

	STANDARD OPERATING PROCEDURE State Form 39870(R/S-06)	Reference Number CIS-008
	Subject Communications Procedures	
	Special Instructions Replaces CJD-011 dated January 1, 2012	Effective Date January 15, 2015

I. **PURPOSE**

Establish guidelines for radio and telephone communication by Department employees.

II. **POLICY**

Department employees shall utilize proper procedures when communicating via radio or telephone and shall maintain contact with the Department as prescribed in this procedure.

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IV. **COMMUNICATION PROCEDURES (General)**

A. Enforcement personnel shall monitor Department radios at all times when in the commission and shall answer the radio, if called, (either specifically by car number or by open call, e.g., any car in the vicinity, if it applies to their location), using their assigned car number and location.

B. Appropriate radio ([Ten and Signal](#)) codes should be used, during the normal course of duty, to conduct official business and report service status to the applicable district; however, when utilizing Mutual Aid (MA) talk groups (TG), personnel shall use simple-plain concise English instead of radio codes.

C. Regional Dispatch Centers (RDC) shall monitor and record the duty status of applicable personnel in the appropriate CAD system.

D. While on duty and absent from the commission, enforcement personnel shall maintain communication via the Department issued portable radio. When communication cannot be maintained by portable radio, personnel shall advise the appropriate RDC of their location, reason for the out-of-service status and shall maintain contact by cell phone, as per [CIS-013](#).

E. All radio transmissions (on ISP or other agency frequencies) shall consist of official traffic and shall be transmitted in an accurate, concise and business-like manner.

F. Special details or events (state fair, race details, etc.) shall transmit on Ops 2, or 3 as directed by the detail commander. Ops 1 should only be used when absolutely necessary.

G. Commission radios shall be primarily set on ISP-Dispatch and must be set on ISP-Dispatch when personnel are out of the commission using their Department portable radio.

H. Portable radios may utilize non-ISP TGs with an emphasis on scanning. ISP-Dispatch shall be included in all scan lists. Transmission on non-ISP TGs shall be limited to official business or to direct personnel to the appropriate Mutual Aid talkgroup.

I. Interoperability between agencies should rely on the Regional Mutual Aid talkgroups.

J. All Department personnel utilizing communication equipment are responsible for the proper use of and compliance with the applicable FCC Rules and Regulations.

K. The TG scan option shall not normally be deactivated for more than a seven (7) minute period, unless in the applicable District's dispatch mode. Prior to deactivation of the TG scan off dispatch TG (estimated to be in excess of seven (7) minutes), the employee shall notify the applicable Dispatch Center and the reason for the deactivation and the TG to be utilized during the deactivation.

L. Unauthorized removal or movement of equipment is prohibited.

M. Department equipment shall be maintained by Field Support Services.

N. Programming and set-up of portable and in-car radio equipment along with repairs and/or programming to encryption/security sensitive radios shall be done by the Integrated Public Safety Commission (IPSC), as directed by the Assistant Chief of Staff (ACS) Communication and Information Systems (CIS) and with the appropriate MOU.

O. Requests for alterations to the radio TGs or program templates, shall be submitted, in writing and forwarded, through channels, to CIS.

P. Radio TG assignments and installation:

1. Shall be accomplished as authorized in the Communications Procedures Manual.

2. Installation of specialty talkgroups requires the following authorization:

a. SWAT* - Special Operations Command Commander.

b. DES* - Special Investigations Commander.

*Frequency installation requires proper encryption radio.

Q. Emergency Alarm Activation/Response.

1. Activation of a radio's emergency alarm shall send an alert to the affected ISP RDC. Any employee activating an alarm shall (if able) communicate the details of the emergency to the district.

2. If the employee sending the alarm cannot be contacted, a Department police employee (or other agency) shall be immediately sent to the location (if known) of the affected employee.
3. If the alarm is false, the involved employee shall immediately notify the affected ISP dispatch center of the false alarm, including the circumstances that caused the activation.

Note: When an employee activates the “Emergency” alarm on a portable radio, the radio will automatically transmit (hands-free) for 10 seconds. During this time, the employee (if possible) should indicate their location and status.

R. No-Contact Report.

1. A no-contact situation (emergency or unknown) is a command responsibility and shall not be delegated to dispatchers or other non-command personnel.
2. When a no-contact situation is experienced, the following procedures shall be adhered to:
 - a. The dispatcher shall send a “call alert or ping” to the officer and shall notify the regional duty officer (RDO). All means available shall be utilized, e.g. Mobile Solution, Department or personal cell phone, email, etc., to locate the officer. When applicable, the district duty officer (DDO) of the missing officer’s district shall also be notified;
 - b. Attempts to contact the field officer shall be made at 60-second intervals until contact has been re-established. All such attempts shall be recorded in the appropriate district’s CAD system;
 - c. Attempts shall be made to determine last known location and have officers check the area.
 - d. The dispatcher shall record on the CAD when contact is re-established; and
 - e. The RDO shall forward the CAD information and a report of the circumstances to the district commander.

S. Additional Authorized Communications Equipment (Operation).

1. Only Department authorized communications equipment shall be installed in Department commissions as per [FSS-008](#).
2. Use of a Citizens Band (CB), amateur or two-way radio shall comply with all FCC rules governing CB or two-way radio transmissions;

V. DISPATCH PROCEDURES

- A. Dispatch centers shall continuously monitor the following talkgroups and frequencies:

1. Dispatch	2. Regional MA1	3. Statewide Call	4. SW-1
5. NIPS-Call	6. Point to Point	7. Other*	
*Note: Dispatch Centers may be required to monitor talkgroups, frequencies or other RDCs not listed above during certain emergencies or special events.			

B. Broadcasts relative to district-wide need-to-know and timely information shall be transmitted on the District's dispatch and Regional Mutual Aid talkgroups.

C. The **regional MA-talkgroup** (ex: JMA-1) will be utilized as primary dispatch for the regional mutual aid talkgroups and for calls or dispatches of high priority radio traffic.

1. **High priority radio traffic** (dispatches) shall include, but are not limited to:

- a. Pursuits (vehicle and/or foot);
- b. Severe weather warnings or reports of imminent severe weather;
- c. Vehicle crashes (with injuries or type unknown);
- d. Robberies in progress or that recently occurred;
- e. Hostage situations or abductions, etc.

2. Each regional MA-1 shall be monitored and utilized by the respective dispatch center.

3. Regional or multi-jurisdictional pursuits within an ISP district are to utilize this channel.

4. "Point to Point" must be utilized in ISP districts where not every agency utilizes the IPSC System.

5. Regional MA-2 & MA-3 are for extended mutual aid details.

D. **Statewide (SW) MA Call** or SW-10 shall be used for statewide related dispatches, incidents, or by agencies from outside the regional area and shall be monitored by each ISP district. **ISP shall utilize SW MA-1 when a pursuit travels near or into another district's area.**

E. The NPSPAC System has five (5) talkgroups that shall be utilized for mutual aid situations. All ISP dispatch centers shall monitor the NPS CALL and when requested shall activate the repeater.

F. The NPSPAC or NPS (national) 800MHz frequencies shall be utilized for communications between different radio systems (e.g. Hoosier SAFE-T and the Ohio MARCS system).

G. **Memorandums of Understanding (MOUs).**

1. Agencies may establish written agreements (Memorandums of Understanding-MOUs) with the Department to monitor and transmit on local talkgroups. All extended communications, emergency response and calls for assistance shall be referred to and conducted on the MA-TG.

2. MOUs shall be signed by the appropriate agency head and the appropriate ISP commander.

3. ISP radios shall be programmed as authorized by the CJDD Communication Commander.

VI. REGIONAL DISPATCH CENTER (RDC) – Duties, Responsibilities, and Procedures

A. Definitions:

1. Computer Aided Dispatch (CAD) – A voice and text communications system aided by computer technology with the ability to use GPS locators (for calls and in-car tracking), call history data, and communication with various databases to aid in the response to calls for service by Department personnel.
2. RDC Dispatcher – A civilian employee whose primary responsibility is to maintain communication between the dispatch center and the field units.
3. District Duty Officer (DDO) – An officer assigned command of a district during a shift in the absence of and with the authority of the district commander.
4. Regional Duty Officer (RDO) – Officers assigned to oversee the operations of an RDC during a shift and serve as the duty officer for the district where the RDC is located.
5. Regional Dispatch Center (RDC) – A regional location coordinating dispatch operations for a designated area of the state.
6. Regional Dispatch Center Manager – A civilian who oversees RDC operations and supervises civilian communications personnel assigned to the specific RDC.
7. Regional Dispatch Center Shift Supervisor – A civilian who oversees the operations of the RDC during each shift.

B. Responsibilities relating to the RDC.

1. **RDC personnel** shall ensure all emergency and non-emergency calls for service are handled properly and maintain operations support for enforcement personnel within the regional area of coverage.
2. **Regional Duty Officers (RDO)** shall:
 - a. Oversee the operations of the RDC;
 - b. Take initial command of any detail occurring within the RDC's area of responsibility. Details may be reassigned to the district at the discretion of the RDO or at the request of the applicable district's command staff.
 - c. Coordinate with the respective district duty officers (DDO) district command personnel by:
 - (1) Ensuring all DDOs are informed of activities and details within their respective districts, and

(2) By assigning the DDOs details to oversee within their district and ensure they inform the RDC of the outcome of the detail with proper documentation,

d. Serve as the DDO for the district where the RDC is located;

e. Be responsible (during non-business hours) for all walk-in calls for service;

f. Monitor all dispatch TGs within the RDC's region; and

g. Shall be supervised by the commander of the district where the RDC is located or by a designee of the district commander.

3. District Duty Officers (DDO) shall:

a. Monitor all dispatch TGs within the district (on portable or otherwise) and the CAD on a continual basis to maintain operational awareness;

b. Take command of any details assigned by the RDO until the detail is concluded. The DDO shall input information related to assigned details directly into the CAD and ensure the RDC and RDO are kept up-to-date on the status of any assigned details;

c. Answer phone calls, handle all routine calls for information and walk-in calls for service. Typically, only emergency calls and calls for service requiring an officer to be dispatched should be forwarded to the RDC;

d. Ensure the RDC is provided a current copy of the district schedule for the calendar day and notified immediately of any changes (in shift schedules, sick time, PL time requests, etc.); and

e. Provide security for the non-RDC facilities.

4. District command personnel shall:

a. During normal business hours, maintain operational awareness of the district and liaison with both the DDO and RDO as needed; and

b. Command personnel may assume direct control over any detail within the district after conferring with the RDO.

VII. CALLS FOR SERVICE (CFS)

A. Each DDO is responsible for answering all incoming telephone calls to their district. Calls shall automatically forward to the appropriate RDC after seven (7) rings when the DDO is unable to respond;

B. All emergency calls shall be "conference called" to the RDC;

C. Details and/or assignments should be entered by the entity receiving the call (e.g. the RDC or the DDO). If an assignment is entered by the DDO, the RDC shall be made aware of the entry and the need for any required response.

1. RDC dispatchers will assign details to field personnel. The RDO shall be consulted should any issues or questions arise concerning a detail or necessary personnel to respond.

2. Once a detail has been assigned, the DDO of the district where the detail is located shall assume command responsibilities until the detail is completed.

3. The DDO is responsible to ensure the RDC is provided real time information on assigned details in order to document and close them out.

D. If a call for service is forwarded to another agency (police or civilian), all information above shall be entered into the CAD system with a notation indicating why the call for service was forwarded to another agency when it was forwarded.

E. Obtaining Relevant Information.

All information relating to emergency calls or calls for service, shall be properly entered into the required fields of the CAD.

F. NCIC/IDACS Hit Confirmation.

1. The RDC receiving a Hit (a want on a person or stolen property) or Request for Hit Confirmation is responsible for properly responding to it within the NCIC/IDACS guidelines and timelines;

2. If the Hit originated from an ISP district the RDC dispatcher shall contact the originating district and request confirmation from the DDO. The DDO shall then:

a. Pull the applicable case and verify the status of the Hit; and

b. Then notify the RDC by email, to include the DDO's PE#, and the date and time the Hit was verified. The RDC receiving the email shall forward it to the RDC shift supervisor and "cc" the RDC Manager, the RDO and the applicable district investigative commander (DIC) with the status of the Hit.

c. The RDC IDACS Coordinator shall contact each applicable DIC regarding the status of all validations of entries. All official communication shall be handled by email.

VIII. RADIO BROADCASTS (ATTEMPT TO LOCATE (ATL) or INVESTIGATE FOR):

A. Attempt to Locate (ATL) messages are for non-criminal activity; example, missing person, separation of parties, check for well-being, etc. Information regarding ATL messages should be dispatched to field and shall include (if applicable):

1. A description of vehicle (color, year, make, body style) and license number;
 2. Route of travel, time and location of departure and destination; and
 3. The exact nature and reason for the requested attempt to locate (ATL).
- B. The appropriate CAD record shall be updated if the involved party is located to include:
1. The name of person to be contacted and the necessary message; and
 2. The name and telephone number of the reporting party.
- C. Investigate messages are for criminal or traffic offenses; example, homicide, failure to pay, speeding, possible intoxicated or fatigued drivers etc.

IX. OVERTIME REQUESTS (Field Personnel)

1. The DDO shall receive all requests for unscheduled overtime from individual officers within their district and shall notify the RDC and the applicable district commander, by email, of tentative approval or denial of the request for overtime.
2. The RDC dispatcher shall note in the CAD record the reason for the overtime and who tentatively approved or denied it.
3. All final decisions on the granting or denial of overtime shall be made by the affected employee's district commander, as outlined in [HMR-008](#). The district commander shall ensure the CAD is updated to reflect the final determination related to the overtime request.

X. TELEPHONE PROTOCOL (land line or microwave)

- A. When a Department employee answers a telephone at any Indiana State Police facility, the proper greeting shall indicate to the caller that they have reached a state police facility and identifies whether the employee is an officer or a civilian. The greeting will include the employee's name and a reference to the specific location answering, e.g. District 33, or Bloomington District, Field Support Services, etc. Officer's shall provide their rank and last name, while civilians may refer to their title or use either their first or last name.
- B. Certain personnel, divisions and sections may be exempted from the protocol as outlined in section A (above) due to confidentiality requirements, e.g. undercover officers, DES, etc.

XI. SMART RADIO SYSTEM (Satellite Mutual Aid Radio TG)

- A. The SMART Radio system shall be:
1. Coordinated with the Indiana Department of Homeland Security;

2. Issued to each area commander and the Assistant Chief of Staff (AC/S) Operations; and
3. Shall be properly charged, maintained and tested monthly:
 - a. The AC/S Communications and Information Systems (CIS) will ensure a monthly email reminder is sent to all the personnel assigned a SMART radio; regarding, the required monthly test.
 - b. All personnel shall send a confirmation email reply to CIS when the test has been completed.
- B. CIS shall be responsible for the assignment, maintenance and logistics of the SMART radio system.
- C. SMART radios (due to their size) may be stored at a commander's home district.
- D. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.