


<p>RABUN COUNTY SHERIFF'S OFFICE</p>  <p>General Order Number: 4.33</p>	<p>Date of Issue</p> <p>2/23/2016</p>	<p>Effective Date</p> <p>2/23/2016</p>	<p>Revision Date</p>
<p>Subject: RADIO PROCEDURES</p>	<p>Amends:</p>	<p>Rescinds:</p>	
<p>Index as: Radio Procedures</p>	<p>State Certification Standards: 7.1, 7.2, 7.3, 7.4, 7.5</p>		

PURPOSE

The purpose of this General Order is to prescribe the policies and procedures of the Rabun County Sheriff's Office regarding Radio Procedures.

STATEMENT OF POLICY

It is the policy of the Rabun County Sheriff's Office that all deputies using a radio for two-way communication will use proper and accepted procedures.

DISCUSSION

Effective radio communications are necessary for the proper performance of the Rabun County Sheriff's Office. Deputies should follow accepted and established procedures as set down by the Federal Communications Commission and the Rabun County E911 Dispatch. Proper communications procedures are necessary to ensure all possible information is transmitted and received by different units, deputy safety is enhanced, and the Rabun County Office is represented in a professional image. The Sheriff's Office will maintain two-way 24-hour contact with the Rabun County E911 Dispatch in order that the Sheriff's Office's mission is successfully completed.

I. GENERAL RESPONSIBILITIES

1. Shift Supervisors are responsible for ensuring that proper radio communications procedures are followed by assigned personnel and to take appropriate action to resolve problem areas that may jeopardize the over-all effectiveness of the communications process. In addition, Shift Supervisors will:
 - A. Have at least one supervisor remaining in-service at all times to provide immediate supervision over emergency situations, regardless of location until the normally assigned supervisor can handle the matter. (it is the responsibility of the Road Supervisor to know he is the only Supervisor in-service.)

- B. Keeping a reasonable complement of manpower so that field services are not impaired by permitting deputies to go out-of-service. Situations such as meal breaks or the servicing of Sheriff's Office vehicles may have to be delayed if other field deputies are otherwise involved in previously authorized activity;
 - C. Prioritize call assignments as necessary;
 - D. Understand that the initial deputy assigned to the incident will be assigned a case number, when necessary, unless otherwise directed by the Shift Supervisor.
2. The Rabun County E911 Dispatch be responsible for:
- A. Making initial call assignments to deputies;
 - B. Maintaining the status of all deputies;
 - C. If at any time there is not a Uniform Patrol Deputy available to answer a call, the Rabun County E911 Dispatch will contact the appropriate Shift Supervisor for handling instructions;
 - D. Whenever a deputy goes out-of-service, the notification will be recorded by the Rabun County E911 Dispatch;
 - E. Notifying other agencies when deputies request assistance;
 - F. Relaying emergency notifications or information when direct contact with the deputies is not possible or practical under the circumstances.

II. RADIO PROCEDURES TO/FROM DEPUTIES

1. All Uniform Patrol Division, personnel are required to advise Communications of the following situations:
 - A. On or off duty;
 - B. When a call is received
 - C. On scene arrival;
 - D. In/out of service;
 - E. Exit vehicle;
 - F. The status of the situation.
2. If deputies are assigned to a zone they will remain in that zone unless relieved by a supervisor or instructed by the Shift Supervisor to leave the zone.
3. All personnel will use their assigned call sign during radio transmissions. All personnel will use assigned portable radios to maintain contact with the Rabun County E911 Dispatch when the deputy is away from the unit. If a deputy does not have a portable radio or the portable radio cannot be used to make contact with the Rabun County E911 Dispatch then the deputy will use other methods to maintain contact.
4. When transmitting, deputies should use the approved Rabun County 10 Code system. If necessary, plain language will be used to make sure the message is clearly understood.

5. Transmissions should be clear and concise and only pertinent information should be conveyed. If necessary, information can be relayed over landline or by cell phone.
6. When involved in self-initiated activity, deputies should provide information in a designated format. This will ensure that the proper information is relayed and that E911 Dispatch can enter that information into the computer system. For example, if the deputy were going to stop a vehicle during the initial call would advise E911 Dispatch that the deputy was going to 10-38 a vehicle. The dispatcher would then advise the deputy to continue with the traffic stop. When a deputy calls in a vehicle stop, it should be in the following format:
 - A. Give the location of the traffic stop, tag number and description of vehicle.
7. When a deputy calls in a vehicle tag number to communications , it should be given in the following format:
 - A. Give the vehicle tag number phonetically. For example, Alfa Bravo Charlie 123;
 - B. Repeat the tag number as it appears: ABC 123;
 - C. If the information requested is for an out of state tag, the name of the state should be given first and then the tag number.
 - D. Any time numbers are called into communications, the numbers should be given and then repeated. If letters appear in the number such as in a Vehicle Identification Number, they should be given phonetically.
8. When deputies are calling in a traffic stop, abandoned vehicle, or a type of activity where the location is given, the location will be given to Communication first after Communications acknowledges the deputy.
9. When checking driver's license status or requesting a NCIC check on a subject, the following format should be used:
 - A. Last Name, First Name, Middle Name or initial (the names should be spelled out if there is more than one common spelling);
 - B. Date of birth;
 - C. Race of subject;
 - D. Sex of subject.
10. When checking a driver's license from another state, the name of the state should be given first and then the subject information.

III. NOTIFICATION & DISPATCH OF SUPERVISORS

1. The Rabun County E911 Dispatch will immediately notify the Shift Supervisor, regardless of their duty status, of all emergency calls to deputies under their command. A Shift Supervisor will respond whenever any of the following calls for service are received:
 - A. Burglary in progress;
 - B. Any violent crime in progress;
 - C. Homicide or report of death;

- D. Deputy needs help;
 - E. Chase in progress;
 - F. Deputy injured or killed;
 - G. Any reported discharge of a firearm by an deputy;
 - H. Any deputy involved in a vehicle accident;
 - I. Any other call as needed.
2. Shift Supervisors have the authority to override Communications concerning the unit dispatched and prioritization of calls.

IV. PRIORITY OF CALLS

1. It is the Policy and Procedure of Rabun County E 911 that no call for service be held, regardless what the priority may be. In the event that a unit is not available to respond, it is the policy to notify and assign that call to the Rabun County Sheriff's Office Road Supervisor or their appointee.
2. Priority One & Priority Three calls will be dispatched immediately. If a unit is not available to respond, communications will notify the Shift Supervisor who will in turn decide how to handle the emergency situation. Communications must be prepared to advise a Shift Supervisor if there is a unit that can be diverted from a lower priority situation.

V. RECORDINGS / PLAYBACKS

1. All incoming E-911, non-emergency calls and all outgoing calls from communications are recorded and capable of immediate playback in the event that the call was not clear and the caller is unable to repeat an emergency conversation. Additionally, all radio traffic is recorded and capable of immediate playback. These recordings are an indispensable source for criminal and traffic investigations, internal investigations, training and audits, or the Sheriff's Office's service delivery system. All recordings are retained in compliance with the Georgia Records Retention Act guidelines as published by the Secretary of State.
2. All recordings of tapes will be done by E911, personnel.
3. The following establishes the procedure for recording Sheriff's Office radio transmissions and emergency telephone conversations within E911:
 - A. Access to recordings shall be limited and available only through a specific procedural method. Authorized sheriff personnel requesting copies of tapes shall submit a written request to E911. As soon as the written request is received, the tape will be sent to the deputy within 10 working days. Patrol Deputies are not allowed to request a copy of a tape from E911. Deputies will request his immediate supervisor to submit a request for the recording.
 - B. The written request to E911 should include the date and time of the incident, as well as the location and a description of the incident. If the case number is known it should also be included. If a request is made for review of a call where no tape is required, time and manpower permitting, the supervisor on duty should use their own discretion. If time and manpower does not permit the supervisor's deviation from current activities, the requesting deputy should be advised that the call will be checked as soon as possible. All recordings are

maintained in E911 to ensure security and integrity. E911 Dispatch is a secured facility and only authorized persons will have access to the Center.

4. The E911 Director will ensure that all recording tapes are maintained in a safe and secure location.

VI. EMERGENCY TRAFFIC

1. Whenever an emergency transmission is made by any deputy or E911 all non-emergency radio traffic on that channel will cease until the emergency condition is lifted.
2. The E911 will broadcast a "10-3" (stop transmitting) and will notify units going in-service (10-8) of the emergency situation.
3. When appropriate, E911 will assign an alternate channel to either personnel involved in handling the emergency situation or for use by all other units.
4. When advised by the deputy or Shift Supervisor handling the situation, E911 Dispatch terminates the emergency condition and permits the resumption of normal radio operations.
5. If a unit fails to respond to the radio after being called the Shift Supervisor will be notified and will be responsible to initiate the proper action to determine the deputy's safety and status.

VII. ACCEPTING AND DELIVERING EMERGENCY MESSAGES

1. The following are examples of acceptable emergency messages:
 - A. Notification of family member in the event of death or medical emergency and the notification be made in person;
 - B. Notification of person to make emergency phone calls concerning a medical emergency;
 - C. Notification of family member in the event of a traffic accident;
 - D. Notification of a stranded motorist.
2. Next Of Kin Of Deceased Persons
The Sheriff or his designee will make notifications to next of kin of deceased.
3. Seriously Injured or Seriously Ill Persons
 - A. Messages should be delivered as expeditiously as possible.
 - B. Notification messages should be reviewed by Sheriff or his designee prior to delivery.
 - C. Next of kin notification messages will be delivered when received from the following sources:
 - a. Individuals, when legitimacy is verified and confirmed.
 - b. Medical examiner/coroner or other medical professional.
 - c. Other law enforcement agencies.

VIII. COMMUNICATIONS STANDARDS

1. A law enforcement organization's professional level is most often exhibited through their radio communications. Other agencies and many private citizens monitor law enforcement communications. With this in mind, Deputies of the Rabun County Sheriff's Office should always use the radio in a professional manner. The following guidelines should be used in all communications:
2. Rabun County E911 Dispatch call to and response from will begin with "Dispatch".
3. Be brief, yet concise when providing information;
4. Use the 10 Codes, Signals or Codes whenever possible;
5. Try to maintain a level voice while transmitting.
6. If using a radio that has a mounted base in the vehicle, hold as you would your portable radio. Do not try to speak into the radio while it is in the base.
7. Refrain from using slang words or derogatory remarks;
8. Supervisors will not use the radio to reprimand or discipline a subordinate deputy;
9. Refrain from expressing anger, disgust, or any negative emotion in communications;
10. Do not become argumentative with Dispatch. Any problems with communications personnel will be conveyed to the Shift Supervisor for appropriate action;
11. Do not use the radio to communicate personal messages unless it is an emergency;
12. When calling another unit, Deputies should use badge numbers and not names or nicknames whenever possible.



By Order of the Sheriff: **Chad K. Nichols**
Sheriff, Rabun County