

USE OF PAK-SET RADIO

- AUTHORITY:** Administrative Directive
- RESCINDS:** Procedure Manual Item 3-2-108, dated 02/25/16
Procedure Manual Item 3-3-019, dated 11/27/19
(MAJOR REVISION/RENUMBERED)
- FORMS:** None
- PURPOSE:** To list the location and establish uniform procedures for the use of the 800 MHz Pak-Set radios to ensure compliance and conformity with Probation Department, Local Law Enforcement and Countywide procedures.

I. GENERAL INFORMATION

- A. Station [REDACTED]
1. Each Orange County law enforcement and fire agency is assigned a two-digit agency identifier or station number. The Probation Department base station identifier is known as "Station [REDACTED]" "Station [REDACTED]" shall utilize [REDACTED]-[REDACTED] as their primary radio frequency.
 2. 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 [REDACTED], the base station is monitored by a radio dispatcher, [REDACTED] Use of 800 MHz Two-Way Radio Equipment and Dispatch Operations.
 3. In the event of a declared disaster, the Dispatch Center becomes part of the Department's Emergency Operations Center (EOC). The EOC will designate "Station [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.
- B. The 800 MHz two-way radio equipment shall only be used for official Department business in accordance with Orange County Communications procedures and the guidelines set forth in PMI 1-5-317. Only sworn (deputized) officers are authorized to carry and use the 800MHz Pak-Set radios.
- C. All sworn officers will receive radio training in either through formal STC training, during In Service Training (IST), or at unit meetings. Radios shall be carried by Deputy Juvenile Correctional Officers (DJCO) at all times while on duty.
- D. A numerical identifier has been assigned to each 800 MHz Pak-Set. The identifier is composed of [REDACTED] preceded by the number

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

II. PROCEDURE

- A. All deputized facility/camp officers shall always carry a radio while on duty (DJCO, SJCO, DO, ADD, DD). Radios should always be charged, and radio checks shall be completed by oncoming officers each time a radio is signed out. Pak-Set should be Turned ON at ALL Times.
- B. Probation personnel are required to memorize and use radio codes. If you do not know a code, advise the person with whom you are speaking to use common language. Do not guess. Request clarification from the sending operator as needed. Never acknowledge receipt of a message ("10-4") until you are sure that the message had been correctly received.
- C. Speak across, not directly into the microphone. Speak softly at approximately 40 to 60 words per minute. Speaking at a normal rate may make your transmission garbled or indistinguishable. Keep your voice as neutral as possible.
- D. To establish communications and begin transmission, depress the microphone switch, announce the call sign you are trying to contact, then announce your own.
 1. For example, if you wish to contact Juvenile Hall Control, you would state, ██████████ followed by your call sign. After ██████████ responds, transmit your message. When you are called on the radio, acknowledge by stating your call sign and location.
 - a. For example, if you wish to contact the Youth Guidance Center Control staff in Unit 400, you would state, "4 Charlie, 3 Alpha 1." After 4 Charlie responds, transmit your message. When you are called on the radio, acknowledge by stating your call sign.

At the end of your radio conversation, announce your call sign and then the word "Clear" to let others know you are finished.
 2. Be impersonal on the air, never call the person receiving your message by name or use the term "I" when referring to yourself. When broadcasting the movement of a youth, you may only use the first name and last initial of youth. For example, "3 Charlie, 3 Alpha 1, youth 'Scott,' last of 'C,' in route to you."
 3. Never attempt to be humorous on the air. Profanity is forbidden by Federal Communications Commission (FCC) regulations. Do not use superfluous transmissions such as terms of courtesy (i.e., "please" and "thanks").
- E. Off Grounds Communication
 1. ██████████ shall be the primary radio frequency by all facility/camp officers when outside the boundaries of the facility.
 2. Every time officers leave the grounds with youth, be sure to notify the Dispatch Center on ██████████.

3. Go to [REDACTED] by moving the dial on your Pak-Set [REDACTED] or [REDACTED] to [REDACTED]. Note that there are two other [REDACTED] channels. Make sure you are on [REDACTED].
4. When you key the microphone, you will hear a series of rapid short beeps. This means you are clear to transmit. If you hear one long buzz, it means the channel is busy and you need to wait and try again in a few seconds.
5. When you are clear to transmit, call Probation Dispatch (call sign [REDACTED] and advise them of who you are, or your radio number (e.g., [REDACTED]). For example, say [REDACTED] (your radio number) and advise them you are 10-8 (in service). They will acknowledge you by repeating your radio number back you.
6. Advise them of your departure point, your destination, the number of youth and their gender(s). For example, "YGC to Santa Ana College, with 2 male youth." In addition, report your starting mileage.
7. Whenever you arrive at your destination, contact Dispatch again and advise them that you have arrived (10-97) and report your ending mileage.
8. Repeat the above procedure if you are continuing to another destination or if you are returning to your point of origin.
9. You can use this method to contact Dispatch to advise them of incidents that may arise when you are in the field. This would include circumstances such as traffic accidents, youth fighting during transport or an escape during transport.
10. When you return to YGC and you have finished your assignment, advise [REDACTED] that you have arrived at YGC ("10-97 YGC") and return to the YGC talk around channel.
11. Any time you leave the YGC talk around channel, you are being monitored by [REDACTED]. It is important to remember to use the correct radio protocol.

F. Radio Channels for JH Pak-sets:

- [REDACTED] – Probation Primary Dispatch Talkgroup – Dedicated to Field Operations
- [REDACTED] – Probation Tactical Talkgroup
- [REDACTED] – Juvenile Hall Primary Talkgroup
- [REDACTED] – Probation Talkaround (Simplex)
- [REDACTED] – Common Talkaround (Simplex)
- [REDACTED] – Countywide Tactical Talkgroup
- [REDACTED] – Countywide Tactical Talkgroup

██████████ – Narcotics/Surveillance Talkgroup

██████████ – Narcotics/Surveillance Talkgroup

██████████ – Facilities Operations Talkgroup

██████████ – Juvenile Hall Simplex Channel

██████████ – Annex Simplex Channel - Dedicated to Lacy Annex

██████████ – Youth Guidance Center Simplex Channel

██████████ – Countywide Law Emergency Talk-group – This channel is to only be used in extreme emergencies as directed by Sheriff's Communications (Control 1)

NOTE: "Simplex" channels do not transmit via the 800 MHz radio towers. They are radio to radio, short range channels. Sheriff's Communications ██████████ and Probation Dispatch (Station ██████████) do not monitor Simplex (Talkaround) channels. All Talkgroup channels are monitored.

G. LOST, STOLEN OR DAMAGED RADIOS

1. All parts for the Motorola portable radios can be ordered through the quartermaster. Dispatch has a limited supply of radio parts at Juvenile Hall for those with an immediate need. Seek direction through your supervisor.
2. Lost – If a portable radio is lost, the Officer should file a lost property report with the local police department where the radio was misplaced. Then advise Dispatch, who in turn will contact Sheriff Communications to temporarily suspend the radio pending recovery. If the radio has not been located, dispatch will have Sheriff Communications permanently deactivate the radio. Once permanently deactivated the radio is forever rendered useless.
3. Stolen – If a portable radio is stolen, the Probation Officer should file a police report with the local police department where the radio was stolen (vehicle, residence, etc.). Then advise Dispatch, who in turn will contact Sheriff Communications to temporarily suspend the radio pending recovery. If the radio has not been located, dispatch will have Sheriff Communications permanently deactivate the radio. Once permanently deactivated the radio is forever rendered useless.
4. Damaged/Inoperable – If a portable radio is damaged or inoperable, the radio must be brought to Dispatch. Dispatch will take the radio to Sheriff Communications to be repaired. Once fixed, Dispatch will notify the Officer the radio is ready for pickup. If the radio is unrepairable, Dispatch will issue a new portable radio to the Officer.

H. Familiar 10 Codes:

10-1 Receiving poorly

10-2	Receiving well
10-3	Stop transmitting
10-4	Acknowledgement
10-5	Relay a message
10-6	Busy
10-7	Out of service
10-8	In service
10-9	Repeat
10-10	Out of service, subject to call
10-14	Escort (transport other than a 10-15)
10-13	Prisoner in custody
10-17	Pick up papers
10-19	Return to Station/Office
10-20	Location
10-21	Call _____ by telephone
10-22	Cancel last message or assignment
10-23	Stand by
10-25	Do you have contact with _____ ?
10-33	Stand by. Emergency traffic only
10-34	Resume normal radio traffic
10-37	Name of Operator on Duty
10-39	Message delivered
10-42	Pick up officer
10-45	Service your equipment
10-48	I am now ready to take information
10-49	Proceed to _____
10-86	Traffic check (do you have traffic for this unit?)
10-87	Meet _____ at _____
10-97	Arrived at location
10-98	Finished last assignment
Code 4	No further assistance needed

I. Examples of radio communication:

1. Radio Procedures for Western Medial run:

Station [REDACTED] [REDACTED]
[REDACTED] [REDACTED]
Station [REDACTED] [REDACTED]
run"
Unit [REDACTED] [REDACTED]
Station [REDACTED] [REDACTED]
Unit [REDACTED] [REDACTED]
Station [REDACTED] "Copy [REDACTED]
Unit [REDACTED] [REDACTED]

Station [REDACTED] [REDACTED]

2. If you want to reach the Security Center, you would substitute [REDACTED]
[REDACTED]
3. If you want a specific unit, SJCO or person with a designated call sign, you would say, [REDACTED] Use the call sign of the person you are calling first, then give your own.
4. If you want to reach Probation Dispatch, you would say [REDACTED]
[REDACTED]
5. If you want to reach Sheriff's communication [REDACTED] you would say (on [REDACTED] A.)

REFERENCES:

Procedures:	3-1-017	Care and Use of County-Owned Facilities/Equipment
	3-2-001	Facility Security
	3-2-004	Unit Inventory and Check-Out System for Equipment – Juvenile Hall
	3-3-001	Reporting Juvenile Facility Escapes
	3-3-002	Hostage Crisis and Major Disturbance Management
	3-3-005	Assistance Calls
	3-3-006	Unauthorized Persons on Grounds
	3-3-007	Code Red/Code Yellow – Juvenile Hall
	3-5-006	Transfer of Youth Between Open Facilities/Returning Youth to Facilities
	3-5-007	Transfer of Youth Between Juvenile Hall and Orangewood – Juvenile Hall
	3-5-010	Roster Codes – Juvenile Hall
	3-8-007	Recreation/ Exercise Program
	3-8-014	Facility Field Trips
Policies:	A-1	Policy Procedure and the Law
	D-1	Threats, Harm, Danger to Employees and Others
	D-5	Arrests/Temporary Detentions
	D-6	Transportation of Probationers and Custody Transportation
	D-7	Search and Seizure
	G-3	Building Security and Safety
	G-7	Distribution and Use of County Services, Supplies and Equipment

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APPROVED BY: