

**USE OF [REDACTED] TWO-WAY RADIO EQUIPMENT  
AND DISPATCH OPERATION**

**AUTHORITY:** Administrative Directive

**RESCINDS:** Procedure Manual Item 1-5-317, dated 08/11/16 (Major Revision)

**FORM:** MOBILE AND PAC SET USAGE GUIDE  
OFFICIAL RADIO CODE BOOK  
REPORTING PROCEDURE FOR LOST, MISSING  
OR STOLEN [REDACTED] RADIO EQUIPMENT

**PURPOSE:** To provide department-wide guidelines for the use and security of the  
[REDACTED] two-way radio system.

**I. GENERAL INFORMATION**

- A. The [REDACTED] 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 staff 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. Located in Juvenile Hall, [REDACTED], the base station is monitored by a Radio Dispatcher [REDACTED]. However, field supervisors can arrange with the Dispatch Center Supervisor, to have the base station monitored for specific operations outside the normal working hours by a Radio Dispatcher.

- E. Any time the Dispatch Center is closed is considered after hours. Staff requiring assistance during this period should contact Control One on [REDACTED] for routine requests, [REDACTED] for immediate emergency response.
  - 1. Routine requests include request for tow truck or request for police to respond (non-emergency).
  - 2. Requests for wants, warrants, registration information, etc. shall be done through Probation Dispatch on [REDACTED]. If Dispatch is unavailable, you may make these requests on [REDACTED] channel.
- F. Staff are not required to report their 10-8 (in-service) status or 10-20 (location) when the Radio Dispatchers are off duty. However, staff beginning field activities prior to [REDACTED] hours and continuing once the Dispatch Center is operational will be required to advise Dispatch of their 10-8 status (and officer ID/s) and resume normal radio communication.
- 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 Pac-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 Pac-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 (Generally Field Operations)

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 Pac-Set Equipment

1. Check-Out (Pool Equipment)

All personnel shall check out and use a Pac-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 Pac-Set radio (and charger, if applicable) overnight, if necessary.

2. Check-In (Pool Equipment)

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

Complete the Radio Use Sign Out/Sign In Log.

C. Use of the Pac-Set

1. Personnel shall utilize their Pac-Sets to communicate their ongoing status with the Dispatch Center (a.k.a. [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 Pac-Set radio.

E. Pac-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 or while in the field.
3. Before initiating any transmission via radio, wait to make sure the airwaves are clear.
4. When transmitting, depress the PTT (push to talk) button on the side of the radio. Wait for a tone before transmitting.
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. The "call sign" is the number (may also have a letter) that is marked on the side of the Pak-Set or on the mobile radio.
8. Field staff are required to notify the Dispatch Center of their Critical Incident Manager (can be abbreviated as CIM).
9. When CIMs will be out of the office and unable to respond to an emergency involving unit staff, they shall designate another sworn manager that the Dispatch Center can contact in the event of a critical incident.

F. Emergency Button

1. The radios have an [REDACTED] button located on the top of the radio. If this button is accidentally pressed, hold the button down again until a long tone is heard.
2. Immediately advise [REDACTED] that you are Code 4 and that the use of the emergency button was accidental or state your "emergency".

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. 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 [REDACTED], the user's call sign will be the number identified on the radio, complete with the [REDACTED].

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[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 pac-sets, mobile unit radios and base stations) are responsible for ensuring 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 radio 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 [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 (pac-sets, mobile unit radios, 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. Requests for radio related equipment (replacement batteries, radio holders, radio antennas, radio chargers, etc.) will be made to the

departments QuarterMaster via the Probation Department Equipment Request Form.

7. The Dispatch Center Supervisor, or designee, will update the Department Radio Equipment Inventory as new equipment is issued or existing equipment is reassigned.
8. A current Department Radio Equipment Inventory shall be available from the Dispatch Center.
9. The Dispatch Center Supervisor, or designee, shall update the Pac-set Radio Log in the Dispatch Center as pac-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. Facility Radio Designations

The following designations shall be used for all communications involving facilities.

██████████ Juvenile Hall

██████████ shall be the primary radio frequency used for all field communications ██████████ hours, pre-scheduled ██████████ hours.

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

██████████ 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 ██████████ at all times.

██████████ shall be a secondary radio frequency used for ██████████. This frequency can be monitored by ██████████ when needed.

L. Assignment of Pak Set Identification Numbers

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

Example: ██████████

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

2. The following identification number has been assigned:

██████████

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 facility.
3. Mobile and hand held radio users use ██████████ only. The Dispatch Center and base stations cannot transmit on any ██████████ 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 between Youth Guidance Center 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. [REDACTED].
- 3. May be used to communicate directly with Control One in an emergency/ life-threatening situation.
- 4. The Dispatch Center shall monitor RED channel at all times.

**REFERENCES:**

Procedures:	1-4-128	Critical Incident Manager (CIM)
	3-2-108	Use of Pak-Set Radio
	3-6-013	Radio Communication
Policy	G-7	Distribution and Use County Services, Supplies, and Equipment
Other:	County of Orange Official Law Enforcement Communications Handbook.	
	Probation Department Equipment Request Form.	

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**APPROVED BY:**