



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No.	4330	Date Issued:	June 1, 1996
Section:	4300 – Radio Procedures	Date Revised:	May 9, 2022
SUBJECT: STANDARD DISPATCH FORMAT			
APPROVED:	<u><signed copy on file></u> Chairperson, Law Enforcement Users Subcommittee		
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager		

1.0 Policy

- 1.1 Dispatching all details using a standard format allows field units to receive the information needed regarding calls in a predictable manner. Knowing this enables officers to prepare to receive the information in an organized method and to copy the information given in a logical sequence.

2.0 Procedure

- 2.1 Dispatchers will dispatch all details in order according to their priority and time of receipt. All dispatchers will dispatch all calls using the same format.
- 2.2 Dispatch identifiers are frequency specific. On agency primary frequencies, dispatch is identified by the agency name (Capitola, Watsonville, Santa Cruz, Hollister and NetCom). On shared frequencies (Sheriff's Red and CLEMARS [white]), dispatch is identified as NetCom.
- 2.3 Dispatchers will acknowledge units initiating traffic with the unit's radio identifier, indicating the channel is clear for their transmission. For example:
 - ◆ "Santa Cruz, 2 Charles 152"
 - ◆ "2 Charles 152"
- 2.4 Dispatchers will end radio conversations with the time.

2.5 When dispatchers reassign units from one detail to another of higher priority, they will alert units by stating "priority detail" during the dispatch. For example:

- ◆ "1-2, NetCom , priority detail."

3.0 Standard Dispatch Format: (priority 7-9 calls for service, silent dispatch)

- Unit ID
- Dispatch ID
- Type of Detail sent to the MDC

3.1 Dispatchers will send these calls to the user's MDC without needing to provide specific details of the call unless asked. For example:

- "1-2, Hollister, detail to your screen."

3.2 When assigned units acknowledge the transmission of the detail being sent to the MDC screen, the radio dispatcher will status the call as copied and does not need to provide any further details unless requested.

4.0 Standard Dispatch Format: (priority 3-6 calls for service)

- ◆ Unit ID
- ◆ Dispatch ID
- ◆ Type of Detail
- ◆ Common Place Name, if applicable

4.1 Dispatchers will title most non-emergencies "detail", during the initial dispatch. Exceptions may include "alarm detail", "lobby detail", etc. For example:

- ◆ "523, Capitola, detail."
- ◆ "523, Capitola, alarm detail."

4.2 When assigned units acknowledge the initial transmission, radio dispatchers will status calls as dispatched and, when the unit is ready to copy, continue with the pertinent details:

- ◆ Nature of the call (incident type)
- ◆ Common place name (if appropriate)
- ◆ Location (address or intersecting streets)
- ◆ Repeat the location
- ◆ Sublocation information (if appropriate), example: apartment number, in front of, alley)
- ◆ Cross streets
- ◆ Known details of the call (including if weapons are involved, person to contact, etc.)

For example:

- ◆ "1-2, Watsonville, detail"
- ◆ "1-2"
- ◆ Status changed to dispatched
- ◆ "Bike theft report, 1234 Main Street, twelve thirty-four Main Street, cross of Pennsylvania, contact David, no further."

5.0 Standard Dispatch Format: (priority 1-2 calls for service)

- 5.1 Dispatchers will dispatch all high priority calls for service in accordance with Policy No. 4701.80 (Creating and Dispatching First Priority Calls for Service).
- 5.2 Dispatchers will dispatch all in-progress felony calls for service in accordance with Policy No. 4240 (In-Progress Felony Calls).
- 5.3 Dispatchers will broadcast alert tones for high priority dispatches in accordance with Policy No. 4310 (Alert Tone).