

## Communication Operations

### 800.1 PURPOSE AND SCOPE

The basic function of the communications system is to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies. The latter situation places the greatest demands upon the communications system and tests the capability of the system to fulfill its functions. Measures and standards of performance are necessary to assess the effectiveness with which any department, large or small, uses available information technology in fulfillment of its missions.

#### 800.1.1 FCC COMPLIANCE

Shasta County Marshal's Office radio operations shall be conducted in accordance with Federal Communications Commission (FCC) procedures and guidelines.

### 800.2 COMMUNICATION OPERATIONS

This department provides telephone service to the public for information or assistance that may be needed during regular business hours. This department has two-way radio capability providing continuous communication between Dispatch and deputies.

#### 800.2.1 COMMUNICATIONS LOG

It shall be the responsibility of Dispatch to record all relevant information on calls for criminal and non-criminal service or self-initiated activity. Employees shall attempt to elicit as much information as possible to enhance the safety of the deputy and assist in anticipating conditions to be encountered at the scene. Desirable information would include, at a minimum, the following:

- Case number
- Date and time of request
- Name and address of complainant, if possible
- Type of incident reported
- Location of incident reported
- Identification of deputy(s) assigned as primary and backup
- Time of dispatch
- Time of the deputy's arrival
- Time of deputy's return to service
- Disposition or status of reported incident

### 800.3 RADIO COMMUNICATIONS

Operations are more efficient and officer safety is enhanced when dispatchers, supervisors, and fellow deputies know the status of deputies, their locations and the nature of cases.

# Shasta County Marshal's Office

## Shasta County Marshal Policy Manual

### *Communication Operations*

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All staff shall use the standard Marshal's Office 10-code when communicating on departmental radios. However, plain text may be used in emergency situations or exigent circumstances.

Responses to Dispatch or other deputies, such as, "yes," "no," and so forth should not be used in lieu of generally accepted law enforcement radio language such as, "affirmative," "negative," and so forth.

Staff should monitor their radio for other radio traffic prior to transmitting. Staff shall contact Dispatch or another unit with their identifiers and then wait for an acknowledgement before beginning any radio traffic. Under emergency or exigent circumstances this procedure may be altered. All staff shall keep radio transmissions to a minimal practical length.

Communication over the air should be done with standard English language and with a normal tone of voice. The use of slang, profanity, unnecessary emphasis on words, or unnecessarily changing the tone of voice is prohibited. Radio communication should be clear, understandable, and with an official purpose.

The use of first names, nicknames, and personal messages is prohibited by FCC regulation.

All staff except those assigned to dispatch shall have a functioning hand held radio on their person or in their immediate presence at all times while they are on duty. Radios shall be tuned to the court repeater when assigned to regular court duty and to the field repeater when assigned to field duty or when operating a vehicle. The transport van should operate on the court repeater. Staff shall monitor their radios and respond to radio traffic directed at them from dispatch or other units. Staff shall follow the directions of dispatch unless some unforeseen or exigent circumstance exists. In this case, the staff member should notify dispatch of this situation and inform a supervisor as soon as possible.

#### 800.3.1 DEPUTY IDENTIFICATION

Identification systems are based on a combination of Department, assignment/rank and badge number (for example, "6Sam3" is a Marshal's Office ("6") sergeant ("Sam") and badge # 103. Employees should use the entire call sign when initiating communication with the dispatcher. The use of the call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate unit. Employees initiating communication with other agencies shall use their entire call sign. This requirement does not apply to continuing conversation between the mobile unit and dispatcher once the mobile unit has been properly identified.

All staff shall use the following designations when identifying themselves on the court repeater:

Sworn Staff: DAVID and the last two digits in their badge number, eg. David 39.

Supervisors: SAM and the last digit of their badge number, eg. Sam 6

PSSO Staff: The three digits in their badge number, eg. 213

MVP Staff: The three digits in their ID number, eg. 309

# Shasta County Marshal's Office

Shasta County Marshal Policy Manual

## *Communication Operations*

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All staff shall additionally use the Marshal's Officer identifier (6) when identifying themselves on the field repeater or communicating with SHASCOM. (For example, 6 David 39 or 6 Sam 6)