

**USE OF 800MHz TWO-WAY RADIO EQUIPMENT  
AND DISPATCH OPERATION**

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 1-5-317, dated 12/20/11
- FORM:** MOBILE AND PAK SET USAGE GUIDE  
OFFICIAL RADIO CODE BOOK  
REPORTING PROCEDURE FOR LOST, MISSING  
OR STOLEN 800 MHz RADIO EQUIPMENT
- PURPOSE:** To provide department-wide guidelines for the use and security of the 800mhz two-way radio system.

**I. GENERAL INFORMATION**

- A. The 800MHz two-way radio equipment shall be used only for official Department business in accordance with Orange County Communications procedures and the guidelines set forth in this item. The Director of Special Supervision or designee shall be responsible for maintaining this procedure manual item. Any changes to Department radio procedures or assignment of radio ID numbers will be coordinated by the Director of Special Supervision or designee.
- B. The Director of the Special Supervision Division or designee is responsible for maintaining a Department Inventory of all OC Communications radio equipment. The Director is also responsible for coordinating all department radio communication equipment and maintenance needs with Orange County Sheriff Communications staff. Department staffs that identify equipment and maintenance needs are to submit requests through their chain of command to the Special Supervision Division Director or designee who will work with OC Communications staff to meet approved requests.
- C. The Department's radio equipment is intended to facilitate communication and enhance officer safety. The use of the equipment shall be restricted to coordinating operations with Probation Department personnel, law enforcement or fire personnel, data retrieval, and requesting assistance.
- D. The Department's Dispatch Center, houses a base station radio system capable of two-way communication on Orange County channels and talk groups. [REDACTED] the base station is [REDACTED]
- E. [REDACTED]

[REDACTED]

1. [REDACTED]

2. [REDACTED]

F. [REDACTED]

G. Each Orange County law enforcement and fire agency is assigned a 2-digit agency identifier or station number. The Probation Department base station identifier is known as "[REDACTED]."

H. In the event of a declared disaster, the Dispatch Center becomes part of the Department's Emergency Operations Center (EOC). The EOC will be designated [REDACTED] for radio communication purposes. The EOC, in conjunction with the Dispatch Center and Orange County Communications, will designate the channel(s) for radio communication between the EOC, the Dispatch Center and other Probation personnel.

## II. PROCEDURE

### A. Security and Accountability of Radio Equipment

A Pak-Set shall be taken out and used by Probation personnel when in the field.

#### 1. Pool Equipment

Each Director in charge of a facility or office location where radio equipment is kept is responsible for designating a Fixed Asset Control Officer (FACO).

The FACO shall maintain a record of all radio equipment shared by personnel at the location. The FACO will designate a secure location where the Pak-Set radios can be stored and recharged when not in use. A "Radio Use Check-Out / Check-In Log" will be maintained by the FACO at each storage location.

#### 2. Permanently Assigned Equipment

The FACO, designated by the Director, will be responsible for maintaining a record of all equipment assigned. Personnel shall be responsible for the security of their assigned radio.

### B. Check-Out/Check-In of Pak-Set Equipment

#### 1. Check-Out (Pool Equipment)

All personnel shall check out and use a Pak-Set radio to facilitate communication with the Dispatch Center.

- a. Complete the Radio Use Sign Out/Sign In Log per Department procedure.
- b. The Field Officer may keep the Pak-Set radio (and charger, if applicable) overnight, if necessary.

2. Check-In (Pool Equipment)

Upon returning from the field, the Pak-Set shall be placed in the radio charger.

Complete the Radio Use Sign Out/Sign In Log.

C. Use of the Pak Set

1. Personnel shall utilize their Pak-Sets to communicate their ongoing status with the Dispatch Center [REDACTED]
2. Refer to the Orange County Communications Radio Code Book for detailed information on radio use and operations.
3. It is the responsibility of the institutional Director or his/her designee to monitor the primary channel 24 hours a day.

D. Use of the Mobile Unit Radio

1. A County vehicle with a mobile radio shall be identified by the number indicated on the mobile radio.
2. Use of the mobile radio shall be secondary to using a Pak-Set radio.

E. Pak-Set Operation

1. Turn radio on. Each radio will perform its own self-test before it is operational (approximately 5 seconds). The selected radio channel will be indicated on the LED screen of the radio.
2. The radio shall remain with the officer and remain in the "on" position at all times when away from the office.
3. Before initiating any transmission via radio, wait to make sure the airwaves are clear.
4. When transmitting, [REDACTED]
5. Address or announce the radio call sign of the person you are trying to contact and then your own call sign.

6. When you are called on the radio, acknowledge by stating your radio call sign.
7. [REDACTED]
8. **Field staff are required to notify the Dispatch Center of their Critical Incident Supervisor (can be abbreviated as CIS).**
9. **When sworn supervisors will be out of the office and unable to respond to an emergency involving unit staff, they shall designate another sworn supervisor that the Dispatch Center can contact in the event of a critical incident.**

F. Emergency Button

1. [REDACTED]
2. [REDACTED]

G. Radio Code and Terminology

1. Refer to the County of Orange "Official Law Enforcement Communications Handbook".
2. Probation personnel are required to use radio code (see attachment 3). If you do not know a code, advise the person you are talking with to use **plain English**

H. Examples of Radio Transmissions

1. When calling on [REDACTED], the Dispatch Center shall be known as [REDACTED]
2. When using other 800mhz channels, the user's call sign will be [REDACTED] identified on the radio, complete with the [REDACTED].

This will let other agencies know that the user is from the Probation Department.

FIELD OFFICER TO DISPATCH-(IN SERVICE)

Field Officer(s) with Radio [REDACTED] wishes to contact the Dispatch Center to report the radio is [REDACTED]

The Field Officer would say [REDACTED]

The Radio Dispatcher would acknowledge:

[REDACTED]

The Field Officer would respond and include all officers ID numbers associated with the radio:

██████████ is 10-8, Officer(s) ██████████ with critical incident SPO (or CIS) being \_\_\_\_\_"

FIELD OFFICER TO DISPATCH-(OUT OF SERVICE)

Field Officer with Radio ██████████ wishes to contact the Dispatch Center to report the radio is ██████████

The Field Officer(s) would say:

██████████

The Radio Dispatcher would acknowledge:

██████████

The Field Officer would respond:

██████████

FIELD OFFICER ADVISING DISPATCH OF A TRANSPORT

The Field Officer would say:

██████████

The Radio Dispatcher would acknowledge:

██████████

The Field Officer would respond and state the number of individuals being transported and the starting mileage:

██████████ transporting (number of individuals transported) from (starting location) to (ending location) beginning mileage 54321."

UNIT TO UNIT

The Field Officer with Radio ██████████ wishes to contact another Field Officer with Radio ██████████ The Field Officer would say:

██████████

The second Field Officer would reply:

██████████

UNIT REQUESTING A COMPUTERIZED CHECK THROUGH THE DISPATCH CENTER (MAY INCLUDE SUBJECT, VEHICLE, PROBATION STATUS CHECK, ETC)

The Field Officer with Radio [REDACTED] wishes to contact the Dispatch Center to run a computer check on a subject, vehicle, or a Probation status check.

The Field Officer would say:

[REDACTED]

The Radio Dispatcher would acknowledge:

[REDACTED]

The Field Officer would say:

[REDACTED] \_\_\_\_\_?"  
or [REDACTED]

The Radio Dispatcher would reply:

[REDACTED]

1. Dispatch shall retrieve requested information through the Orange County Sheriff's Department Enhanced Law Enforcement Terminal Emulator (ELETE) system.

Any officer safety information received by [REDACTED] through ELETE terminals shall be forwarded to the Director of the Special Supervision Division for review.

#### I. Maintenance and Assignment of Radio Equipment

1. Personnel using a radio (including pak-sets, mobile unit radios and base stations) are responsible for insuring that the equipment is operational and in good working order.
2. Any malfunctioning radio equipment must be reported by personnel to the Fixed Asset Control Officer at the location where the equipment is kept, as soon as possible.
3. The Supervisor of the Dispatch Center has been designated to maintain an inventory of all department radio equipment, coordinate equipment maintenance, and issue new equipment.
4. The Fixed Asset Control Officer at each location will ensure that malfunctioning equipment is removed from service and the Dispatch Center Supervisor is notified. The Dispatch Center Supervisor, or designee, will return the radio equipment to Orange County Communications, [REDACTED] [REDACTED] for repair. Upon notification by Orange County Communications that the repair is completed, the equipment will be retrieved by the Dispatch Center Supervisor, or designee, and returned to the respective FACO for return to service.
5. Requests for radio equipment (pak sets, mobile unit radios, batteries, etc.) will be made to the Director of Special Supervision through the chain of

command. The Special Supervision Division Director or designee will process approved requests, obtain and assign the equipment.

6. The Dispatch Center Supervisor, or designee, will update the Department Radio Equipment Inventory as new equipment is issued or existing equipment is reassigned.
7. A current Department Radio Equipment Inventory shall be available from the Dispatch Center.
8. The Dispatch Center Supervisor, or designee, shall update the Pakset Radio Log in the Dispatch Center as pak-set radios are taken to or received from Orange County Communications.

J. Reporting Lost, Stolen or Damaged Radio Equipment

1. Personnel who are assigned, or have checked out a radio for use shall immediately report any damage, loss or theft to their immediate supervisor.
2. Department policy and procedure (Policy G-7, PMI 1-5-224) regarding reporting and documenting such incidents shall be followed.
3. The immediate supervisor of the staff member reporting the incident shall notify the FACO at the location where the equipment is kept.
4. The FACO will notify the Department Property Officer (Director of Administrative and Fiscal Services) of the incident via the chain of command.
5. The Dispatch Center Supervisor will be notified immediately by telephone and/or e-mail when a radio has been lost or stolen. The Dispatch Center Supervisor will notify Orange County Communications and report the incident. Orange County Communications will deactivate the lost and/or stolen radio equipment to maintain system integrity

K. Institution and Juvenile Work Program Radio Designations

The following designations shall be used for all communications involving institutions and the Juvenile Work Program.

Station 14H Juvenile Hall

██████████ shall be the primary radio frequency used for all field communications Monday through Friday ██████████ hours, Saturday and Sunday ██████████ hours.

██████████ shall be the frequency used by all institutional staff when outside the boundaries of any institution.

██████████ or a talkgroup channel shall be the secondary radio frequency used for unit to unit traffic or messages of a superfluous nature.



██████████ shall be the primary radio frequency used for Juvenile Hall staff communications. This frequency is monitored by Station 14H at all times.

██████████ shall be a secondary radio frequency used for Juvenile Hall staff communications. This frequency can be monitored by Station 14H when needed.

L. Assignment of Pak Set Identification Numbers

1. A numerical identifier, **which may also contain a letter**, has been assigned to each 800mhz pak- set. The identifier is composed of the three-digit number etched on the radio preceded by the number ██████████

Example: ██████████-602  
██████████-375A  
██████████-439B

This number is to be used by Probation personnel during radio communications.

2. The following identification number has been assigned:

CPO - ██████████

Per Orange County Communications Policy, to establish the standard designation for specific units, the last numbers ending in all zeros will always indicate an Agency Chief.

3. Directors or designated Supervisors may assign radios to their staff.
4. Radio Use
  - a. Department approved training for personnel authorized to use law enforcement radios will be provided on a regular basis by the Department's Training Division. Any communication during this time will be coordinated through the Dispatch Center.
  - b. Any officer who has completed training in Law Enforcement Communications, and has been authorized by their Director, may check out a two-way radio.
  - c. A Department Users Manual providing radio operating instructions is available to all staff. Refer to this manual and the Orange County Communications Radio Code Book for detailed information on radio use and operations.

M. ██████████ Channel

1. Used for short range, line-of-sight unit-to-unit communications when in the field.
2. Utilized by staff at each institution.



3. Mobile and hand held radio users use [REDACTED] only. The Dispatch Center and base stations cannot transmit on any [REDACTED] channel.
4. Examples of [REDACTED] channels utilized by the Probation Dept. ([REDACTED]):
  - a. [REDACTED] – Short range, “line of sight” communications between Probation personnel.
  - b. [REDACTED] – Short range, “line of sight” communications between Probation personnel.
  - c. [REDACTED] – Short range “line of sight” communications between Juvenile Hall personnel.
  - d. [REDACTED] ) – Short range “line of sight” communications. **May be used by institutional/field personnel.**
  - e. [REDACTED] ) – Short range “line of sight” communications between Youth Guidance Center personnel.
  - f. [REDACTED] ) – Short range “line of sight” communications between Joplin Youth Center personnel.
  - g. [REDACTED] ) – Short range “line of sight” communications. **May be used by institutional/field personnel.**
5. [REDACTED] channels are not recorded.

N. [REDACTED] Channel Description

1. [REDACTED] This talk group is used when requesting urgent assistance and/or reporting extraordinary emergencies.
2. Shared among all law enforcement departments countywide for emergency coordination and informational broadcasts from Control One.
3. May be used to communicate directly with Control One in a life threatening situation.
4. The Dispatch Center shall monitor [REDACTED] channel at all times.

**REFERENCES:**

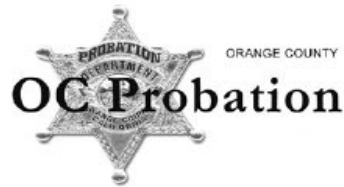
Procedures:	3-2-108 3-6-013	Use of Pak-Set Radio Radio Communication
Policy	G-7	Distribution and Use County Services, Supplies, and Equipment
Other:	County of Orange Official Law Enforcement Communications Handbook	

Attachment

SPO Critical Incident Response Memorandum

S. Small/ D.Petelo

**APPROVED BY:**



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## MEMORANDUM

**DATE:** November 22, 2013  
**TO:** All DPOs, Supervisors and Managers  
**FROM:** Chris Bieber, Chief Deputy, Field Operations Bureau  
**SUBJECT:** SPO Critical Incident Response

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The following practice was developed to address the need for SPOs to respond to a critical incident in the field as defined below. This memorandum is considered a directive and will be effective starting December 1<sup>st</sup>, 2013.

A critical incident in the field, by broad definition, may encompass any unusual or urgent field incident ranging from a lengthy Western Med run to a use of force. A SPO must respond to a critical incident when 1) a staff injury occurs and requires emergency medical attention, or 2) any use of force incident where a DPO uses a weapon.

The Unit SPO will be available to respond to their DPO's critical incident. If the unit SPO is unavailable, it is incumbent upon the unit SPO to make arrangements for alternative SPO coverage.

Notification Protocol:

### DURING DISPATCH HOURS:

1. When going 10-8, DPO will notify Dispatch of immediate SPO. If their SPO is on vacation, etc, the DPO will notify Dispatch the SPO providing coverage.
2. Dispatch will notify the SPO/designee of incident and request response.
3. When safe to do so, DPO will call SPO regarding the critical incident.
4. SPO will notify Division Director
5. SPO activates Supervisor Guidelines (attached)

### AFTER DISPATCH HOURS:

1. When going 10-8, DPO will notify Custody Intake of immediate SPO. If their SPO is on vacation etc, the DPO will notify Custody Intake of the SPO providing coverage.
2. Custody Intake DPO will notify the SPO/designee of incident and request response.
3. When safe to do so, DPO will call SPO regarding the critical incident.
4. SPO will notify Division Director
5. SPO activates Supervisor Guidelines

### ON SCENE SUPERVISOR GUIDELINES

#### I. NOTIFICATION PROTOCOLS

- Dispatch to call immediate SPO
- SPO notify Division Director
- Division Director to notify Chief Deputy (as needed)
- Record time of notification
- Record time of arrival on scene

#### II. EQUIPMENT

- Critical Incident Support Guideline/Checklist
- Cell phone

#### III. ON SCENE GUIDELINES

- Assess threat
- Contact involved officers
- Contact ranking law enforcement officer on scene
- Note medical condition of Probation employee/other involved subjects
- Activate officer support system and/or see to Probation employee's personal needs
- If appropriate, initiate notification of Probation employee's listed emergency contact (family, spouse, etc.)
- If injury occurred and safety permits, keep officer at or near scene for arrival of law enforcement investigators
  - Obtain following information on: (Name, ID#, Address, Phone#)
  - Person(s) with dominion and control of the incident scene
  - All responding and investigating law enforcement/medical personnel
  - Witnesses
  - Provide EAP referrals, and if requested Probation Department Chaplain number

#### IV. MAKE RECORD OF INVOLVED OFFICER'S DATA

- SIR'S as needed/directed
- Name/DOB/ID#
- Unit Assignment
- Immediate supervisor
- SPO to Provide Workman's Comp paperwork, when necessary per policy/procedure