

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?