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**COMMUNICATIONS OPERATIONS
 LAW ENFORCEMENT POLICY**

Policy No. 4362	Date Issued: August 1, 2005
Section: 4300 – Radio Procedures	Date Revised:
Accreditation Standards: None	
SUBJECT: USE OF SERVICE CHANNELS	
APPROVED: 	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: 	_____
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The intent of this policy is to organize the use and implementation of certain law enforcement command channels as service channels in such a manner that both NetCom dispatchers and User Agency field personnel have clear and unobstructed radio access for field initiated service requests.

Definitions

By definition, a service channel is a command channel in the Incident Command System (ICS) communications protocol, usually the Red or Yellow channel depending on the agency. It is implemented as a designated command channel for specific service requests from field personnel.

Purpose

Generally, NetCom will schedule the implementation of a service channel during periods of peak radio traffic, not related to one specific incident, to reduce the amount of radio traffic congestion on the affected agency's primary channel. Once a service channel is implemented, NetCom will handle field-initiated requests and service related

traffic exclusively on that channel. All other dispatch and status related traffic will remain on the primary channel. The implementation allows for clear and organized radio traffic to be handled while simultaneously providing a safer and less congested primary channel in the event a field unit requests emergency assistance.

General Use and Implementation

Only NetCom may implement a service channel assignment. Generally, service channel assignments will be scheduled in advance (and in cooperation with the User Agency) for a specific time period on specific days. A service channel will be implemented only when a dedicated, second, primary dispatcher is deployed exclusively for that channel.

When a service channel is assigned to a specific agency, that radio channel will be used exclusively for field initiated service requests, including but not limited to:

- ◆ All warrants, DL, and parole/probation checks/hits.
- ◆ All vehicle and property hot/registration checks/hits.
- ◆ All CLETS confirmation requests.
- ◆ All specific follow-up requests, including phone inquiries and research information.

When a service channel is assigned to a specific agency, the primary channel will be used exclusively for dispatch and status related traffic, including but not limited to:

- ◆ The dispatch of details including any updates.
- ◆ All en route communications, including directions and updates.
- ◆ All status changes or updates.
- ◆ All initial field initiated activity, including traffic stops, field contacts, security checks etc.
- ◆ All traffic involving high-risk details or safety related traffic, including unit to unit traffic.

In the event of a radio silence on the primary channel, all other unrelated traffic may be accommodated temporarily on the service channel at the discretion of NetCom.

In cases where the Sheriff's Red Channel is designated as a service channel and a vehicle pursuit occurs, all pursuit traffic will be assigned to the Red Channel and the service channel will be temporarily suspended at the direction of NetCom.

A service channel will always be implemented as scheduled, unless the on-duty NetCom Supervisor and the User Agency Watch Commander mutually agree to terminate or cancel the operation.

It is essential that both NetCom staff and User Agency personnel practice compliance to the policy, including radio traffic discipline, if maximum benefit and safety is to be achieved. As such, User Agency field personnel should always use their MDC's whenever appropriate to reduce overall radio traffic. Additionally, NetCom dispatchers should use MDC's for dispatch purposes whenever appropriate and in accordance with Policy No. 4501 (Use of Mobile Data Computers).