

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

AUTHORITY: Administrative Directive

RESCINDS: Procedure Manual Item 1-5-317, dated 02/17/22 (Major Revision)

FORMS: Probation Department Equipment Request Form

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 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 [REDACTED], the base station is monitored by a Radio Dispatcher [REDACTED], [REDACTED] hours, pre-scheduled [REDACTED] hours. The Dispatch Center is closed on Sundays and observed County holidays. 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 [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 [REDACTED] (in-service) status or [REDACTED] (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 [REDACTED] 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.
- I. It is the responsibility of the Institutional Director, Administrator In Charge (AIC) or their designee to monitor the primary institutional channel for facilities, [REDACTED] 24-hours a day.

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 (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 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 (a.k.a. [REDACTED]).
2. Refer to the Orange County Communications Radio Code Book for detailed information on radio use and operations.

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 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] emergency button located on [REDACTED] 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 [REDACTED] 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 800mhz channels, 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.

FIELD OFFICER TO DISPATCH-(IN SERVICE)

Field Officer(s) with Radio ID# [REDACTED] wishes to contact the Dispatch Center to report the radio is [REDACTED] (in service):

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:

[REDACTED], Officer(s) [REDACTED] with CIM being ____"

FIELD OFFICER TO DISPATCH-(OUT OF SERVICE)

Field Officer with Radio [REDACTED] wishes to contact the Dispatch Center to report the radio is [REDACTED] (out of service):

The Field Officer(s) would say:

[REDACTED]

The Radio Dispatcher would acknowledge:

[REDACTED]

The Field Officer would respond:

[REDACTED]

FIELD OFFICER ADVISING DISPATCH OF A TRANSPORT

The Field Officer would say:

[REDACTED]

The Radio Dispatcher would acknowledge:

[REDACTED]

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

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

UNIT TO UNIT

The Field Officer with Radio [REDACTED] wishes to contact another Field Officer with Radio [REDACTED]. The Field Officer would say:

[REDACTED]

The second Field Officer would reply:

[REDACTED]

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:

██████████

The Field Officer would say:

██████████ to run a ██████████ (license plate)?" or ██████████ to run an ICMS check on
██████████?" or ██████████ on one subject?"

The Radio Dispatcher would reply:

██████████

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 STATION ██████████ through ELETE terminals shall be forwarded to the Director of the Special Supervision Division for review.

I. Dispatch Dark Protocol

When the Dispatch Center is dark (closed) and staff plan on conducting fieldwork, and staff will not be working with another law enforcement agency, the following procedure shall be followed:

1. Staff shall notify their supervisor or designated Critical Incident Manager (CIM) of their intent to work while Dispatch is closed. Staff shall provide said supervisor with a list of residences they plan to visit listed in the order of the planned visits.
2. Prior to conducting fieldwork, the officer shall notify their supervisor/CIM that they are in service. When fieldwork is complete, the officer shall notify the supervisor they have completed their fieldwork.
3. Staff are to broadcast all normal radio traffic on ██████████ (placing yourself ██████████, your location's arrival, when you clear a location, and when you are ██████████) which will be recorded. There will be no response from a Dispatcher, as the Dispatch Center is dark.
4. For EMERGENCY assistance, press the Emergency Button on your pak-set radio and use ██████████ using your pak-set designator (██████████). Remember, ██████████ will not know your location, so you will need to verbalize your location to ██████████ if emergency response is needed. Also, the emergency button is ██████████, it simply notifies ██████████ there is an officer needing assistance. As noted above, you will still need to broadcast who you are (██████████) and your location.
5. For NON-EMERGENCY assistance (i.e. Law Enforcement, Paramedics, Fire, accidents or county vehicle breakdowns), officers can contact ██████████ on ██████████ ██████████ on your pak-set). ██████████ has the ability to patch ██████████ to any channel in the county.

The initial transmission to contact ██████████ would be, ██████████
██████████ on ██████████". Once acknowledged, proceed with your

advisement. Do not begin speaking without being acknowledged first. You must identify yourself as [REDACTED] along with your pak-set/radio number.

6. All record checks shall be done on [REDACTED] (located on [REDACTED] on your pak-set). The initial transmission would be, [REDACTED] on [REDACTED]

J. Maintenance and Assignment of Radio Equipment

1. Personnel using a radio (including pak-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 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, 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 Pak-set Radio Log in the Dispatch Center as pak-set radios are taken to or received from Orange County Communications.

K. 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.

L. 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 talk group 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 ██████████ staff communications. This frequency is monitored by ██████████ at all times.

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

M. 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:



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

2. The following identification number has been assigned:

[REDACTED]

Per Orange County Communications Policy, to establish the standard designation for specific units, the last numbers ending in [REDACTED] 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.

N. [REDACTED] Channel

1. Used for short range, line-of-sight unit-to-unit communications when in the field.
2. Utilized by staff at [REDACTED].
3. Mobile and handheld 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] [REDACTED]:
 - a. [REDACTED] [REDACTED] – Short range, "line of sight" communications between Probation personnel.
 - b. [REDACTED] [REDACTED] – Short range, "line of sight" communications between Probation personnel.
 - c. [REDACTED] [REDACTED] – Short range "line of sight" communications between [REDACTED] personnel.
 - d. [REDACTED] [REDACTED] – Short range "line of sight" communications between [REDACTED] personnel.
5. [REDACTED] channels are not recorded.

O. [REDACTED] Channel Description

1. [REDACTED] – ([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 [REDACTED].
3. May be used to communicate directly with [REDACTED] in an emergency/ life-threatening situation.
4. The Dispatch Center shall monitor [REDACTED] 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. Mobile and Pac Set Usage Guide	

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APPROVED BY: