

Radio Procedures

Facilitator Guide

Session Overview

Introduction & Learning Objectives	05m
Radio Demonstration	05m
Discussion – Dispatcher Responsibility	05m
Discussion – Radio Rules (ABCD's)	05m
Discussion – Phonetic Alphabet	05m
ASSIGNMENT – Memorize Phonetic Alphabet	05m
Discussion – Location, Identify Yourself	05m
Discussion – Safety, Radio Documentation	05m
Discussion – Transmission Format	20m
Break	10m
Practice Time	20m
PROBLEM STATEMENT (I)	10m
Review	10m
Break / End of Session	10m

Total Session Time: 2 hours

Main Topics of Session:

- *How to use the portable radios*
- *ABCD's of Radio*
- *Phonetic Alphabet*
- *Updating Locations*
- *Status Checks*
- *Radio Documentation*
- *Transmission Formatting*
- *Requesting Fire/Aid*
- *Running Names/Plates*
- *Initiating Common Calls*

Facilitators Needed: 1 (PP)

Location: Classroom

Materials Needed:

- *PowerPoint – Radio Procedures*
- *Portable Radios (11+)*

Students Should Already Have:

[THUMB DRIVE]

- *HANDOUT – Phonetic Alphabet*
- *HANDOUT – Basic Radio Transmissions*
- *HANDOUT – Basic Radio Tech. 1 – FCC Rules*
- *HANDOUT – Basic Radio Tech. 2 – Descriptors*
- *HANDOUT – Basic Radio Tech. 3 – Phonetics & Numbers*
- *HANDOUT – Basic Radio Tech. 4 – Terminology & Formatting*
- *HANDOUT – Basic Radio Tech. 5 – Special Radio Traffic*



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#1



SAY TO CLASS

There is a system for how officers communicate with their radios. We will spend the next two hours learning about that system.

Discipline and consistency is the key. When everyone using the radio knows what to do and what to expect, we can focus on all the other aspects of police work.

- We use a system
- Discipline
- Consistency



IMPORTANT POINT

Your life, the life of your partner, or the life of a citizen may very well depend on your ability to communicate effectively on your police radio!

#2

 A presentation slide with a white background and a black border. In the top left corner, there is a small graphic of three overlapping squares (red, blue, and yellow) with a thin black line extending to the right. To the right of this graphic, the text "Learning Objectives" is written in a blue, sans-serif font. Below the title, there is a bulleted list of six items, each starting with a blue square bullet point.

- List and explain the four "Radio Rules" (ABCD)
- Explain use of phonetics, transmitting numbers, and describing persons and vehicles on a police radio.
- Explain formatting of radio traffic.
- Name and explain 6 safety considerations as presented in class.
- Properly transmit on a police radio: traffic stop, warrant check, high-risk vehicle stop, and a building search.

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NOTE TO FACILITATOR

Place at least two radios on each group's table. Using another radio, walk among the groups and show them the parts of the radio. Make sure each student can see and hear your explanation of the controls and functions on the radio (key, squelch, volume, frequency, scan switch, earpiece connector). Note how the radio can be keyed from both the portable and the shoulder microphone. Demonstrate for each group how to remove and replace the battery and how to set the squelch.

Have each table turn their radios on. As you go through the rest of this session, transmit on the radio to illustrate points.

#3



Dispatch Responsibility

- Efficient/effective use limited resource
- Appropriate responses
- Links responders and public
- Responder safety
- Support agency mission by gathering and disseminating information



SAY TO CLASS

Proper use of the radio is essential to officer and public safety. Radio channels have limited capacity - use of the radio must be both efficient and effective.

A dispatch professional is responsible for sending the appropriate resources on specific calls for service with promptness, speed, and efficiency; providing the link between the public, other agencies, or those in need of assistance with those service providers who respond to calls for public service. One primary responsibility of the dispatcher is to provide all known information that affects the safety of the responder and/or the public. It is also to provide responders with requested or needed information and a way for them to communicate with public, outside agencies, etc. The dispatcher is there to support the efforts of the public safety organization by efficiently and accurately gathering and disseminating information on calls for service.

Expect that the dispatcher will perform status checks on you periodically if you do not have additional radio traffic. Time periods vary, but most departments have status checks about every five minutes for those on traffic and in-progress calls, and every 30 or so minutes for those on report calls.

- Frequency is limited
- Dispatcher is the link between the public, other agencies, and us
- Dispatcher and officers are a team - one doesn't "work for" the other
- Status checks



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#4



"Radio Rules"

- Accuracy
- Brevity
- Clarity
- Discipline





SAY TO CLASS

There are four general rules (the ABCD's) of radio communications:

- A. Accuracy - what is said by the speaker is what is understood by the receiver - that nothing is mistaken or lost in the transmission - think before you speak
- B. Brevity - brief, concise and to the point - allowing others to use the frequency as needed
- C. Clarity - clearly spoken, well enunciated
- D. Discipline - adhering to specific rules and formats

Agencies may vary their practices in how they paraphrase, use abbreviations and terminology and format calls. The main point to remember is to **standardize your practices - do it the same every time**. Standardization lessens the chance for misunderstanding and both dispatchers and officers know what to expect in the way of relaying information. Standardization decreases the need for repetition and ensures information is not missed or confusing.

- ABCD's

- Every agency is different

- Do it the same every time



IMPORTANT POINT

Frequency „time“ can be at a premium. These four general rules each contribute to a decrease in repeated transmissions, avoiding the use of more „air time“.



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Phonetic Alphabet

A – Adam	K – King	U – Union
B – Boy	L – Lincoln	V – Victor
C – Charles	M – Mary	W – William
D – David	N – Nora	X – X-ray
E – Edward	O – Ocean	Y – Young
F – Frank	P – Paul	Z – Zebra
G – George	Q – Queen	
H – Henry	R – Robert	
I – Ida	S – Sam	
J – John	T – Tom	

**NOTE TO FACILITATOR**

Take a moment and have several students spell their name for the class using the phonetic alphabet. Then have the students pair-up and spell their full name to a partner phonetically.

**ASGN**Due: **ASAP****HOMEWORK-ASSIGNMENT** - Memorize the Phonetic AlphabetMaterials: HANDOUT - Phonetic Alphabet

Instructions: You will be required to use the phonetic alphabet during your practice and final test mock scenes. Begin practicing daily.


(A good tip is to read license plates during your daily commute to and from the academy, or to walk the parking lot reading plates.)



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Locations

- Address or name of business
- Relative
 - Inside/Outside
 - Specific floor or area
 - Direction from
 - Cross streets or intersections



SAY TO CLASS

Sometimes, it is not enough to let dispatch know you are out at an address or location. For example, having a person call out at the Space Needle is not helpful if they then call for help.



DISCUSSION - Locations

QTC: How might you call out more specifically at the Space Needle?

AR: Inside or outside the structure

On a specific floor

Near a specific structural component (by the elevator)

These are called „relative “locations. Often it is necessary to give either an address or named location, AND a relative location.

QTC: What are some other relative locations?

AR: N, S, E, W of

To the rear, in the alley by

On the fourth floor, in the basement

Radiology, emergency room


Intersections or cross-streets



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Identify Yourself

- Multiple users on one frequency
- Your "call sign" or "unit ID" is who you are:
 - Very short transmission, very easily lost
 - Don't clip your transmission, wait a second after keying the microphone and before speaking and continue to key the microphone for a moment after you have stopped speaking



SAY TO CLASS

Another safety concern is that the dispatcher can tell who is transmitting. Always preface the beginning of an interaction with your call sign or unit identification. Generally, dispatchers do learn to discern voices, but in times of crisis or stress, your voice will sound different. If you are not in the habit of using your call signs, you may fail to use them when you most need help. Radio serial numbers typically appear when an officer's portable or car radio is keyed, but do not rely on that being what identifies you.

Likewise, you need to make sure you acknowledge the dispatcher in a clear, unmistakable way. To do so, you will want to make sure you do not „clip" your answer. It may sound like just a „click" of the microphone if you cut yourself off. There is no way for the dispatcher to be sure it was your acknowledgement. Dispatchers are trained to ask for your acknowledgement again if they are not sure you received their message.


- Lots of people are using the radio
- Must be habit
- Pause after pressing the button



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Safety Considerations

- Answer status checks
- Turn your radio down, not off
- "Break" long transmissions



SAY TO CLASS

Some departments require status checks on any officer who has not been heard on the radio for a specified time period. Others require status checks on officers who have been out on specific types of calls for specified time periods. Do not be offended by a status check.. They are used to maintain and enhance your safety.

In certain situations, you want to turn the radio down. So turn it down - not all the way off. If you forget to turn the volume back up, you can still use the radio to reach the dispatcher, but you will not hear anyone calling you. If you turn it off, **communication is completely lost**. Using an earpiece will allow **ONLY** you to hear broadcasts, something that is important especially around suspects or on traffic stops.

Sometimes, either you have or the dispatcher has a large amount of information to transmit pertaining to an incident. This might be a description of several subjects or other complex information. With only one person being able to transmit at a time, doing so could potentially put another officer or citizen in danger - should they need to call for back-up or inform dispatch of an emergency.


The „break“ is intended to avoid this occurrence. After part of the information is transmitted, say „break“ and un-key your microphone. If a unit or the dispatcher has emergency traffic, they will take that time to transmit. If no emergency traffic exists after several seconds, say your unit ID and continue: „A-1, continuing“ and then do so.

- Status checks are for our safety
- Status checks may be required by dept.
- Turn your radio down, not off
- "Break"



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Radio Documentation

- Changes in location
- Changes in availability
- Time of arrest
- Transport information
- Officer initiated events



DISCUSSION - Radio Documentation

QTC: Most departments have policies that require documentation of specific statuses and/or actions of officers. These include collecting information on when an officer is dispatched, arrives, and clears a call. What other statuses and/or actions can you think of that might be documented?

AR: Changes in location

Changes in availability (times out at meals, rest rooms, etc)

Time of an arrest

Beginning and ending time, locations, and vehicle mileage when transporting prisoners or citizens (especially of the opposite gender)

Out with a subject

Out on a traffic stop

Out with an open door



SAY TO CLASS

In fact, you will advise dispatch about any event you self-initiate (on-view events) and whenever you are out with „anything’. There is also an expected format for these activities. Standardizing these transmissions is important. Dispatchers enter information into specific CAD screens that „ask” for specific items often in a specific sequence.


- Advise of all On-View activity
- Follow the format



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Formatting Transmissions

- Identify self and then who you are addressing, *followed by a hint of what is to follow*
- Wait for other person to answer
- Provide content/message
- Make sure the other person acknowledges your transmission



SAY TO CLASS

Start with advising dispatch of your identification AND the type of event you are calling in, for example: A-1, traffic. By prefacing what you are calling in about, the dispatcher can select and start the right documentation process.


The dispatcher will answer: A-1 (or A-1, go-ahead)

Provide your location, the plate and/or other relevant information.

Always give a preface to your transmission, if you can - whether you are calling out with something or requesting information (for example, A1- check a VIN, registration, for warrants). Let those listening know they should prepare to copy information. If you do not, dispatchers and/or units may need to have the information repeated, wasting „air-time “.

- Format:
 - Call sign
 - Type of event
 - WAIT**
 - Location
 - More info

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Status Change Example

Arriving at a dispatched call:


Give your call sign and tell that you are arriving (“arriving” “in the area” “10-97”)

EXAMPLE 1:


- Officer: “F50, I’m 97 / [in] the area”
- Dispatch: “Copy”

EXAMPLE 2:

- Officer: “F1, arrived”
- Dispatch: “F1, copy”



#12




Status Change Example

Clearing a call:

- Give your call-sign and advise that you are done with the call (“clear”), and ready for the next one
- Some departments require officers to give a classification code at the end of each call

EXAMPLE 1:


- Officer: “J1, clear”
- Dispatch: “Go ahead”
- Officer: “364-U”
- Dispatch: “Copy”





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Requesting Information

- 
 - EXAMPLE 1:**
 - Officer: "F1, a plate"
 - Dispatch: "Go ahead"
 - Officer: "938LKR"
 - Dispatch: "Copy"
 - EXAMPLE 2:**
 - Officer: "H30, a plate"
 - Dispatch: "H30"
 - Officer: "593017"
 - Dispatch: "Copy"

Requesting Information

- Just like running a license plate to get info about a vehicle, you can also run a VIN
 - Rhythm: Read the letters/number in groups of three
- 
 - EXAMPLE 1:**
 - Dispatch: "Go ahead"
 - Officer: "On a Toyota, VIN of JT2 - AE8 - 3E5 - H34 - 81 - 975"
 - Dispatch: "Alright"

#15

Running a Name

- Dispatch needs these pieces of info to enter into the computer (in this order):
 1. Full last name
 2. Full first name
 3. Middle initial
 4. Date of birth (DOB)

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Initiating a Traffic Stop

- Dispatch will answer when they're ready.
- Now dispatch needs to know three key pieces of info when you make a traffic stop (in this order):
 1. Which unit you are
 2. Where you are
 3. Which vehicle you are stopping



NOTE TO FACILITATOR


Demonstrate a feedback loop, and explain how to avoid it.



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Requesting EMS/Fire

- EMS
 - Location of patient(s)
 - Chief complaint
 - Gender, age
 - Status of breathing/consciousness

- Fire
 - Type of event
 - Extent
 - Exposures
 - Need for rescue



SAY TO CLASS

Often, you will need to request *other* emergency service providers - either EMS or fire department personnel. Just as you would not want a caller to only say they wanted "the police" to respond to a location - and provide no further information - fire and EMS personnel need to have additional information to plan their responses to your requests for assistance.

In most of Washington, EMS is provided in a tiered system. Those with less threatening needs are provided a Basic Life Support (BLS) unit, usually manned by EMTs. Those with more immediate or emerging needs are provided with specially equipped units, Advanced Life Support (ALS), manned by paramedics. While both units may respond as emergency vehicles, with lights and sirens, they provide different levels of care, are staffed by professionals with different levels of training and certification, and can carry different equipment and resources.

In order to send the correctly equipped and staffed unit, and for the providers to respond from the unit to the scene with the correct supplies for the incident, they need to know:

- location of the patient relative to the scene
- what types of injuries or illnesses are presenting (chief complaint)
- the gender and age of the patients, if known
- the status of the patient's breathing and consciousness, if known

Likewise, fire personnel also need to know some basic information about your request for their services.

- Calling for Fire or Aid is not enough

- EMS is a „tiered“ system - they only send what is needed

- They need info to send the right team and equipment:
 - Location
 - Injury
 - Gender / Age
 - Conscious / Breathing



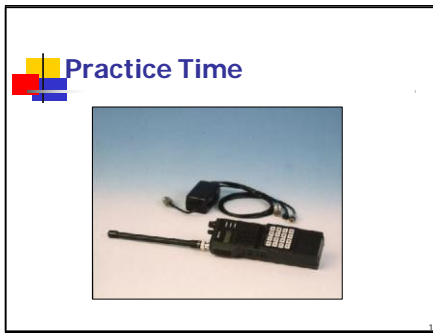
BREAK



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STUDY MATERIAL - HANDOUT - Basic Radio Techniques 2 - Descriptors
 - HANDOUT - Basic Radio Techniques 3 - Phonetics & Numbers
 - HANDOUT - Basic Radio Techniques 4 - Terminology & Formatting
 - HANDOUT - Basic Radio Transmissions

Instructions: Use these handouts as a reference for your practice.



RESOURCE MATERIAL - HANDOUT - Basic Radio Techniques 1 - FCC Rules [THUMB DRIVE]
 - HANDOUT - Basic Radio Techniques 5 - Special Radio Traffic [THUMB DRIVE]

Instructions: Your thumb drive has two more of these handouts with additional info.



NOTE TO FACILITATOR

Take 20 minutes and have each squad practice at their table. Assign a different frequency for each squad. Each student should practice several of:

- Running names
- Initiating traffic stops
- Closing the air
- Updating their status (location change, one in custody, etc.)
- Requesting back-up
- Requesting Fire or Aid
- Giving suspect and vehicle descriptions



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Problem Statement

(From Mod 02 Ses 03)

You are on patrol at 2115 hours near the edge of the city. The sun has just set, so it's starting to get dark out. You turn down a small side road that is forest on both sides. This is a 3-mile dead-end road that is rarely used. There are only 4 houses at the end of this road.

About 1.5 miles in, you see a vehicle stopped on the side of the road up ahead. The vehicle is facing your direction, on the other side of the street. As you get within a few hundred feet, you notice that it's a dark green, newer Nissan Maxima. The left and right side front doors are open, and you see someone moving around inside.



PROBLEM STATEMENT - Suspicious Vehicle (PART I)

You are on patrol at 2115 hours near the edge of the city. The sun has just set, so it's starting to get dark out. You turn down a small side road that is forest on both sides. This is a 3-mile dead-end road that is rarely used. There are only 4 houses at the end of this road. About 1.5 miles in, you see a vehicle stopped on the side of the road up ahead. The vehicle is facing your direction, on the other side of the street. As you get within a few hundred feet, you notice that it's a dark green, newer Nissan Maxima. The left and right side front doors are open, and you see someone moving around inside.



NOTE TO FACILITATOR


Have each student write down on a piece of paper exactly what they would transmit to notify dispatch about this incident.

Once the students have all written their answer down, have several students demonstrate their transmission on the radios.

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#20

 Review

- Dispatcher responsibility
- Phonetic alphabet
- ABCD
- Safety considerations
- Radio documentation
- Formatting transmissions
- Requesting EMS/Fire

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#21



IMPORTANT POINT

Remember that the radio is an important tool. Make sure you use it at the appropriate time... NOT when you should be engaging a suspect. Back-up cannot come quickly enough to save you. In other words, do not be talking when you should be fighting!



BREAK/END OF SESSION