign.

An acknowledgment that does not comply with the above is an inadequate acknowledgment. Dispatchers will respond to inadequate acknowledgments as if there was no acknowledgment.

If an officer does not answer a NetCom transmission, the dispatcher should repeat the transmission, simulcasting on the primary and any auxiliary radio frequencies. If, after three attempts (the original broadcast and two simulcast attempts), the officer does not respond, issue an alert tone (alert 1) and simulcast to the officer again. If there is still no response, notify the patrol supervisor immediately and dispatch a cover unit to the officer's last known location.

One exception to this policy is the acknowledgment of a code 4 return while a unit is on a traffic stop. Officers are not required to acknowledge a code 4 return on the initial license plate given when the traffic stop was initiated. Dispatchers shall sign-off their transmission when giving a code 4 return on the initial license plate. Officers must acknowledge all transmissions, including code 4 returns, for any subsequent plates run and for all warrant, driver's license and other queries.