




# COLUMBIA POLICE DEPARTMENT

*"Policing Excellence through Community Partnerships"*

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<b>Subject:</b> Radio Communications		
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## 1.0 DIRECTIVE

The primary function of the communication system is to satisfy the immediate information needs of the Department in support of normal daily operations and during emergencies. The speed and accuracy with which information flows through each system component are measures of the Department's capability to respond to the needs of the community. It is the responsibility of all departmental employees to promote and maintain good operational communications at all times and to ensure adequate responsiveness to community needs.

## 2.0 RADIO COMMUNICATIONS SYSTEM

The Columbia-Richland Communications Center functions twenty four (24) hours a day as the Department's stationary link between mobile police units and calls for assistance. The Columbia-Richland Communications Center has primary responsibility for calls for Public Safety Service.

The Columbia-Richland Communications Center is a restricted area and only authorized persons and Emergency Responders on official business are permitted to enter.

Primary back-up for the Columbia-Richland Communications Center is located at the Richland County Emergency Operations Center at 1410 Laurens Street in Columbia. The Department's Telephone Response Unit (TRU) functions as the secondary back-up communications system in the event the Columbia-Richland Communications Center's system becomes inoperative.

## 3.0 ADMINISTRATIVE REQUIREMENTS

### 3.1 Entering Line-ups into the CAD System

Street supervisors will fax, email, or telephone the line-ups to the Columbia-Richland Communications Center at least fifteen (15) minutes prior to the beginning of the squad's tour of duty. The on-duty telecommunicator will enter line-ups into the Computer Aided Dispatch System (CAD). The information entered into the CAD shall include the officer's name, employee number, call number, vehicle number, beginning tour of duty time, and any special assignments or duties.

### 3.2 Reporting Special Assignment

Supervisors shall notify the Columbia-Richland Communications Center as soon as possible of any officer who is scheduled to work a special assignment. If possible, the notification should be made at least one (1) hour prior to the beginning of the assignment.

An officer working a special assignment will be responsible for checking out of service when the assignment begins and back in service when it ends.

The Columbia-Richland Communications Center or the officer's supervisor will be notified whenever a special assignment requires an officer to leave the city.

## 4.0 RADIO SYSTEM USE

An officer who is in service will be assigned a radio call number by the squad supervisor at the beginning of each tour of duty. All officers who are in service will be responsible for maintaining continuous radio contact with the Columbia-Richland Communications Center either through their mobile transceiver or their assigned walkie talkie. If an officer must break contact for any reason, the officer will notify the Columbia-Richland Communications Center first. This information will then be logged into the CAD system in order to maintain current status on all officers.

If a telecommunicator cannot make contact with an officer who is identified as being in service, subsequent attempts will be made at thirty (30) second intervals. If contact is not made after three (3) attempts, the telecommunicator will notify the officer's supervisor who shall be responsible for coordinating efforts to locate the officer.

### 4.1 Complaints Regarding Use

All complaints regarding the use or operation of the radio system will be handled through formal lines of authority. Complaints originating from members of the Police Department regarding the use or operation of the system by a telecommunicator will be made in writing through the officer's chain of command and forwarded to the officer's Division Commander. The Division Commander will then be responsible for forwarding the complaint to the Deputy Telecommunications Director or the Telecommunications Director.

Complaints originating from the Columbia-Richland Communications Center regarding the operation or use of the system by an officer will be forwarded to the officer's Division Commander.

### 4.2 Signal Codes and Disposition Codes

The "Call Disposition (Clearance) codes" identified in Attachment #1 and the "Signal-Codes" identified in Attachment #2 will be used by all departmental members when operating the radio system. The "Signal Codes" and "Call Disposition" codes shall not be released to the general public.

### 4.3 Talk Group Assignment

Talk groups #1 through #17 are available for voice communication by this agency's personnel. Each division, section or unit within the Department will be assigned a talk group to be used by its members in conducting normal radio transmissions.

When a situation develops that requires prolonged radio traffic or unit to unit coordination with the Columbia-Richland Communications Center, all units involved will be instructed by the Columbia-Richland Communications Center or a supervisor to switch to a talk group that will prevent disruption of routine radio communications.

#### 4.4 Voice Communication with Other Agencies

Voice communications with other agencies is available utilizing the Department's 800 MHz radio system. Direct communication is possible with the following agencies:

Lexington County Sheriff's Office	Springdale Police Department
Cayce Police Department	Richland County Coroner's Office
West Columbia Police Department	S.C. Wildlife & Marine Resource Department
Batesburg/Leesville Police Department	S.C. Dept of Probation and Parole
Columbia Housing Authority	Orangeburg County Sheriff's Office
Richland County Sheriff's Office	Kershaw County Sheriff's Office
US Marshall Service	Federal Bureau of Investigation
Midlands Tech	S.C. Department of Public Safety
Sumter Police Department	Benedict College
State Law Enforcement Division	

Any officer needing to initiate communications with one of these agencies will notify the Columbia-Richland Communications Center to notify the agency concerned and request they utilize the proper talk group.

The telecommunicator shall be advised whenever an officer leaves or returns to his assigned primary frequency.

#### 4.5 Radio Transmissions

In the interest of clarity, communications will be conducted utilizing standardized "10 Codes", located in Attachment # 3, over all channels. All radio operations shall be conducted in accordance with the Federal Communications Commission (FCC) procedures and regulations.

When a telecommunicator or supervisor calls an officer verbally, he shall respond by giving his call number and current location.

All users of the system will clearly acknowledge any transmission directed to them. No transmission will be considered received until the transmitting individual receives an acknowledgment. This does not apply to broadcasts such as "Bolos" and "Alerts". All users will utilize the phonetic alphabet (Attachment #1) when transmitting letters over the radio system.

Whenever practical, certain information should be communicated by telephone instead of over the radio. This includes lengthy or complex messages, information pertaining to manpower or vehicle availability and special assignments.

#### 4.6 Dispatching Units

The Columbia-Richland Communications Center Telecommunicator is responsible for the selection and dispatching of all police units, keeping in mind each unit's availability, response area and assigned duties. The dispatching of a unit carries the authority of an order. A supervisor may countermand or modify the dispatching of a unit when doing so would better serve some police task or objective.

In order to facilitate effective dispatching and minimize response time, all officers shall remain in their assigned response area. When assigning a call, the telecommunicator will call for specific units ensuring that each unit acknowledges the call. Any unit that is close to a call may advise the telecommunicator of this fact. The telecommunicator may then reassign the call.

One (1) officer will be dispatched to the following types of calls:

- To take a report of an incident that occurred previously.

- Traffic Accidents.

This does not prohibit supervisors or dispatchers from using their own discretion and assigning additional units to these calls.

Two (2) officers will be dispatched to the following types of calls when possible:

- Officer needs assistance calls.
- On scene arrest for felony or misdemeanor.
- Resistance to arrest.
- Crimes in progress.
- Fleeing suspects.
- Domestic disturbance calls.

If sufficient units are available, the Columbia-Richland Communications Center will attempt to dispatch two units to all other calls.

A supervisor will be dispatched to the following incidents:

- |  |   |
|--|---|
| • Murder                               | • Serious Assaults                          |
| • Armed Robbery                        | • Arson                                     |
| • Criminal Sexual Assault              | • Hostage Situations                        |
| • Kidnapping                           | • City Vehicle Accidents                    |
| • Extortion                            | • Disaster Locations                        |
| • Suicide                              | • Incidents that threaten the public safety |
| • Strong Armed Robbery/Purse Snatching | • Officer Shooting Incidents                |
|  | • Burglary                                  |

The supervisor will decide what additional calls to respond to according to the seriousness of the incident or upon a request for assistance from a patrol officer.

In the event all patrol units are tied up on calls and an emergency call is received, the supervisors and/or a traffic unit officer may be dispatched.

#### 4.7 Radio Malfunctions

In the event an officer's radio fails to function properly, a check should be made to ensure that the radio's controls are properly adjusted. The officer should attempt to establish communication on all available frequencies. If a portable radio is available, similar attempts should be made using it. If the problem appears to be with the officer's radio, repair arrangements should be made.

In the event the problem appears to be with the Columbia-Richland Communications Center or the system as a whole, then the officer will proceed as follows:

- If contact with the Columbia-Richland Communications Center has been lost but unit-to-unit transmissions are still possible, on-duty supervisors will instruct officers in handling the situation.
- If all contact has been lost, officers will report to the nearest police or fire station. Officers will phone the Columbia-Richland Communications Center and advise them of their location and request further instructions.

## **5.0 SPECIFIC TRANSMISSIONS**

### **5.1 Checking On and Off Duty**

Each officer shall check on at the beginning of a tour of duty by giving the unit's call number. If the officer is not listed on the line-up report provided to the Columbia-Richland Communications Center, the officer will also give his name and employee number. The officer will also relay by telephone the names of any civilian riders.

An officer shall check out of service or off-duty at the end of the tour of duty by using the unit's call number.

If an off-duty officer uses a police radio, the Columbia-Richland Communications Center will be notified of the officer's name and the nature of his assignment.

### **5.2 Checking In and Out of Service**

Officers checking out of service will give the unit's call number. After receiving an acknowledgment from the telecommunicator, the officer will give the proper response and the nature and location of the activity. Officers shall not check out of service by telephone.

The telecommunicator will not allow a unit to check out of service on a non-police activity when doing so would not leave adequate units available for calls.

Officers shall check out of service any time they are originating a call, on a meal break, or for personal reasons, unless ordered not to do so by a supervisor.

Officers who are assigned in a supervisory or administrative capacity or to a special investigative activity are not required to check in or out of service, or disclose their location when doing so might interfere with a police objective.

### **5.3 Calls for Service**

Upon arrival at the scene of a call for service, officers will advise the Columbia-Richland Communications Center of this fact. When responding to a call that has a potential for injury to the officer or others, the officer should state the situation is under control as soon as possible after evaluating the situation. This will serve as a precautionary measure for officer safety.

An officer who has completed an investigation of a call for service will clear the call using the unit's call number and the appropriate call disposition code(s).

The Computer Aided Dispatch (CAD) will assign an incident number for each call for service dispatched to an officer. When necessary, the officer should request a case number using the primary frequency. Any officer may obtain a case number, or any additional case numbers needed, at any time from the telecommunicator.

Additional information needed for calls, confirmation of addresses or any other non-emergency information pertaining to calls should be obtained from the information frequency.

### **5.4 Stopping a Vehicle**

No officer shall stop a vehicle without first advising the Columbia-Richland Communications Center. Prior to stopping any vehicle, the officer will state the unit's call number and state that the officer is stopping a vehicle. After receiving the acknowledgment from the telecommunicator, the officer will advise the telecommunicator of the make, model, color and license number of the vehicle, the location where it is to be stopped, the number of occupants and the race, age and gender of the driver. No officer will leave the police vehicle until the

telecommunicator acknowledges the stop. As soon as possible after stopping a vehicle, the officer should state that the situation is under control. If a maximum of ten (10) minutes elapses from the time an officer stopped a vehicle and the officer has not acknowledged, then the telecommunicator will attempt to make contact with the officer.

If the officer does not respond to the telecommunicator, subsequent attempts to make contact will be made at thirty (30) second intervals. If the officer does not respond by the third call, another unit will be dispatched to the unit's location.

When an officer has announced the intention to stop a vehicle, no other officers will transmit until the necessary information is given to and acknowledged by the telecommunicator. This restriction does not apply to situations where another officer has an emergency transmission to broadcast.

#### 5.5 Officer Initiated Calls

When an in-service officer discovers a situation requiring police attention and no unit has been dispatched, the officer will announce the call by giving the unit's call number. After receiving an acknowledgment from the telecommunicator, the officer will advise the Columbia-Richland Communications Center of the nature and exact location of the incident and the race, age and gender of those persons involved. The officer will then conduct any necessary investigation.

If an officer discovers a situation that requires police attention, but the officer is unable or not equipped to handle the situation, the telecommunicator will be so advised and another unit will be dispatched to handle the incident. In any situation involving or posing a reasonable potential for personal injury, violence, or a significant traffic hazard, the first officer will remain on the scene until the investigating officer arrives. This requirement does not apply if the first officer was already on emergency business prior to discovering the incident.

#### 5.6 Signal 14

"Signal 14" is a radio code that indicates that an officer has been taken hostage. "Signal 14" should be used when an officer has been taken hostage and no other officer or the Central Communications Center is aware of the situation.

Upon hearing a "Signal 14" transmission, the telecommunicator should acknowledge the transmission in a normal manner. Any "Signal 14" transmission should be treated in the normal manner for a hostage situation.

#### 5.7 10-78

"10-78" is the radio code which is to be used to indicate that an officer is in trouble and requires immediate assistance. The use of "10-78" is appropriate when a situation poses a clear and imminent threat of serious bodily injury to the officer and the quick response of additional units is necessary.

When a "10-78" is transmitted, all non-emergency transmissions will be prohibited. Any transmissions concerning the "10-78" will be kept as brief as possible.

"10-78" transmissions will be handled using the following procedures:

1. The original officer will broadcast the "10-78" and give the incident's location. The nature of the incident should be included, if possible.
2. Immediately after receiving the "10-78", the telecommunicator will tone an alert and re-broadcast it on all frequencies. At the same time, a minimum of one (1) supervisor and two (2) units will be dispatched to the scene.

3. Each of the dispatched units will acknowledge the call and proceed directly to the scene.
4. Units in the same and adjacent response areas, which are in service and not assigned directly to the call, will respond to the perimeter of the scene. These units will be available to respond directly to the scene, as needed.

#### 5.8 Alert Tone

The Columbia-Richland Communications Center will sound one tone alert for all in progress emergencies. This tone will be given on all frequencies. When this tone is heard, all non-emergency radio traffic will be prohibited. All assigned units will respond directly to the scene and quickly evaluate the need for further assistance. As soon as possible, an officer should transmit that the situation is under control. The telecommunicator will then re-broadcast this on all frequencies and clear the radio for normal traffic.

### **6.0 MOBILE DATA COMPUTERS**

The Columbia Police Department line vehicles assigned to the patrol function may be equipped with a Mobile Data Computer (MDC).

#### 6.1 System Capabilities

NCIC - The MDC system can retrieve national NCIC and SLED records for persons (missing and wanted) as well as stolen articles, firearms and vehicles. Information may not be entered into NCIC utilizing the MDC system. A NCIC terminal operator will do all entry into the NCIC and SLED record systems.

SC Department of Public Safety - The MDC system can retrieve driver's license status and vehicle registration information.

Communication - The MDC system allows direct computer dispatching from the CAD system, hazard flagging alerts on addresses with a history of violence, entry of en route, arrival and clearance codes, e-mail capabilities, and car-to-car electronic messaging. Additionally, supervisors may perform status checks on all units throughout the City to determine what types of calls units are currently dispatched to as well those units that are available.

#### 6.2 System Security

All employees are required to successfully complete the 16 hour NCIC certification course prior to using the MDC system. Upon completion of the course, employees will be assigned a password, which must be entered prior to their logging on to the MDC system.

The City's Information Technology Section will delete access passwords of employees who have separated from the Department.

#### 6.3 System Monitoring

(Do not have capability unless sent to CRC.) The City's Information Technology Section is responsible for conducting formal administrative reviews of the system and provides the Chief with periodic updates as to the systems use.

### **7.0 OPTIONS TO OFFICER RESPONSE - TRU FUNCTIONS**

Non-emergency calls, which do not require an officer response, may be forwarded to the Telephone Response Unit (TRU) to be handled by telephone.

7.1 The TRU may take a report by telephone based on the nature of the call. These reports may include:

assisting other agency	larceny of bicycle
animal complaints	larceny of auto accessories
(leash law violations / harboring of vicious animals)	larceny of license plates
auto breaking	littering
auto tampering	lost property
breach of trust (other than motor vehicle)	noise ordinance complaints
disorderly conduct	petit larceny
financial transaction card fraud	simple assault
flim-flam scams	supplemental reports
harassing/annoying phone calls	trespassing
information reports	unlawful entry to an enclosed area

7.2 The TRU cannot take a report by telephone in the following circumstances:

- The suspects are in the immediate vicinity
- There is physical evidence at the scene
- The caller requests that a patrol unit respond to the scene
- The victim/complaint is in danger of physical injury or death
- Immediate follow up is needed
- Recovery of stolen property (except those recover outside our jurisdiction by another agency)

The TRU can provide general information regarding the Police Department and shall serve as a twenty-four (24) hour point of contact for victim's assistance information.



**Urgency Codes**

- Code 1            Normal Run
- Code 2            No Delay - silent run - no lights or siren
- Code 3            Urgent - use lights and siren

**Disposition (Clearance) Codes**

- |              |                                      |           |                                  |
|--------------|--------------------------------------|-----------|----------------------------------|
| Code - 5 - A | Cleared call Accident Report taken   | Code - 8  | Cleared call as primary unit     |
| Code - 5 - I | Cleared call Incident Report taken   | Code - 9  | Follow up investigation          |
| Code - 5 - F | Cleared call F. I. Card taken        | Code - 10 | Cleared - unfounded              |
| Code - 6 - M | Cleared call Misdemeanor Arrest made | Code - 11 | Cleared call as back-up unit     |
| Code - 6 - F | Cleared call Felony Arrest made      | Code - 12 | Cleared B.A. operator assignment |
| Code - 6 - W | Cleared call Warrant served          | Code - 13 | False alarm Business             |
| Code - 7 - N | Cleared Traffic Ticket issued        | Code - 14 | False alarm Residence            |
| Code - 7 - D | Cleared DUI Ticket issued            | Code - 15 | False alarm Bank                 |
| Code - 7 - P | Cleared Parking Ticket issued        |           |                                  |

\*Note: On clearance codes 5, 6, and 7 the officer will indicate the amount of each item. For example Code - 5 - I x 2 (Cleared two reports taken).

**Phonetic Alphabet**

- |   |         |   |          |   |         |
|---|---------|---|----------|---|---------|
| A | Alpha   | J | Juliet   | S | Sierra  |
| B | Bravo   | K | Kilo     | T | Tango   |
| C | Charlie | L | Lima     | U | Uniform |
| D | Delta   | M | Mike     | V | Victor  |
| E | Echo    | N | November | W | Whiskey |
| F | Foxtrot | O | Oscar    | X | X-Ray   |
| G | Golf    | P | Papa     | Y | Yankee  |
| H | Hotel   | Q | Quebec   | Z | Zebra   |
| I | India   | R | Romeo    |   |         |

## Signal Codes

Signal 1	Send Supervisor	Signal 25	If No Stolen Report Check Owner For Disposition
Signal 2	Send Investigator	Signal 26	En route to Columbia or Richland Headquarters
Signal 3	Send Lab Unit	Signal 27	En route to Region Headquarters
Signal 4	Homicide	Signal 28	Animal Complaint
Signal 5	Hostage Situation	Signal 29	Special Property Check
Signal 6	Kidnapping	Signal 30	Special Duty or Off Duty Assignment
Signal 7	Child Abuse	Signal 31	Give to Local Broadcast Stations
Signal 8	Strong Armed Robbery	Signal 32	Officials or Visitor Present
Signal 9	Auto Breaking	Signal 33	Closer Unit, Will Handle Call
Signal 10	Larceny	Signal 34	CSC
Signal 11	Home Invasion / Illegal Entry Resident Inside	Signal 35	Meal Break
Signal 12	Possible Suicide	Signal 36	HIV, Hepatitis, TB
Signal 13	Car Jacking	Signal 37	Send Victims Advocate
Signal 14	Officer Taken Hostage		
Signal 15	Resume Normal Operations		
Signal 16	Make Investigation as Confidential as Possible		
Signal 17	Officer Originating Complaint		
Signal 18	Situation Under Control / No Further Assistance Needed		
Signal 19	Arson Investigator Needed		
Signal 20	Transport Mental Subject		
Signal 21	Operator Has No Information on Subject		
Signal 22	DUS		
Signal 23	Move Away From Subject		
Signal 24	Natural Death		

**Columbia-Richland Communications Center**  
**10 Codes**

10 - 0	Chase in Progress	10 - 51	Wrecker Needed (specify)
10 - 1	Signal Weak	10 - 52	Ambulance Needed
10 - 2	Signal Good	10 - 53	Road Blocked (specify)
10 - 3	Stop Transmitting	10 - 54	Direct Traffic
10 - 4	Affirmative	10 - 55	Intoxicated Driver
10 - 5	Relay To	10 - 56	Intoxicated Pedestrian
10 - 6	Busy	10 - 57	Hit and Run F, PI, PD
10 - 7	Out of Service	10 - 58	Riot
10 - 8	In Service	10 - 59	Man with Gun
10 - 9	Repeat	10 - 60	Notify Coroner
10 - 10	Negative	10 - 61	Illegal Use of Radio
10 - 11	_____ On Duty	10 - 62	Prison Jail Break
10 - 12	Stand By	10 - 63	Advise Present Telephone #
10 - 13	Existing Condition(s)	10 - 64	Bomb Threat
10 - 14	Message / Information	10 - 65	Blockade
10 - 15	Message Delivered	10 - 66	Drag Racing
10 - 16	Reply to Message	10 - 67	Prisoner / Subject, Expedite
10 - 17	En route	10 - 68	Mental Subject
10 - 18	Urgent / Quickly	10 - 69	Detaining Subject Expedite
10 - 19	(In) Contact	10 - 70	Fire
10 - 20	Location	10 - 71	Records Indicate Stolen / Wanted
10 - 21	Call By Phone	10 - 72	Hit Confirmation
10 - 22	Disregard	10 - 73	Break-in
10 - 23	Arrived at Scene	10 - 74	Armed Robbery
10 - 24	Assignment Complete	10 - 75	Shooting Incident
10 - 25	Report to Meet	10 - 76	Assault
10 - 26	Estimated Time of Arrival	10 - 77	Vandalism
10 - 27	License / Permit Required	10 - 78	Need Assistance (specify)
10 - 28	Ownership Information	10 - 79	Prowler
10 - 29	Records Check	10 - 80	Suspicious Person
10 - 30	Danger / Caution	10 - 81	Missing Person
10 - 31	Pick Up	10 - 82	Domestic Problem
10 - 32	_____ Units Needed Quickly	10 - 83	Fight in Progress
10 - 33	Emergency	10 - 84	Crime in Progress
10 - 34	Time	10 - 85	Alarm
10 - 35	Radar	10 - 86	Out of Vehicle Subject to Call
10 - 36	Abandoned Vehicle	10 - 87	Request Permission Leave Patrol
10 - 37	Mobile Data Computer	10 - 88	Squad in Vicinity
10 - 38	Normal Traffic Stop	10 - 89	Escort
10 - 39	Vehicle Search	10 - 90	Prepare to Copy
10 - 40	Road Repairs at	10 - 91	Return to
10 - 41	Beginning Tour of Duty	10 - 92	Delayed Due to
10 - 42	Ending Tour of Duty	10 - 93	Message Received
10 - 43	Time Check	10 - 94	General Broadcast
10 - 44	Unable to Locate	10 - 95	Pick Up Prisoner
10 - 45	Animal Carcass in Road	10 - 96	Breathalyzer Operator
10 - 46	Assist Motorist	10 - 97	Radio Check
10 - 47	Investigate Suspicious Vehicle	10 - 98	Switch to Regional Channel
10 - 48	Stopping Suspicious Vehicle	10 - 99	Traffic Light Out at
10 - 49	Civil Disturbance		
10 - 50	Accident F, PI, PD		