



Santa Cruz Consolidated Emergency Communications Center

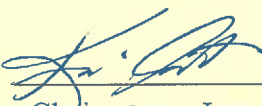
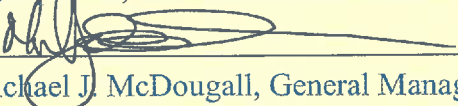
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4320	Date Issued: June 1, 1996
Section: 4300 – Radio Procedures	Date Revised: May 8, 2006
Accreditation Standards: None	
SUBJECT: CLARITY AND BREVITY	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
	Michael J. McDougall, General Manager

1.0 Policy

1.1 Dispatchers must exercise common sense and discretion in dispatching calls to ensure additional, pertinent information is given to responding officers, depending on the nature of the incident. Examples of pertinent information include, but are not limited to:

- ◆ Description of suspect.
- ◆ Description of vehicle, direction of travel.
- ◆ Weapons involved, for example: shots fired, fights, armed robberies, etc.

1.2 Dispatchers must take care to make sure their broadcasts can be heard the first time. Volumes must not be too loud or too soft, requiring officers to adjust to accommodate the dispatcher currently on the radio. To determine a moderate volume, dispatchers should check their VU meter and compare with others to find a comfortable level.

1.3 Background noises may cause distraction, obscure information or cover units calling on the radio. Dispatchers will keep unnecessary conversation, laughter, and other preventable background noise to a minimum.

1.4 The use of air time in an organized, efficient manner will benefit all concerned during heavy radio traffic times. It is the responsibility of the dispatchers to control and discipline the radio traffic. Dispatchers should reserve the primary frequency for radio communications significant to initial incidents. Car to car, follow up, and miscellaneous notifications may be handled on secondary and/or auxiliary frequencies or mobile data computers (MDC's), as appropriate.

1.5 Following radio procedures dealing with the method of dispatching calls will help keep transmissions clear and concise. If dispatching is free form with no organized method, dispatchers may inadvertently leave out significant information. This causes additional air time when units request the missing information and dispatch replies. The goal is to give all information needed in the initial dispatch.

1.6 Dispatch should attempt to anticipate the information needed by responding officers. Supply either the information, or the lack of information, or state that you are attempting to obtain further information (FTF).

1.7 Dispatchers will be sensitive to officers' ability to hear and copy information. For example, allow officers time to prepare to write information regarding a vehicle they are towing. Dispatchers who return information too fast will result in officers' requesting repeats, thus using additional air time unnecessarily. Particularly during BOL's and other lengthy broadcasts, dispatchers should prepare units to copy information and speak at reasonable rates so officers can record it.

1.8 Radio traffic needs to be professional, disciplined and well managed. This does not mean that the radio communications must be unpleasant. If dispatch and field units can keep the communications courteous and professional, the difficult job each has to do is easier. This is accomplished primarily by broadcasting properly formatted messages, and using professional technique and tone of voice. Refrain from broadcasting any superfluous comments not directly related to the call, even if they are polite (for example: please, thank you, you're welcome, etc.) Failure or inability to broadcast professionally, as above and as contained in Policy No. 1191 (Dispatcher Performance Standards), may result in corrective action as described by Policy No. 1080 (Corrective Action).

2.0 Procedure

2.1 During the initial dispatch of an incident, dispatchers will relay all pertinent, available information, including:

- ◆ Nature of incident (basic description).
- ◆ Location of incident: address, nearest cross street, name of business (if applicable).
- ◆ RP's name and location if clarification is necessary.

2.2 If pertinent information is not available, dispatchers will advise dispatched units there is “no further information” or “NFI”. If pertinent information is still being obtained, dispatchers will advise dispatched units there is “further to follow” or “FTF”, rather than waiting for units to ask for nonexistent information.