

# ***SAN JOSE POLICE COMMUNICATIONS***

## ***Basic Dispatch Academy***

### **RADIO PROCEDURES**

#### **LESSON PLANS**

#### ***MATERIALS REQUIRED – STUDENT:***

Pen/Pencil and paper for notes.

#### ***MATERIALS REQUIRED – INSTRUCTOR:***

#### ***GOAL:***

To introduce Basic Academy dispatchers to the job duties of the radio dispatcher.

#### ***LEARNING OBJECTIVES:***

Students will have an understanding of the requirements to dispatch events on the radio.

#### ***PRESENTATION:***

##### **I. INTRODUCTION**

- A. [REDACTED]
- B. Class Participation Exercise
  - 1. What is the function of a PSRD (Radio Dispatcher)?
- C. Today you will learn an overview of the radio dispatcher functions.

##### **II. AUTHORIZATION**

- A. Procedure Manual/Rules and Directive Manual
- B. Duty Manual
- C. FCC Rules & Regulations
- D. Radio Call Signs

[REDACTED]  
[REDACTED]  
[REDACTED]”

##### **III. TRANSMISSIONS**

- A. Authorized Transmissions
  - 1. Safety of Life,
  - 2. Protection of Property
  - 3. Official Police/City business.
- B. Unauthorized Transmissions
  - 1. Personal messages,
  - 2. False calls
  - 3. Fraudulent distress signals
  - 4. Superfluous or unidentified traffic.

5. [REDACTED]

- C. Transmission Techniques
  1. Speech
  2. Never sacrifice accuracy for speed
  3. Remain calm
  4. Don't display emotions.
  5. Don't change the meaning by changing words
- D. Officers' link to Communications
  1. Hand pack
  2. Car radio
  3. MDT/CAD.
  4. [REDACTED]
  5. [REDACTED]

#### IV. BASIC RADIO PRINCIPLES –

- A. Video "Radio Dispatching Guidelines"
- B. Simple rules to follow:
  1. Think before you speak.
  2. Slow, distinct, monotone speech
  3. Be accurate with your information
  4. No blind 10-4s
  5. Never assume
  6. Avoid long transmissions
  7. Listen before you transmit
  8. "Mic clicks" are not acknowledgement of a message received.
  9. A short message can be given entirely in one transmission.
  10. Avoid "interference" – [REDACTED]
- C. ABC's of Dispatching
  1. Accuracy, Brevity, Courtesy, and Clarity.
- D. Remember
  1. Radio traffic is taped, can be subpoenaed, and heard on scanners, [REDACTED] and websites

#### V. REQUIREMENTS OF THE PSRD

- A. The Role of the Dispatcher
  1. Maintain control of radio
  2. Prompt, effective transmission of dispatches
  3. Provide officers with information: events, updates, and database returns
- B. Officers' Lifeline
- C. You have the ability...
- D. Security Checking Units
- E. Officer safety is our job
- F. Key Points
- G. Emergency Calls
- H. [REDACTED]
- I. Radio Emergencies
- J. Status of Channel?
  1. Radio Emergencies
  2. Code 33

3. Automatic C33
  4. C33 Tone versus No Tone
  5. Car to Car traffic while C33
  6. Restricted Traffic
  7. Essential Transmissions during Restricted Traffic
  8. [REDACTED]
- K. Use of the Alert Tone
- L. Sergeant Notifications
- M. More Notifications
- N. Pending Events
- O. Accurate Documentation
- P. Pursuits [REDACTED]
- Q. APBs/BOLs
- R. [REDACTED]
- S. Citywide Broadcasts
- T. [REDACTED]
- U. Deploying of Taser
- V. Prioritization
- W. Dispatching Events
1. Calling a Unit
  2. Clear for traffic?
  3. Dispatch Shall Include
  4. [REDACTED]
  5. Unit Assignment
  6. Number of Units
  7. MDT Dispatch
  8. Premise Information
  9. Proper Terminology
- X. Returns
1. Clear to run a party?
  2. [REDACTED]
  3. [REDACTED]
  4. Suspect Description
  5. Vehicle Descriptions

## **VI. ANY QUESTIONS?**