**TUCSON POLICE
DEPARTMENT
GENERAL ORDERS**

**VOLUME 6
COMMUNICATIONS**

6200 USE OF POLICE RADIO
Issued May 2001

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6210 GENERAL (Revised March 19, 2013)

According to the rules and regulations of the Federal Communications Commission (FCC), all radio communications, regardless of their nature, shall be restricted to the minimum practicable transmission time. As a result, voice and data radio discipline shall be maintained. Field supervisors are responsible for monitoring radio and data traffic to ensure appropriate discipline. FCC regulations make it unlawful to:

- Transmit superfluous communications of any kind
- Use profane, indecent or obscene language
- Make unnecessary or unidentified transmissions

6211 Responding to Calls for Service

Members shall respond to all radio assignments promptly and return to service as soon as possible.

When a member encounters an on-sight situation while en route to an assigned call, they shall advise the dispatcher of the situation. If the situation demands immediate attention, the member shall advise the dispatcher and request that the original call be reassigned. If the original call is of a higher priority, the member shall request that another unit be dispatched to handle the on-sight situation.

Similarly, when an officer is en route to an assigned call and the officer decides to divert to another call or situation, the officer shall inform the dispatcher of the expected delay in response, or the need to re-dispatch the call. That notification must be done on the radio even if the officer has already accomplished the change utilizing available computer commands.

All officers shall monitor their assigned frequency and respond when called or if needed for priority situations. When called by a dispatcher, officers shall respond by giving their designator and location. Officers who do not have mobile computer systems shall record the initial call information as it is being dispatched.

In non-emergency calls, and when practicable for emergency calls, members will utilize the computer system to identify when they have arrived at an assigned call. In extreme emergencies, officer safety situations, on-site situations, or when no computer system is available, members shall advise the dispatcher when they arrive at an assigned call. Members may request other resources or back-up whenever necessary. Field supervisors shall monitor calls for service and staffing levels. Field supervisors are responsible for the tactical deployment of police resources, and they may cancel or delay response to a call. Those field supervisors are then responsible for notification of the complainant.

**TUCSON POLICE
DEPARTMENT
GENERAL ORDERS**

**VOLUME 6
COMMUNICATIONS**

6200 USE OF POLICE RADIO
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6220 RADIO DESIGNATORS

6221   **Identification**

Members using a department radio shall identify themselves through the use of a designator. Members not assigned a designator shall use their payroll numbers. Designators shall be created to reflect the specific assignment of the individual wherever possible. Designators will also be used as specific unit identifiers for computer-aided dispatching.   The following assignments have established designators:

- Office of the Chief of Police

    o   Command 1   Chief of Police
    o   Command 2   Deputy Chief of Police
    o   Command 3   Assistant Chief of Police
    o   Command 4   Assistant Chief of Police
    o   Command 5   Assistant Chief of Police
    o   Command 6   Assistant Chief of Police

    o   12C(Charlie)1   Chief of Staff
    o   12C2   Executive Officer
    o   12C3   Public Information Section Lieutenant

    o   14C1   Professional Standards Division Captain
    o   14C2   Office of Internal Affairs Lieutenant
    o   14C4   Operations and Standards Lieutenant

- Field Services Bureau

    o   1C(Charlie)1   ODS Captain
    o   1C2-1C4   ODS Lieutenants

    o   2C1   ODW Captain
    o   2C2-2C4   ODW Lieutenants

    o   3C1   ODM Captain
    o   3C2-3C4   ODM Lieutenants

    o   4C1   ODE Captain
    o   4C2-4C4   ODE Lieutenants

    o   5C1   ODD Captain
    o   5C2-5C4   ODD Lieutenants

TUCSON POLICE
DEPARTMENT
GENERAL ORDERS

VOLUME 6
COMMUNICATIONS

6200 USE OF POLICE RADIO
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- Support Services Bureau

  - o 7C1   Specialized Response Division Captain
  - o 7C2   EM and HS Section Lieutenant
  - o 7C3   Community Events Section Lieutenant

  - o SWAT 1   SWAT Lieutenant
  - o SWAT 2   Acting SWAT Commander

  - o 11C1   Field Support Division Captain
  - o FC1-FC2   Force Commanders (Lieutenants)

  - o 15C1   Traffic Enforcement Division Captain
  - o 15C2   Traffic Operations Section Lieutenant
  - o 15C3   Traffic Investigations Section Lieutenant

- Investigative Services Bureau

  - o 9C1   Crimes Against Persons Division Captain
  - o 9C2   Violent Crimes Section Lieutenant
  - o 9C3   Family and Sex Crimes Section Lieutenant

  - o 10C1   Counter Narcotics Alliance Captain
  - o 10C3   Street Narcotics Section Lieutenant

  - o 16C1   Property Crimes Division Captain
  - o 16C2   Economic Crimes Section Lieutenant

  - o 18C1   Special Investigations Division Captain
  - o 18C2   Street Crimes Section Lieutenant
  - o 18C3   Gang Interdiction Section Lieutenant

- Administrative Services Bureau

  - o 8C1   Training Division Captain
  - o 8C2   AOT Lieutenant
  - o 8C3   SALETC Lieutenant

  - o 13C1   Human Resources Division Captain
  - o 13C2   Employee Recruiting and Background Section Lieutenant

  - o 17C1   Police Logistics Division Captain

Members who are assigned to these bureaus and are authorized to use the police radio shall use designators conforming to their assignment or shall use their payroll numbers to identify themselves.

**TUCSON POLICE
DEPARTMENT
GENERAL ORDERS**

**VOLUME 6
COMMUNICATIONS**

6200 USE OF POLICE RADIO
Issued May 2001

6230 MOBILE COMPUTER COMMUNICATIONS

Police vehicles may be equipped with Mobile Tactical Computers (MTC). Instructions for using the equipment can be found in the MTC training manual and instructional guides available through Data Services. This equipment shall be used for job-related messaging only. The use of this or any communications equipment for personal or non job-related purposes is prohibited.

6240 CALL PROCESSING

Communications, in concert with the mission and goals of the department and working with a users committee shall establish a call priority system. Calls for police service are entered into the computer system and assigned individual numbers. Associated information and data is automatically included. Communications personnel update information on calls as necessary, including the status of officers. The service operator assigns priorities to calls for service based on established guidelines, as follows:

- **LEVEL 1   EMERGENCY RESPONSE** – An incident posing an immediate threat to life where the threat is present and on-going; and/or an incident posing an immediate threat to life involving the actual use or threatened use of a weapon. The mere presence of a weapon alone, however, without any indication of use or threat of use does not support or justify a Level 1 call.

- **LEVEL 2   CRITICAL RESPONSE** – An incident involving a situation of imminent danger to life or a high potential for a threat to life to develop or escalate. This incident must be in progress or have occurred within the past five (5) minutes.

- **LEVEL 3   URGENT RESPONSE** – Crimes against persons or significant property crimes where a rapid response is needed and the incident is in progress, has occurred within the past 10 minutes or is about to escalate to a more serious situation.

- **LEVEL 4   GENERAL RESPONSE** – Other crimes or matters requiring police response, generally occurring more than 10-minutes prior to dispatch and having a complainant.

- **LEVEL 5   INFORMATION RESPONSE** – Call to relay information or notify officers about a situation. Calls are sent to sector books/briefing and are not dispatched by Communications.

- **LEVEL 6   BEAT CALL RESPONSE** – Calls that require a police response but are not time critical and are most suitably handled by a beat officer. Level 6 calls are not dispatched by Communications. Clearance may be satisfied with conversion to a Level 5 call.

- **LEVEL 7 GENERAL BROADCAST ONLY -** For use with alarm reports to Communications that are not verified and some 9-1-1 hang-up calls from pay phones.

6241 **Major Incidents**

The number of members assigned to a call will be determined by the known or expected seriousness of the situation taking into account officer safety and the size and scope of the incident. Officers and supervisors can request more or fewer people at their discretion.

High-priority dispatches may be preceded by an alert tone. Units close to the location shall advise the dispatcher of their location and await assignment. It is the responsibility of the on-duty field supervisor or Incident Commander to ensure that assignments are adequate and appropriate. During such incidents, radio traffic may be restricted to priority transmissions. Except in an emergency, all officers not involved in the incident shall remain in service and off the radio until the emergency aspect of the event has been resolved. Units assigned to the call shall advise the dispatcher they are en route. If additional units are required, units close to the location of the event will utilize the MTC "AE" command to show themselves en route instead of utilizing the radio.

If immediate police action (not routine or administrative business) is required on a situation not related to the major incident, officers may switch radio frequencies to conduct the necessary business. The respective dispatchers shall be notified.

6241.1 **Major Incident in Progress**

When a major incident is occurring, the dispatcher may activate the "major incident in progress tone," and when appropriate have the responding units switch to a different channel or talk group. This is an audible tone that occurs automatically in the background of each transmission so listeners will be aware that an incident is in progress. During the time that this tone is activated, officers shall remain in service and off the radio unless they have information pertinent to the emergency. Any officer involved in a major incident may request the activation of the tone. The tone will be deactivated as soon as practicable to allow for normal traffic, but the tone can remain in effect as long as is necessary for the safety of those involved.

6241.2 **Briefing of Communications**

A communications supervisor will be notified as soon as possible of a major ongoing incident to allow briefing of communications personnel. A communications supervisor is responsible for updating the major incident log at communications. A communications supervisor shall also be contacted for any pre-planned event that has a high-risk potential (*e.g.* search warrant service) or other event that may involve a greater than usual deployment of personnel (*e.g.* parades, DUI deployment, Safe Streets, etc.).

6242 **Officers Working Special Duty**

Officers who are working Special Duty police assignments shall notify the dispatcher via radio or computer prior to the start of their assignment. The officer will advise the dispatcher of their

**TUCSON POLICE
DEPARTMENT
GENERAL ORDERS**

**VOLUME 6
COMMUNICATIONS**

6200 USE OF POLICE RADIO
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designator and the location of the Special Duty assignment. The dispatcher will verify the designator, name, and assignment location with the Special Duty listing at their dispatch console. The officer will further advise the dispatcher via radio or computer when the Special Duty assignment has been completed.

6243 **Callback Investigations**]

Non-emergency calls for service may be generated from emergency or 911 calls. The callback operation is decentralized, and under the administrative supervision of the Operations Bureaus. Callback operators shall disregard division boundaries when responding to callbacks. Every effort will be made to respond to callbacks in a timely manner. Callbacks will be handled as follows:

- Emergency calls will be routed to the 911 system.
- Runaway, walk away and missing person calls will be dispatched and are not handled as callbacks.
- Calls not requiring police presence will be designated as a callback.
- Calls older than 24 hours will be given priority.
- Calls over 72 hours old will be cleared after three reasonable attempts at contact.

Callback lists will be automatically generated for each workday.

6244 **Radio Ethnicity Protocol**

When describing ethnicities in speaking or writing, department members shall use the ethnicity code that most accurately describes the individual by using one of the following terms:

- Asian
- Black
- Hispanic
- American Indian
- White
- Middle Eastern

No associated number or any other term may be used to identify an individual except the ones listed above. These revised ethnicity codes shall be used on all written and verbal communications issued by department members.