



California State University, Los Angeles
Department of Public Safety

NUMBER: V-1 APPROVED: _____
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EFFECTIVE: August 7, 2013

SUPERSEDES: May 1, 2010 Reviewed/Revised: August 7, 2013

SUBJECT: **Radio Operations**

I. PURPOSE:

To establish a written guideline for the Communications Unit to satisfy the immediate information needs of the Department in the course of normal daily activities and during emergencies.

II. POLICY:

Handling pertinent information efficiently is an essential element of the communications center. The radio communication system provides our on-duty personnel with the necessary tools to ensure a comprehensive field-reporting program and enhance the safety of all officers in the field.

III. DEFINITIONS:

- A. Computer Aided Dispatch. Automated Records Management System (CAD/ARMS) is a real time incident tracking system. It is designed to allow police dispatchers the ability to enter, track, and close multiple incidents as they occur throughout the day.
- B. Emergency Situation. An actual or potential condition that poses an immediate threat to life or property.
- C. General Assistance. Services of a non-emergency nature provided by agency personnel, such as providing information or directions and assisting motorists.
- D. Incident. An event that requires law enforcement action or the dispatching of officers in response to law enforcement services. This includes any incident, whether criminal or non-criminal, for which there has been a response to the scene, an investigation, or the preparation of an oral or written report.
- E. Neighboring Jurisdiction. A law enforcement agency in an adjoining city or other unit of government.
- F. Outside Jurisdiction. Another municipality, county or state.
- G. Peace Officer. As related to this directive, an officer who through their own observation, a citizen contact, or by the receipt of an emergency or routine calls for service via the dispatcher, that responds to the scene and takes appropriate police action as required by law and the policies of the Department of Public Safety.

- H. Police Dispatcher. The communications person who receives all emergency and routine calls for service and through a logical line of questioning determines the nature of the call and the appropriate initial response. The dispatcher is usually the first person contacted by a victim or witness.
- I. Provider Agency. An agency that provides service, equipment, or supplies to another agency.
- J. Service Community. Those persons living in the agency's jurisdiction.
- K. Single Point of Contact. A specific person, position, organizational component, or phone number.
- L. Statewide, Regional, or Area Law Enforcement Radio System. A radio communications network that permits the law enforcement agencies' communication centers within a state, region, or area to communicate with each other.
- M. Victim. A person who suffers physical, financial, or emotional harm as the direct result of a specified crime committed upon his or her person or property.
- N. Witness. A person who has information or evidence relevant to the investigation of a specified crime.

IV. PROCEDURES:

- A. All radio operations of this Department shall be conducted in accordance with the Federal Communications Commission's (FCC) procedures and requirements.
 - 1. The use of the radio frequency should be limited to the communications essential to conduct official activities.
 - 2. The Department shall provide 24-hour, toll free telephone access for emergency calls for service through the communications center.
 - 3. The Department will continually provide a single Emergency Telephone Number: **9-1-1**.
 - 4. The conservation of on-air-time shall be observed to permit accurate, brief and rapid transmission of essential information, preventing any delays, confusion, and unnecessary transmissions.
 - 5. The Department shall provide 24-hour two-way radio capability providing continuous communications between the communications center and the officers on duty.
 - 6. The use of profane, indecent, or obscene language is prohibited.
- B. Obtaining and Recording Information
 - 1. Upon receipt of each request for criminal and non-criminal service or self-initiated activity, the police dispatcher shall obtain and record all relevant information.
 - a. A radio log entry shall be made on the Computer Aided Dispatch (CAD) system which is part of the Automated Records Management System (ARMS). The radio log entries are to include the following:
 - 1. An ARMS sequence (control) number;

2. The date and time of the request;
 3. The name and address of the complainant, if possible;
 4. The type of incident reported;
 5. The location of the incident reported;
 6. Identification of the officer(s) assigned as the primary and backup units;
 7. The time the call was dispatched;
 8. The time of officer arrival;
 9. The time the officer returned to service; and,
 10. The disposition or status of the reported incident.
- b. In the event that the ARMS system is inoperable, the dispatcher, without delay, shall resort to Manual Mode with the use of a dispatch card to record the above-indicated information. As soon as possible, the dispatcher shall notify the Watch Commander and the network systems support personnel of the automated system failure. Upon restoral of the ARMS system, the on-duty dispatcher shall as soon as possible, back enter all dispatch cards into the automated system.
- C. Radio Communications To and From Field Officers.
1. Critical Circumstances - The following critical circumstances require radio communications to and from field officers:
 - a. Officer needs assistance
 - b. Felony in progress
 - c. Life saving situations
 - d. Vehicle or foot pursuits
 2. Radio Broadcasting - Broadcasting of radio traffic must be accurate, brief, and clear. Under normal circumstances the field officers and dispatchers shall use plain language.
 - a. Dispatching a call
 - 1) Use good operating techniques
 - Listen before broadcasting a call to insure the channel is clear
 - Do not attempt to transmit while another unit is transmitting, unless it is an emergency
 - Do not monopolize the air with lengthy transmissions
 - 2) Use the ABC's of radio broadcasting
 - Accuracy – accuracy of information; be sure to verify the information with the caller
 - Brevity – keep transmissions brief to permit other emergency traffic a chance to be heard
 - Clarity – speak clearly and broadcast all necessary and essential information in an orderly manner, listen for the acknowledgement of the officer(s) and repeat information as necessary

- b. Calling Out Information - Field officers shall call out over the radio the following information of which the dispatcher shall enter into the radio log via the CAD/ARMS system as appropriate:
 - 1) Their acknowledgement of the dispatched call
 - 2) In route to the call
 - 3) Any delay of their response and subsequent in route to the call
 - 4) Their arrival on scene
 - 5) Their status on the call
 - 6) Their clearing of the scene
 - 7) Whenever going in and out of service
3. Identification of Officers - The following methods shall be used for identifying officers during radio transmissions:
 - a. Officer shall use their assigned call signs when initiating any radio transmission to assist with proper identification of the officer and unit.
 - b. Automated identification numbers from handheld radios shall be maintained in and displayed on the Telex C-Soft system for quick identification of the field officer. A cross-referenced list containing the automated identification number and officer's name and call sign shall be available in dispatch for immediate reference. In the event the officer keys the radio microphone button their automated identification number will be displayed.
 - c. Upon activation of the emergency orange button on field officer handheld radios, the automated identification number shall be preceded by the letters "EE" to alert the dispatcher of the situation. The dispatcher shall establish contact with the officer to obtain the officer's status. If no contact can be established, another unit shall be dispatched to the officer's last known location to conduct a welfare check.
 - d. Upon accidental activation of the orange emergency button, the field officer shall as soon as they become aware of the activation, notify the dispatcher of their status.
 - e. The use of the Telex C-Soft and VESTA recording device may also be used to help the dispatcher determine the identity of the officer via instant playback capability.
4. Interacting Agency Communications - All CSULA police vehicles and handheld radios shall be programmed to provide communication with interacting agencies. The following frequencies are to be used for incidents requiring mutual aid and special events support:
 - a. California Law Enforcement Mutual Aid Radio System (CLEMARS) channels
 - b. California State University campus frequencies, Southern California region.
 - c. L.A. County agency frequencies (190) accessed via the use of the Motorola Astro radios in the Mobile Command car, Unit #202.

5. Assignment of Officers and Patrol Supervisors – The following criteria for the assignment of the number of officers in the response to an incident shall be employed:
 - a. All available officers shall be assigned to the following calls that are deemed critical in nature. The presence of a patrol supervisor at the scene for the purpose of assuming command is required at, but not limited to the following calls:
 - 1) An officer needs help call
 - 2) A felony in progress call such as a robbery
 - 3) A life threatening call such as traumatic head or bodily injury, cardiac arrest, or not breathing calls
 - 4) Fire
 - 5) Chemical Hazardous Material
 - b. Available officers include officers and patrol supervisors that may be attending to a low priority call such as a report call. Officers shall advise the person they are with at the time of their need to roll on the high priority call, and explain that they or a designee will contact them to complete the report or interview as soon as possible.
 - c. On calls deemed serious in nature requiring additional units, notification of the Watch Commander shall be made. Watch Commander discretion shall be used to determine the number of units to be deployed. If it is determined that the situation requires additional officers to be called in for duty, the Watch Commander shall immediately notify the on-duty Command Officer and the Chief of Police of the situation and proceed as directed.
 - d. Upon an emergency request for mutual aid by a field officer or patrol supervisor, the dispatcher shall as directed notify the appropriate agencies such as the Los Angeles County Sheriff's Department, the Los Angeles Police Department, the California Highway Patrol, and/or the Los Angeles County or City Fire Departments.
- D. Immediate Access to Departmental Resources: Communications personnel shall have immediate access to the following resources:
1. Officer In Charge – Immediate contact with the Watch Commander shall be established using the following methods (listed in priority order):
 - a. Vehicle or Handheld Radio;
 - b. Station Telephone;
 - c. Cellular Telephone; and,
 - d. Department Pager.
 2. A current duty roster of all personnel shall remain posted in the dispatch center at all times.
 3. An updated hardcopy listing of residential telephone numbers of every agency member shall be maintained in the Emergency Notification book secured in the Dispatch Center. Access to this information shall also be available through the Automated Records Management System (ARMS).

4. Visual and aerial maps detailing the agency's service areas are to be displayed in the Dispatch Center for quick reference by the dispatcher.
5. Officer status indicators shall be available to the dispatcher through the radio log CAD/ARMS screen. Officer status is indicated in the following colors on the CAD screen:
 - a. Red = On Scene; and,
 - b. Green = Available.

E. Procuring External Services.

1. The procurement of emergency and necessary external services to the agency shall be conducted in the following manner:
 - a. Dispatcher shall determine the nature of the call; and,
 - b. contact the appropriate external service agencies as follows:
 - 1) Critical Police Emergency – Coordinate with Watch Commander the necessary mutual aid deployment. If Watch Commander and Field Officers are unable to address the issue, discretion of the dispatcher may be employed, particularly in situations in which officer safety has been compromised.
 - 2) Medical Emergency Requiring Paramedics – Initiate or transfer a call to the Los Angeles City or County Fire Departments.
 - 3) Campus-wide Emergency – In the event of a major earthquake and as soon as it is safe to do so, provided radio communications are operational, the dispatcher shall conduct a role call of all units. If radio communications have been compromised, the field officers are to check in with the dispatcher as soon as they are able, by going to the police station or by telephone to establish contact and to check on the welfare of the dispatcher(s) and the status of the station.
 - The Watch Commander, as soon as possible, is to report to the Dispatch Center to assess the situation. If it is determined that the police Dispatch Center is inoperable, the Watch Commander is to provide transportation of the dispatcher to the Emergency Operations Center (EOC) located in Lot 7 to activate the EOC Police Radio.
 - Field officers are to conduct an assessment of the campus and report such assessment to the dispatcher.
 - The Watch Commander, based on this assessment, shall contact the Chief of Police, on-duty Command Officer and the Emergency Preparedness coordinator, to apprise them of the situation to help determine if the Emergency Operations Center shall be activated. If contact with police administrators cannot be established, the Watch Commander shall upon his or her discretion, activate the Emergency Operations Center and implement the Multi-Hazard Emergency Plan as prescribed.

4) Physical Plant/Facilities Emergencies – When it is determined that the safe operation of a building or the safety of the occupants in a building is compromised, and after appropriate police and fire notifications have been made, the dispatcher shall notify the appropriate Facilities personnel. For a serious incident that compromises building operations, the Building Coordinator for that building shall be notified during regular or after business hours.

2. Emergency Notification Book – The Emergency Notification Book, complete with a comprehensive listing of telephone numbers for procuring emergency and necessary external services, shall be maintained and secured in the Dispatch Center for the immediate use by the dispatcher or personnel assigned to support dispatch during an emergency.

F. Tactical Dispatch Plans

1. Tactical dispatch plans and procedures are to be maintained by the Incident Commander.
2. The Tactical Dispatch Plan book is to be secured in the Dispatch Area.
3. Plans include:
 - a. The procedures to be followed in directing resources and for obtaining information on crimes in progress such as a bank robbery, pursuits and/or tactical operations;
 - b. Ground plan drawings of campus buildings and high risk areas such as the ATM's, Cashiers Office, and Credit Union layouts;
 - c. Identification of staging areas for emergency equipment; and,
 - d. CSU Critical Response Unit deployment guidelines.
4. The Multi-Hazard Emergency Plan shall also be available in the Dispatch Center.

G. The department, via the Communications Unit, shall access and participate in any local, state, and federal information systems required by the California State University System. The minimum accessed operationally at CSULA are:

1. NCIC;
2. SVS (Stolen Vehicle System);
3. APS (Automated Property System);
4. AFS (Automated Firearms System);
5. WPS (Wanted Person Systems);
6. ROS (Restraining Order System);
7. AWW (Automated Wants/Warrants System);
8. SRF (Supervised Release File – Probation);
9. MUPS (Missing Unidentified Persons System);
10. DOJ (Department of Justice); and,
11. DMV (Department of Motor Vehicles).

V. APPENDICES: None.