



## **6000 COMMUNICATIONS POLICIES**

### **6010 GENERAL** (Revised: January 8, 2009)

The communications system is a vital internal link between people needing police service and the responding field personnel. It also offers a degree of officer safety by providing communications between officers and the communications center and between field units. Federal Communications Commission rules and laws govern use of the radio system.

The Police Communications Section maintains a manual that describes procedures for section personnel to ensure that callers receive timely and appropriate attention to their needs. Citizens needing emergency police response may contact the police department 24 hours a day by dialing 9-1-1. A non-emergency contact number is also available from 0800 to 2200 hours every day at 791-4444. 9-1-1 calls are screened through the 9-1-1 Public Service Answering Point (PSAP) before being routed to police communications. Screening includes determining the nature of the call, providing response information and possibly referring the caller to another agency such as the Tucson Fire/MEDS call-takers. Non-jurisdictional calls are generally not received at the City PSAP, but when received at police communications, they are addressed through current section procedures. Any misdirected calls will be promptly and appropriately handled which could include being re-directed to the appropriate agency, as required.

#### **6011 Operational Guidelines**

- The radio system is to be used for transmitting official police business only, and in accordance with *General Orders* 6200. Transmissions shall be brief and impersonal.
- Members will not use the police radio to obtain information that is readily available through a telephone or computer terminal. Members will conduct their own record checks, etc. except when safety may be jeopardized or when a computer system is not readily available. The dispatcher may refer the member to another channel or talk group when available to conduct such business.
- Words or voice inflection that reflect irritation, disgust, sarcasm or jokes are prohibited.
- Members shall abide by established procedures and practice common courtesy when using the police radio. Courtesy on the air is best expressed by the tone of voice and not by wordiness.
- Non-emergency calls may be dispatched via computer systems only with voice transmission of information provided for officer safety information or to provide important change information.
- Additional information relating to the communications section not covered in this chapter may be found in the Communications Section Rules and Procedures Manual.



## **6020 AVAILABLE RADIO FREQUENCIES**

### **6021 Analog Operations Frequencies**

- F-1: General dispatching and radio traffic for units working in Operations Division South
- F-2: General dispatching and radio traffic for units working in Operations Division West
- F-3: General dispatching and radio traffic for units working in Operations Division Midtown
- F-4: General dispatching and radio traffic for units working in Operations Division East
- F-5: General dispatching and radio traffic for units working in Operations Division Downtown

### **6022 Additional Analog Frequencies**

- F-6: Open Tactical / Special Events
- F-11: Simplex Non-repeated Channel / Cross Talk

### **6023 Digital Frequency Assignments**

- F-7: Cross Talk Frequency
- F-8: Special Weapons and Tactical Team / Hostage Negotiations
- F-9: Surveillance and Undercover Units
- F-10: Special Investigations Division

### **6024 Tri-Band (Gateway)**

- F-12: Emergency Multi-Agency Use