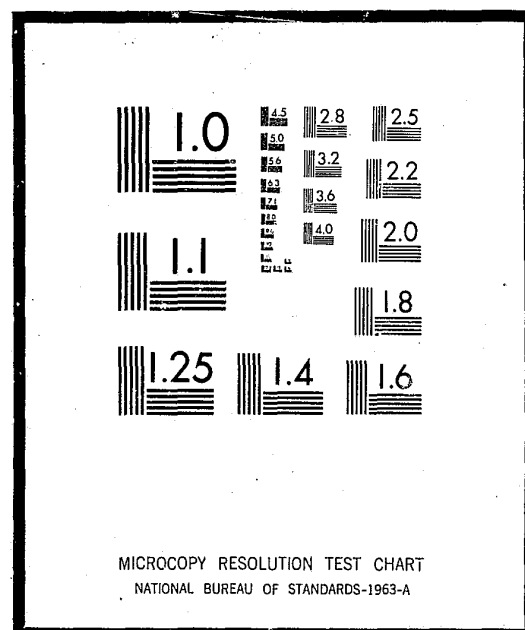


# NCJRS

This microfiche was produced from documents received for inclusion in the NCJRS data base. Since NCJRS cannot exercise control over the physical condition of the documents submitted, the individual frame quality will vary. The resolution chart on this frame may be used to evaluate the document quality.



Microfilming procedures used to create this fiche comply with the standards set forth in 41CFR 101-11.504

Points of view or opinions stated in this document are those of the author(s) and do not represent the official position or policies of the U.S. Department of Justice.

U.S. DEPARTMENT OF JUSTICE  
LAW ENFORCEMENT ASSISTANCE ADMINISTRATION  
NATIONAL CRIMINAL JUSTICE REFERENCE SERVICE  
WASHINGTON, D.C. 20531

\$00996.00.001260

ACCESSION NUMBER: 00996.00.001260  
TITLE: GAINESVILLE (FL) POLICE SERVICES - PART 3 - PROPOSED PROCEDURAL MANUAL - COMMUNICATIONS CENTER  
PUBLICATION DATE: 6905  
AUTHOR(S): BOWMAN, A.S.  
NUMBER OF PAGES: 40  
ISSUING AGENCY: GAINESVILLE (FL) POLICE DEPT  
SPONSORING AGENCY: LEAA  
GRANT/CONTRACT: 310  
SUBJECT/CONTENT: COMMUNICATIONS CENTER  
PROCEDURE MANUAL  
POLICE COMMUNICATIONS NETWORK  
GAINESVILLE (FL)  
POLICE

ANNOTATION:  
PROPOSED COMMUNICATIONS CENTER PROCEDURAL MANUAL FOR THE GAINESVILLE FLORIDA POLICE DEPARTMENT.

ABSTRACT:  
ORGANIZATION AND STAFFING OF A COMMUNICATIONS CENTER AND THE DUTIES AND RESPONSIBILITIES OF THE PERSONNEL ARE REPORTED. COMMUNICATIONS REGULATIONS AND PROCEDURES ARE DISCUSSED AND MESSAGE PROCEDURES ARE SUGGESTED.

Date filmed

5/30/75

PART III  
 PROPOSED PROCEDURAL MANUAL  
 COMMUNICATIONS CENTER

prepared for

Gainesville Police Department  
 Gainesville, Florida  
 William D. Joiner  
 Chief of Police

prepared by

Albert S. Bowman, Director  
 Planning and Research Unit  
 Gainesville Police Department

under a grant from

Law Enforcement Assistance Administration  
 (formerly, Office of Law Enforcement Assistance)  
 U.S. Department of Justice

May, 1969

TABLE OF CONTENTS

	<u>Page</u>
A. THE COMMUNICATIONS CENTER	1
1. Organization and Staffing	1
2. Duties and Responsibilities	1
a. Dispatchers--General	2
(1) Authority	2
(2) Procedures for Challenging Dispatchers' Decisions	3
(3) General Operating Duties and Responsibilities	3
(a) Knowledge of Local Geography	3
(b) Duty to Remain on Post Until Relieved	3
(c) Telephone Courtesy	4
(d) Pre-duty Briefing	4
(e) Knowledge of Department Policy and Procedure	4
(f) Responsibility for Conditions and Operations of Communications Center	4
b. Dispatching Assignments	5
(1) Field Dispatchers	5
(2) Administrative/Information Dispatcher	5
c. Communications Center Supervision	6
3. General Communications Regulations	7
a. Security of Radio and Other Communications	7
b. Identification of Radio Communications	7
c. Priority of Messages	7
(1) Distress Calls and Messages	7
(2) Large-Scale Disaster Messages or Warnings	7
(3) In-Progress Criminal Messages	8
(4) General Criminal Messages and Dispatches	8
(5) Semi-Emergency Communications	8 - 9
(6) Stolen Vehicle Messages	10
(7) Routine Communications from Outside Authorities	10
(8) Missing Persons Messages	10
(9) Cancellations of Previously Dispatched Messages	10
d. Special Requests	10
(1) Registration Checks of Parking Tickets	10
(2) Checks for Accidents	10
e. Testing	11
f. Violations of Department or FCC Regulations	11
g. Time Limits for Radio Units on Assignments	11
h. Notification by Mobile Units when not Available	12
4. Communications Procedures--General	12
a. Use of Broadcasting Equipment	12
b. Message Construction	12
(1) Standard Radio "10"-Signals	12
(2) Word Choices	13

TABLE OF CONTENTS (Continued)

	<u>Page</u>
c. Message Format	14
(1) General Information	14
(2) Wanted Vehicle and Persons Messages	15
(a) Stolen Vehicles	15
(b) Wanted or Missing Persons	16
(c) Automobile Body Styles	16
(d) Sample of Correctly Composed Messages	17
d. Message and Dispatch Delivery	18
(1) General	18
(2) Long Transmissions	18
(3) Transmitting Numbers	18
(4) Phonetic Alphabet	18
(5) Station-to-Car Operating Procedure	19 - 20
(6) Car-to-Station Operating Procedure	21
(7) Felonies in Progress Procedure	21 - 22
e. Message Cancellations	23
(1) Importance of Cancellations	23
(2) Procedure for Cancelling Messages	23
5. Complaint Reception, Dispatching, and Recording Procedures	23
a. Processing Citizens' Complaints	23
(1) Vice Complaints	24
(2) Criminal Complaints	24
(3) Calls for Service	24
b. Assignment of Case Report Numbers	25
c. Assignment of Field Personnel	26
(1) Assignment of Zone Officer	26
(2) Assignment of Assist Units	26
(3) Failure to Respond to Radio Call	27
d. Complaint/Dispatch Procedures	28
e. Out-of-Service/Radio Request Procedures	29
f. Notification of Communications Center Regarding Wanted Vehicles	29
(1) Information Needed	29
(2) Dispatchers' Duties	30
(3) Notification of Inquiring Officer	30
(4) Follow-up Action by Investigators	30
(a) Stolen Vehicles	30
(b) Wanted Vehicles	30
(c) Towed Vehicles	31
(i) Owner Present or Known	31
(ii) Owner Absent or Unknown	31
g. Notification of Outside Authorities Regarding Wanted Vehicles	31
h. Maintenance and Use of Reports and Files	31
(1) Records or File Checks	32
(2) Vehicle File--Wanted, Towed and Abandoned	32
(a) Wanted Vehicles	32

TABLE OF CONTENTS (Continued)

	<u>Page</u>
(b) Towed and Abandoned Vehicles	33
(c) Retention Period	33
(d) Stolen Auto List	33
(3) Wanted Persons File	34
(4) Business Location File	34
(5) Radio Message File and Log	35
(6) Radio Dispatcher's Log	35
(7) Telephone Number and General Information Index	36
Chart.	
I.. Indices and Files to be maintained by Communication Center Personnel - follows page	32
Exhibits.	
I. Stolen Auto List - follows page	34
II. Business Location and Emergency Information - follows page Card	34
III. Radio Message Log - follows page	36
Appendixes.	
A. Rules and Regulations of the Federal Communications Commission	
B. 10-Signals	
C. Instructions for completing the Communications Center Message Card.	
D. Phonetic Alphabet and Numbers	
E. Instructions for completing the Complaint/Dispatch Card.	
F. Instructions for completing the Out-of-Service/Radio Request Card	

A. THE COMMUNICATION CENTER

1. Organization and Staffing

The operational responsibilities for receiving all citizens' requests for police service and the associated dispatching are assigned to the Communications Center. Communications personnel will be assigned various positions within the Center; during the busiest shifts the positions include the primary field dispatcher and the administrative and information dispatcher. Except during the....to.... tour of duty and the absence of the Auxiliary Service Shift Supervisor, the primary field dispatcher will be in command of all on-duty Auxiliary Services personnel. See Section 2.c of this manual.

The order of succession to supervisory responsibilities within the Communications Center is as follows: The Data Processing and Communications Unit Commander, Auxiliary Service Shift Supervisor, the primary field dispatcher, and the administrative and information dispatcher. This order will be followed in assigning communications personnel to supervisory tasks in the absence of superior or supervising officers.

The Communications Center will have first priority in the assignment of personnel. Other Unit personnel may be assigned to assist temporarily whenever personnel shortages or overload work periods occur. If necessary, when serious manpower shortages occur, the Data Processing and Communications Unit Commander, Shift Supervisor or primary field dispatcher may request assistance from the Patrol Division.

2. Duties and Responsibilities

The dispatching positions in the Communications Center will serve two functions: the first is the reception of citizens' complaints and requests for police service; the second is the provision of dispatching services for all police field units. A single communications officer will retain responsibility for an incident from receipt through assignment to completion, enabling him to efficiently and intelligently handle each call for police service. Mistakes, forgotten assignments, and lapses of memory will be pinpointed and, conversely, particularly good work will also be apparent.

Responsibility for calls rests with the dispatcher receiving the original complaint or request and cannot be relinquished, except under specified circumstances. Significant exceptions will be found at the change-of-shift times and during peak work load periods when alternate dispatchers and/or the administrative/information dispatchers must assist in answering the emergency telephone lines.

Whenever any position within the Communications Center becomes overloaded with incoming calls or a generalized heavy work load, any other position less busy should assist the overloaded dispatcher. If such conditions persist, additional personnel should be assigned to communications duty during those hours when the

overload occurs. During light work load periods, the Auxiliary Services Division Commander or Communications and Data Processing Unit Commander may request other assigned personnel to assist in records-keeping functions or, on some occasions, one or the other should assist the dispatcher. Interruption of other duties should not be permitted except under especially busy or necessary circumstances.

The reassignment of any member, sworn or civilian, will be explained in a brief memorandum to the commander of the Auxiliary Services Division, with a copy being directed to the appropriate immediate supervisor of the person reassigned.

To provide for overflows of calls on the administrative lines, personnel assigned to the Data Processing and Communications Unit, will answer second, third, and fourth lines, and so on. Employees will request any caller using the emergency lines who wished to give or receive general information to disconnect and redial, using the administrative number.

a. Dispatchers--General

An officer assigned to the Auxiliary Services Division as dispatcher is responsible to the commanding officer of the Auxiliary Services Division for the proper execution of his duties and responsibilities in conformity with established policies.

During the absence of the Unit or Division commanding officer or shift commander, a dispatcher should exercise authority commensurate with his responsibility.

Patrol Division command or supervisory personnel will not normally assume command over Auxiliary Services Division personnel.

Dispatchers may not depart from established policy and practice without consulting the appropriate supervisor. Unusual situations will be referred by the dispatchers to the primary field dispatcher for decisions. They shall promptly obey and transmit all legitimate orders, insuring uniform interpretation and full compliance.

(1) Authority

Dispatchers assigned to the Communications Center perform in accordance with departmental policy and statements of procedure. When issuing an order or assigning a field unit to answer a call, the dispatcher is acting directly for the Chief of Police. However, this authority is not his own; therefore, the authority of any assignment made by the dispatcher in the proper course of his duty has no direct relationship to his rank.

(2) Procedures for Challenging Dispatchers' Decisions

Should any officer or superior officer have reason to doubt, or to question, the authority or practicality of any dispatcher's assignment, the assignment should be carried out as given by the dispatcher and the matter referred to the superior of the complaining officer by official department memorandum. Under no circumstances will arguing with the dispatcher be permitted, and such action may be construed as cause for disciplinary measures to the offending officer. Dispatchers will be operating under strictly defined department procedures; therefore, it may be assured that actions taken by the Gainesville Police Department conform with procedures.

Should an officer of the rank of sergeant or above feel that immediate reversal of the dispatcher's assignment is required, that superior officer must accept full responsibility for the assignment and subsequent handling of the incident. Following the reversal of the dispatcher's order, the supervising officer making the change must file a complete report indicating the action taken and the reasons for taking that action. This report should be on a Department Memorandum form addressed to his Auxiliary Services Division. The number of occasions when this occurs should be very few. It is once again emphasized that there should be no argument over the radio initiated by either a dispatcher or field unit officer.

(3) General Operating Duties and Responsibilities

(a) Knowledge of Local Geography

Dispatchers must have a good working knowledge of the geography of the City and a mental picture of the location of neighboring communities and highways. They will study the city map and know the location of each park and industrial area, major trouble spots, areas where city boundaries are not easily identified, and other locations where field units are apt to be needed or need assistance.

(b) Duty to Remain on Post Until Relieved

Except when in the course of their work it becomes necessary to leave temporarily, dispatchers will remain at their respective positions at all times, while on duty. When he must leave his position, a dispatcher will so advise the primary field dispatcher who will see that relief is provided. Dispatchers will remain at their posts until relieved or are permitted to leave by the primary field dispatcher, the shift supervisor, or the Data Processing and Communications Unit or Auxiliary Services Division commander. Failure to remain on post is a serious violation of regulations and may be subject to disciplinary action by the Chief of Police.

They are responsible for the proper processing and return of documents and records used by them.

(c) Telephone Courtesy

When answering the telephone, dispatchers will always say "Gainesville Police, may I help you". This reply should be positive, brief, and businesslike, but not brusque. "Hello" will not be used. When the dispatcher answers, "Gainesville Police Department, may I help you", he is answering for the Department. The City of Gainesville, its government, and the entire Department will be judged often by the courtesy used when answering a radio or telephone call. Courtesy on the part of the dispatcher will invite courtesy on the part of the person calling.

Dispatchers will exert every effort to satisfy the needs of citizens requesting service, assistance, or information and courteously explain any instances where jurisdiction does not lie with the Police Department, suggest procedures to be followed. When possible, they will accept the information and make proper notification of the appropriate agency or department.

(d) Pre-duty Briefing

When coming on duty, dispatchers will review and note those special instructions that may have been issued since their last tour of duty and will become familiar with the radio traffic handled during the previous shift. Familiarity with such traffic will allow important connections to be made by dispatchers between seemingly unrelated criminal messages, thus helping to conclude cases currently under investigation by the Department. The success of the Department is dependent upon the records originated within the Center; it is imperative, therefore, to see that they are completed in such a manner as to be of value to follow-up investigators and to those persons analyzing department crime problems. At the conclusion of each tour of duty, dispatchers will impart such information to their successors as may be necessary to assist them during the following tour.

(e) Knowledge of Department Policy and Procedure

Dispatchers will become familiar with department policy and procedures and execute faithfully the service program within their respective areas of responsibility, thus providing for the prevention and suppression of crime, protection of life and property, apprehension and prosecution of offenders, preservation of the peace, and the enforcement of regulatory measures.

(f) Responsibility for Conditions and Operations of Communications Center

While on duty, dispatchers in the Communications Center will be responsible for its condition and for its economical and efficient operation in accordance with modern business practices. They shall diligently perform duties required of them and maintain prescribed records.

b. Dispatching Assignments

(1) Field Dispatcher(s)

The primary field dispatcher(s) is (are) charged with responsibility for answering all calls received via the emergency telephone lines, for all radio traffic to and from administrative or field units, and for the maintenance of proper records concerning their operations. Immediately upon receipt of a citizen's complaint or request for service, the dispatcher receiving the telephone call or other notification will complete a Complaint/Dispatch card, time stamp it, assign a Case Report number, and assign the appropriate beat patrol unit(s). Upon the completion of the assignment, the radio patrol officer will radio certain details back to the dispatcher, who will complete the remaining portions of the radio card, time stamp it again, and refer it to the appropriate supervisor for review. In all incidents where a police unit requests permission to go out-of-service or, requests information from the dispatcher, and Out-of-Service/Radio Request card will be prepared by the dispatcher much in the same manner as the Complaint/Dispatch card is prepared. Instructions for completing them will be found in the appendix at the end of this manual. Dispatchers are responsible for assuring the safety of all officers working in radio cars or using portable radio units. Dispatchers will insure that sufficient manpower is initially assigned to handle all situations where it is known in advance that responding officers will need assistance or where dangerous persons are involved. Following the assignment of patrol officers to handle calls of a serious nature or probable danger, dispatchers will check back frequently to determine whether additional help is needed at the scene.

In the absence of the Communications and Data Processing Unit Commander the Shift Commander performs as acting unit commander.

(2) Administrative and Information Dispatcher

The administrative and information dispatcher will not normally provide radio dispatching services. This position's primary function is to handle all administrative or nonpolice service telephone calls, and requests of the Police Department, and to obtain or assist in obtaining from the Communications and Data Processing Unit, or other offices within the police building, information requested by radio or telephone by officers in the field. Such information varies greatly but may include, among other things, requests for records checks, determining whether a subject is wanted by this or any other police department, or obtaining other information which may be available within the Department. The administrative numbers ter-

minate at the switchboard, allowing calls for service mistakenly placed through that number to be transferred to the appropriate field dispatcher for completion. The administrative and information dispatcher is responsible for screening these calls to keep unnecessary calls from unduly interrupting the other dispatcher. However, it must be made clear that merely answering the telephone is not the extent of this assignment.

The Unit commander or the primary field dispatcher may direct the employee serving in this position to assist in handling overload radio or teletype communications when an emergency exists.

The administrative and information dispatcher is responsible for acting as a back-up dispatcher and for providing outside-the-department communications with all law enforcement and public service agencies.

Normally, the administrative and information dispatcher will devote much of his time to originating and relaying police messages, license checks, checks for wanted persons and vehicles and other information checks which cannot be processed through the Gainesville Police Department files for one reason or another. The remainder of his time will generally be spent in assisting the primary field dispatcher in handling the heavy radio traffic which occurs during much of the police workday.

The administrative and information dispatcher will act as intermediary for all police messages, including those for wanted persons and vehicles, which must be sent to other agencies or which are received for department action or information.

c. Communications Center Supervision

The Communications and Data Processing Unit will act for the commander of Auxiliary Services Division during those hours when he is not present. The Auxiliary Services Division personnel acting as supervisors will be the Auxiliary Services Shift Commander, primary field dispatcher or senior officer of the Unit on duty during the afternoon or night shift. They will have command of the building and all Auxiliary Services Division personnel within the building.

They will be diligent in enforcing the observance of high ethical standards in the performance and conduct of personnel under their direction.

They will assist the Communications and Data Processing Unit Commander in the investigation of all cases of apparent or alleged misconduct by subordinate and civilian personnel, procuring evidence to sustain or refute such allegations. In the absence of the unit commander, they will prepare necessary reports and assist in their presentation at hearings and examinations.

3. General Communication Regulations

a. Security of Radio and Other Communications

Dispatchers will not divulge any police information except with specific authorization. The dispatcher's duty is to find the person being called to refer the caller to the proper agency. Only persons authorized by the Chief of Police through department policy are permitted to relinquish information to persons not members of the Department. See Appendix A for Rules and Regulations of the Federal Communications Commission and the General Order relative to the Police-News Media Relationship.

b. Identification of Radio Communications

When not required to identify itself by some other provisions of the Federal Communications Commission Rules and Regulations, the Communications Center shall identify itself by its regularly designated call letters or other approved method at the time of each transmission, and as frequently as is practicable during tests, during an exchange of long communications, or every 30 minutes if there is no traffic.

c. Priority of Messages

In general, police messages should be given priority in the following order:

(1) Distress Calls and Messages (10-33 Signal or Mayday)

Distress calls and messages have absolute priority over all communications and shall be made without regard to interference to other stations with due consideration being given, however, to any other distress calls or messages which may be transmitted at the same time. Routine operation shall not be resumed until the distress signals and messages have been cleared.

(2) Large-Scale Disaster Messages or Warnings

Calls or warning messages concerning large-scale emergencies such as existing or imminent military attack, hurricanes, floods, and tornadoes will take precedence over all categories of messages except (1) above.

Emergencies, of equal severity but of a lesser scale, such as aviation accidents, multi-alarm fires, riots, or civil disorders and similar situations will be evaluated in terms of immediate effect upon the Department and/or the Gainesville area, should there be a conflict between this category and category (3) "In-Progress Criminal Messages".

The primary field dispatcher may in some cases reclassify a message concerning a lesser scale emergency and temporarily delay its transmission if an in-progress criminal message, where the safety of a person is in danger, is received at the same time.

Such decisions will be fully explained by the supervisor in a department memorandum to the commander of the Communications and Data Processing Unit. If the situation is of sufficient severity, the Communications Center will establish an emergency command post at or near the scene, and all messages will be classified in accordance with these regulations by the senior supervising officer or the primary field dispatcher of the Communications Center.

(3) In-Progress Criminal Messages (Also Known as "In-Progress" Messages)

These calls include situations where the police receive information that a crime is actually being committed at that very moment, has just happened, the offender is believed to be escaping, and/or the complainant reports that a serious offense is about to be committed within a few minutes. This category includes the more common emergencies such as holdups, aggravated assaults, burglaries, hit and run accidents, murder or bank robbery. The initial tone signal or other alerting procedure will be used to alert mobile units, followed by information concerning the nature of the incident, the specific location, as much definite information as is known concerning the subjects involved, the direction of flight, and the description of any vehicle used. As additional information is received, the dispatcher should make it known to the responding units. The shift commander should be notified at the request of a field sergeant or, in some cases, immediately if the nature of the incident obviously requires notification of command personnel. See Section 4.d. (7) of this manual concerning procedures for felonies in progress.

(4) General Criminal Messages and Dispatches

Routine criminal messages and dispatches are those concerning crimes or incidents which have occurred previous to the call, often as much as six hours or more. This class of message also includes assignments to radio cars to perform specific duties. Such calls may originate as a citizen's complaint: "I want the police," "there's a fight down here," or "there's a noisy dog at.....".

(5) Semi-Emergency Communications

Communications within this category will usually originate with state, federal, or other local law enforcement agencies and may include information regarding weather, navigation, or highway conditions.

Notification of a motorist or a person who cannot be reached by public service (telephone or Western Union) that a relative is dying may be handled by the Communications Center and patrol units in the field. These messages are generally classed as "attempt to locate" and designated by the abbreviation "ATL".

Frequently, requests are received to locate trucks on the highway to notify the driver of a wrong load or a wrong destination. This is not police business and should not be handled. However, in all cases the primary field dispatcher must exercise his judgment as to whether or not such a message is an exception and should be accepted for broadcast.

Messages of this type should be accepted only when other public communications are not available, it involves an accident, injury, death, or serious illness and when the notification must be handled by this department or relayed to another police agency. As far as the Communications Center is concerned, it is necessary only to advise that a death or injury has occurred, giving name of hospital or funeral home. Giving the recipient of the message detailed instructions which are apparent from the nature of the message, such as to return home, make a telephone call, or similar details, is not necessary in most cases and should be avoided.

As a guide to semi-emergency message information, the following specific data should be given, especially when it must be relayed to another agency. Message should be recorded on Communication Message Center Form.

- (a) Full name of person to be located.
- (b) Car information: color, year, make, body style, and state registration number.
- (c) Complete information where subject is to be located.

If in transit, give route, destination, and time subject left and estimated time of arrival (ETA) at destination.

If location is a lake or the beach, state exact location of cottage, camp or park.

If a hunting lodge or location, advise if registered with local authorities, where and by whom.

If the nature of the emergency is a death, injury, or illness, give the name of the victim and if confined, also state the location. No "telephone numbers to call" should be given. If necessary, the person to be contacted can be advised to call the originating police authority for details or further information.

State what public service was tried and why not successful. If location of the subject involves a police matter, the question of public service can be disregarded.



(6) Stolen Vehicle Messages

This category of messages is concerned primarily with "cold" cases which do not fall into the class provided for in Section (3) or (4) above. These will be recorded on Communication Message Center Form.

(7) Routine Communications from Outside Authorities

Messages concerned with requests for service, general information of a nonemergency nature, and other interagency messages will take precedence over missing persons messages or cancellations.

Long lists of stolen property which are too involved with detailed descriptions to be broadcast easily or are not of enough immediate importance to justify the use of telephone or radio should be handled by departmental mail. Selected items may be extracted for immediate broadcast in some cases if the circumstances warrant such a message. In the latter case, this should be recorded on a Communication Message Center Form.

(8) Missing Persons Messages

This type of message will not generally be accepted by other agencies unless the subject has been missing for more than 24 hours, is a minor, or is physically or mentally ill. However, this agency will accept a missing persons report regardless of the time lapse.

(9) Cancellations of Previously Dispatched Messages

Cancellation of previously dispatched messages shall have least priority.

d. Special Requests

(1) Registration Checks of Parking Tickets

Requests for registration information regarding cars involved in over-time or improper parking should be handled by telephone and will not be handled by radio except when the vehicle is creating a traffic or other safety hazard, must be towed, or has been involved in an accident.

(2) Checks for Accidents

Requests are often received to check between certain points for accidents because someone has not arrived at his destination at the expected time, causing concern to relative. Inquire whether the complainant has checked to determine if the person or persons actually left the assumed point of departure. When it is felt that such a check should be made because of unusual circumstance, it should be constructed in such a manner that no answer is required unless there is a record of such accident. Normally, in the event of injury or death, relatives will be notified by the police agency handling the case.

e. Testing

While it is sometimes necessary to test for radio reception, it must be remembered that a test signal uses the same radio frequency and creates interference just as much as though a message were being sent.

Test transmissions on the air may interfere with stations hundreds of miles away since "skip" or "break" conditions during certain times of the year make it possible for radio signals to be "bounced" back to earth, causing other users assigned the same frequency to experience considerable difficulty with interference. All testing performed by actual transmissions must be minimized as excessive testing is a violation of Federal Communications Commission Regulations.

Unless impossible, because of technical reasons, all testing will be done electronically without the actual transmission of a signal which can be heard by a mobile unit or another base station. When testing procedures require the use of the police frequencies, the technician or dispatcher making such a test will submit a written explanation to the commander of the Communications and Data Processing Unit.

f. Violations of Department or FCC Regulations

Any station using superfluous wording, improper language, nonpolice terminology, or making excessive or unnecessary transmissions will be corrected politely by receipting for the message and adding the signal "10-30." For example, "10-4, Car 105, 10-30," would indicate that Car 105 was not conforming to rules and regulations of the Department. Dispatchers observing repeated violations of communications regulations will submit a report of the circumstances through channels to the Communications and Data Processing Unit.

Department personnel observing violations of policy, procedures, or regulations on the part of any dispatcher will submit a report through the proper channels to the Unit Commander.

g. Time Limits for Radio Units on Assignment

The Department has established maximum "down-time" limits, e.g., 5 minutes on a routine investigation, a felony arrest or a traffic stop, beyond which an officer must contact the dispatcher and either request additional time or to go back in service. Dispatchers will page an overdue officer in the normal manner when the time limit has been reached. If a response is not received after three paging attempts in one minute, the dispatcher will assign the officer's field supervisor and an adjoining beat officer to go to the last known location of the missing policeman and determine his safety or to give aid. For reasons of safety, an officer will not be permitted to clear his "down-time" by telephone.

h. Notification by Mobile Units When not Available

All personnel using mobile radio units, including investigative and administrative personnel, will maintain constant radio contact with the Communications Center. When they receive an assignment from the dispatcher, their status will be changed to "out-of-service." If an officer becomes involved in an on-view incident, renders assistance to another police unit, or leaves the car for any other reason, he must inform the dispatcher of the details of the situation. The dispatcher will then complete the appropriate card and change the unit's availability status on the status indicator.

Communications Procedures--General

a. Use of Broadcasting Equipment

Police radio broadcasting differs considerably from any other type. Its purpose is to provide information of a criminal or emergency nature to police mobile units and base stations.

Dispatchers should always speak normally, never shouting. The transmitting equipment is designed to provide all of the amplification necessary for effective use and above a certain level of volume the quality of speech will be distorted. The dispatcher should not begin talking until the transmitter's relays are closed, which may be ascertained by hearing a click in the base station receiver. Failure to wait will generally cause the first two or three syllables to be lost, due to the squelch circuit's failure to open at the receiving station. The squelch control is a device to quiet the receiver at times when there are no transmissions on the air. It should never be advanced further than is absolutely necessary to cut off receiver noise (a hollow "rushing" sound), to do so reduces receiver sensitivity.

If trouble develops in either transmitting or receiving equipment, the primary field dispatcher and the radio technician will be notified at once and a message card completed explaining the details of the malfunction.

b. Message Construction

1) Standard Radio "10"-Signals

Members of the Department will use the APCO standard police "10"-signals in all situations where possible to reduce the "air-time" of individual users. Repeated failure to utilize the "10"-signal procedures may be cause for disciplinary action by the Chief of Police. See Appendix B for a complete list of Standard "10"-signals for police communication.

Although "10"-signals should be used as much as possible, care should be taken to use them correctly. They should not be used as part of a sentence for they are designed to take the place of a sentences. Often one "10"-signal can be used to make a

statement and then by simply changing the inflection of the voice, the same "10"-signal can be transformed into a question.

To eliminate the need for several signals having the same general meaning, a supplementary breakdown system is used in the 10-7 Series. The letter "J" followed by a number gives a special meaning to a signal and is used because it carries well over a radio and because it is not easily confused with any other letter or number. To facilitate learning of the code and its correct use, it will be reproduced and attached to the left visor of each police vehicle for ready reference. The code will be displayed within the Communications Center at each dispatching position.

2) Word Choices

Choice of words used in making up a radio message determines, to a large extent, whether the receiving operator can copy it correctly the first time or find it necessary for repeats. Unnecessary words which do not affect the meaning should be avoided.

Words that are distinct and forceful and that convey a specific thought or meaning should be used in message construction. Often, certain words may be mistaken for a number of others that sound similar. The word "want", for example, sounds like "jaunt", "can't", and many others depending upon the speaker's voice characteristics.

On the other hand, "desire" is a distinct and forceful word and not likely to be miscopied. The following is an illustration of some poor word choices and the preferred alternatives:

<u>Poor</u>	<u>Preferred</u>
want	desire
can't	unable
get	obtain
send	forward
do you want ?	advise if?

When referring to another member of the Department, the last name will be used alone, always preceded by the word "Officer", and the use of "I," "we", or similar personal pronouns will be avoided. For example, do not say, "Charlie, call me on the phone"; but say, "Officer Smith, 10-21 Communications Center." The Department is not licensed for person-to-person communications. All doubtful words should be checked with the originating authority. A dispatcher should never receipt ("10-4") for messages; until

he is positive the message received is in fact the message sent. Rather than take a chance on vague assumption or guess, the dispatcher should request all or part of the message he sent against by replying with the repeat signal "10-9." If only a portion of the message needs clarification, indicate this by the phrases "all before.."or "all after ....."

For example, if several words in a message were garbled by interference, the receiving dispatcher could request a partial repeat by saying, "10-9 all after Ohio '68 license L-Lincoln, V-Victor." This would indicate to the other dispatcher that he should repeat everything in the message which followed the license prefix.

In lengthy or extremely complicated messages, the missing parts may be "bracketed" by the use of both "all after" and "all before" in order that the message need not be repeated in its entirety.

Listed below are some common errors which dispatchers will take precautions to avoid.

<u>Incorrect</u>	<u>Correct</u>
Trailer hitch <u>on rear</u>	Trailer hitch
Truck <u>on rear</u>	Truck Unless located in other than normal place, the information is superfluous.
Fog light <u>on front bumper</u>	Fog light
<u>Serial</u> number	Vehicle identification number. Serial numbers are not filed.
Pick up and hold	Wanted for: state specific charges or acts. Provide justification for actions by field personnel.
Stolen between 9:50 and 10:15	Stolen about 2200 hours
Height: 5' 7½"	Height: 5'7"; fractional description not necessary.

c. Message Format

(1) General Information

- (a) A message is any transmission involving police matters which is directed to all Gainesville mobile units or to another law enforcement agency. A transmission to selected units will be considered a

"dispatch", but procedures will remain the same in most instances. Messages will be numbered and cancellation records kept. In preparing and transmitting a message, it is important to remember that a message is composed of three distinct segments in standard order. These are:

Preamble--This portion contains information indicating the type of message, the station or unit to which addressed, pertinent message numbers, and in some cases, the routing.

Text--This part is the heart of any message, containing the actual information to be transmitted. It is the reason for which the message was composed. After text transmission, an acknowledgement is requested and received which is not part of the message.

Signature--This section identifies the department or person responsible for originating the message; in short, the signature indicates the authority for the contents of the message and its distribution.

- (b) When transmitting messages of considerable length or complicated subject matter, the dispatcher should read a phrase, then repeat the last word or two of the previous phrase, and so on until the message has been completed. Once it has been, it should be read through in its entirety at a normal speed. See Section 4.c. (2)(d) of this manual.
- (c) A message is the property of the one who authorizes or originates it; thus, a cancellation can be given only by the originating or authorizing person or department.

(2) Wanted Vehicle and Persons Messages

(a) Stolen Vehicles

Many police messages relate to stolen vehicles. It is important that the Department be capable of supplying information which is accurate and useful. The following information is that most desired, listed in the order it should be given:

- (i) Stolen from (address or place if a local case, jurisdiction, or city if an outside case.)
- (ii) Time
- (iii) Date
- (iv) Color

- (v) Year
- (vi) Make
- (vii) Body type
- (viii) License number and year
- (ix) Vehicle identification number (to be broadcast only to other agencies, not to mobile units unless no license number is available; these numbers will be made available upon request of field units.)
- (x) Any other information that will aid in identification.

It will be noted that the Communications Center Message card follows the above sequence, thus, the message will be in generally, proper order when the card is completed, making broadcasts much simpler, as they may be read directly from the card.

See Appendix C for further information regarding the Communication Message Center Card.

(b) Wanted or Missing Persons

Wanted and missing persons messages will follow this format:

- (i) Place or jurisdiction from which missing or by whom wanted.
- (ii) Reason
- (iii) Name, address
- (iv) Special instructions

(c) Automobile Body Styles

Standard automobile body style descriptions will follow this classification:

4 door-sedan or hardtop

2 door-sedan or hardtop

Convertible

Sedan delivery--(small station wagon-like truck on passenger car frame)

Station Wagon

Sports car--(any small domestic or imported auto designed for road racing, rallies, etc., of the Corvette, Triumph, or Sprite class)

Van (passenger)--(includes vehicles such as the Microbus, Greenbrier, and Econoline Van, etc.)

Limousine

Other classifications or trade titles should be omitted if positive license information is included.

(d) Sample of Correctly Composed Message

The following is a correctly composed stolen auto message as it would sound to a mobile unit receiving the message:

- (i) Preamble (includes radio message number): "Attention all units, prepare to copy (5-second pause) Message 3211."
- (ii) Text:
  - Communications Center: "Stolen, Ocala, 2300 hours, this date...2300 hours, this date, a blue 1968 Ford station wagon ... a blue 1968 Ford station wagon '68 Georgia three dash seven zero seven thousand eleven . . ." The Department is the authority for messages to other agencies "Units acknowledge."
- (iii) Acknowledgement:
 

Communications Center:	"Car 301"	"Cars	"301"
	"302"		"302"
	"303"		"303"
	"304"		"304"
	"305"		"305"
	"300A"		"300A"
- (iv) Call Sign: KIB 903, 0220 hours."

It can be assumed that all other radio units were out of service for one reason or another, since the dispatcher did not ask for more units to acknowledge. If several more units had still not acknowledged and were shown "in-service, on the air" on the Communications Center status indicator, the dispatcher would have paged those units failing to respond to the second request for acknowledgements

A unit failing to answer three pages within a minute would then be considered off the air and a report for failure to respond to a radio call would be required. Further instructions may be found in this manual in Sections 3.g. and 5.c(3).

d. Message and Dispatch Delivery

(1) General

The dispatcher's speech must be distinct; obvious efforts to speak each syllable separately and in a monotone should be avoided. Messages to outside authorities should be divided into phrases short enough to be readily understood and read slowly enough that they may be written down though not so slowly as to become tiresome. Short dispatches to mobile units are not usually written down by the officers in the cars at the time of reception; therefore, they need not be broken into phrases. Broadcasts to be copied by cars or other stations must be phrased in the manner most easily copied. Each phrase should be read twice; and at the close, the whole message may be read again at a higher speed without repeating. This gives an opportunity for officers to fill in a word or two that they may have stated.

(2) Long Transmissions

A transmission lasting longer than 30 seconds will be broken up at 30-second intervals by insertion of the word, "break", followed by releasing the transmission switch for 2 or 3 seconds before continuing. This procedure accomplishes two things: it allows the dispatcher copying the message to indicate to the sender he is receiving the message, and, if not, to ask for a repeat (10-9) of all or certain portions of the message; and it allows any other station or mobile unit which has an emergency transmission to break in without unnecessary delay.

(3) Transmitting Numbers

All numbers should be given first as individual numbers and then be repeated, reading the numbers as a whole. For example: 186,057 would be read; "one-eight-six-zero-five-seven; one hundred eighty-six thousand, fifty-seven". The possibility for error in receiving a number when given in this manner is negligible. See Appendix D.

(4) Phonetic Alphabet

The standard police phonetic alphabet adopted by the Associated Public Safety Communications Officers (APCO) will be used by both base station and mobile units. See Appendix D.

(5) Station-to-Car Operating Procedure

Illustrated below is an example of how a message or a dispatch should be transmitted from station to a car or portable radio unit with an explanation for portion of the message. The procedures outlined here will be required of all personnel.

<u>Transmission</u>	<u>Explanation</u>
Station: "Car 105"	The seemingly superfluous word "car" is used because it alerts the officer addressed, and it also gives the noise silencing (squelch) device time to open completely before the number of car is given.
Car: "Car 105, 3rd Street and 5th Avenue, North West."	In answering with the unit number and present location, three things have been determined:  The car radio is working properly, and the officer has received the call.  The officer is ready to copy the following message.  The dispatcher is aware of the exact location of the unit. This makes assignment decisions easier and allows other units within receiving range to overhear the responding unit's location. Coupled with the destination stated in the remainder of the message, this provides other patrol units the opportunity to:  Move toward the direction of the call if the assigned unit is some distance away;  Advise the Communications Center if the monitoring unit is closer to the call than those assigned.  Avoid interfering with the responding unit if the call is in the "Code One" (siren and warning lights required) category; and/or,

Transmission	Explanation
Station: "10-50, at 6th Street and 3rd Avenue, North West; CR #30426."	Proceed to the expected route of travel of the responding unit and insure that the right-of-way is granted to the unit in accordance with the motor vehicle code and to take enforcement action if necessary.
Car: "Car 105, 10-4."	Necessary information about the call is provided in a brief but specific fashion. The safety of the officers in the field must be kept in mind. The proper Case Report number will be given as part of each radio assignment.
Station: KIB 903, 1430 Hours."	In the instance, the call is an assignment to handle a nonfatal personal injury motor vehicle accident. The receiving unit acknowledges the receipt of message. This means that the message was received in such a manner that there was no doubt of its contents. If the officer had desired the station to repeat any portion of the message, such as the street, he would have signalled, "10-9 location," or "10-9 complainant," or whatever information was needed.
	The call sign of the station serves two purposes: it complies with FCC regulations and serves to indicate that the transmission is finished and that the net is clear for other traffic. The exact time is given after every message to allow field officers to be reasonably accurate when completing a report and to check their watches for possible discrepancies. This procedure also enables the dispatcher to comply with FCC requirements to identify the station at least once each 30-minute period.

(6) Car-to-Station Operating Procedure

The following example indicates the content and procedures to be used by a mobile or portable unit calling the Communications Center.

Transmission	Explanation
Car: "Car 105-Headquarters" (or simply "Car 105.")	The word "headquarters" is not always necessary since but one department in this area uses the Gainesville mobile frequency.
Station: "Go ahead 105."	Never use the words "come in" or "standing by." The fact that the station answers indicates that it was called and heard the call.
Car: "Ten twenty-three 10th Street and Chesapeake Court."	The same comment applies in sending message from a mobile or portable radio unit as in sending one from a base station. Be brief, but be specific.
Station: "KIB 903, 1434 hours."	In addition to the information shown under Station-to-Car Procedure, giving the call sign serves to acknowledge receipt of a message from the mobile radio unit. The time is given as a matter of routine after the call sign regardless of the unit or station originating the radio traffic.

(7) Felonies in Progress Procedure

The importance of fast, complete, and accurate information to field officers when they are assigned to a case where a serious crime is still being committed at the time the assignment is given cannot be overestimated. Dispatchers will handle these situations in the manner outlined below:

- (a) Request complainant to stay on the telephone and not to hang up.
- (b) Determine the nature of the incident, its exact location, and telephone number of the complainant.
- (c) Determine which zone car will be assigned and which adjoining mobile unit(s) will be designated as the assisting or cover unit.
- (d) Call both units, giving the radio signal "10-35" as part of the original paging attempt.

- (e) When the units respond, state the location first, then the type of crime followed by the phrase "in progress," and that further information will follow.
- (f) Return to the phone and ask the complainant for a description of the suspects and of the location and where the suspects are in relation to a known reference point (such as front door, side window, and so forth) which the first officer arriving could easily recognize. Determine whether suspects are armed.
- (g) Advise the responding field units of that information. Do not allow an officer to report out of service without the available information. If no information is available, advise officers of the fact. If it is not known whether the suspects are armed, it will be assumed that they are.
- (h) Return to the phone and determine any additional information including the description and license numbers of any vehicles near the scene which might be the suspects' or which the complainant cannot readily recognize as one with which he is familiar (such as a neighbor's auto).
- (i) If the suspects escape or are attempting to escape, ask the complainant to describe the situation, how escaping, direction of flight, means used to escape (auto, foot, etc.) and whether any hostages are being taken along.
- (j) If the Tactical Unit is in service, department regulations require it to respond without assignment to calls of felonies in progress, unless it is too far away to be of immediate assistance or if not available because of the nature of its current assignment. As soon as necessary information is given to the zone car and the assisting unit, the dispatcher will page the Tactical Unit Commander, who will reply with the number of mobile units available and the location from which they will respond.
- (k) Assign other available mobile units to specific locations from five to eight blocks from the scene, surrounding the crime location, where they may slowly proceed toward it, attempting to apprehend the fleeing criminal or any lookouts or accomplices they might encounter.
- (l) Do not allow routine radio traffic from other mobile units until the first unit reports back regarding the situation found at the scene. If he does not report back to the Communications Center within the specified limit, assign the next nearest zone officer to assist.
- (m) Normally, any investigator on duty and not otherwise occupied will be sent immediately to the scene to begin the follow-up investigation. If more than one investigator is available, the additional

ones will be assigned to the immediate vicinity of the crime to locate and identify witnesses still in the area and to note license numbers of vehicles parked in the immediate area.

- (n) If the assigned patrol officer does not report back as required, these investigators may be assigned to assist him, if necessary.
- (o) Complete all necessary forms and insure that unneeded patrol cars are ordered back to their beats or previous assignments.

(e) Message Cancellations

(1) Importance of Cancellations

Cancellations are extremely important. Unless messages are properly cancelled and all cooperating agencies duly notified, embarrassing and often dangerous situations may occur. If a wanted person or stolen vehicle message is not properly cancelled, the receiving departments and mobile units have every reason to believe the reported condition still exists and may take aggressive police action to apprehend the "wanted person" or the operator of the "stolen vehicle." A misinterpretation of movements of the "suspect" may cause an officer to take what he believes is necessary defensive measures which would not be taken in a normal situation. Injuries and sometimes even deaths may occur in such unfortunate cases.

(2) Procedure for Cancelling Messages

Cancellations should be directed to all units and the text should be simply "cancel number 3211" and give the date. The authority for the cancellation will be recorded. The Communication and Data Processing Unit must be notified of the date, time, and authority for the cancellation, and identity of the dispatcher receiving it. Cancellations can only be made by the department originating the message.

5. Complaint Reception, Dispatching, and Recording Procedures

(a) Processing Citizen's Complaints

Departmental procedures for receiving and processing citizen's complaints are as follows:

(1) Vice Complaints

Vice complaints receive via the police emergency number will be assigned a Case Report number and telephoned to the Vice Section (see (b) below).

Vice complaints (those relating to gambling, narcotics, prostitution, or liquor law violations) received in person at the station will be referred directly to vice officers for investigation. Vice officers will be responsible for completing the necessary reports and obtaining the assigned Case Report numbers from the Communications Center.

- (a) Vice officers will submit case reports on all vice complaints even when investigation proves the original report to be unfounded; therefore, a Case Report number must be assigned.
- (b) Desk and Communications personnel will exercise reasonable judgement in processing vice complaints. Generally, such complaints will not normally be given to zone cars, but when investigators are not available, and the incident may require immediate action, the Communications Center may find it necessary to dispatch a beat car.

(2) Criminal Complaints

Complaints of crimes (other than vice violations) received via the police emergency number will be immediately assigned to the appropriate field patrol unit by radio for investigation and report. Complaints of crimes (other than vice violations) which are received by non-emergency telephone at the station will be telephoned to the Communications Center so that a Case Report number may be assigned and beat car dispatched.

Complaints of crimes received from citizens who walk into the police building will be relayed to the Communications Center and then to a beat car only when there is a need for police to visit the scene of the reported crime. When a visit to the scene does not appear to be necessary, the appropriate Case Report will be prepared and the officer preparing the report will request the Case Report number from the Communications Center.

(3) Calls for Service (noncriminal)

Complaints or calls for service which do not amount to crimes, if received via the emergency number, will be assigned to the appropriate field unit for investigation and report in the same manner as criminal complaints. Calls for service or noncriminal complaints received by telephone at unit or other offices will be telephoned to the Communications Center so that a beat car may be dispatched. When these types of complaints are received at the police building, they will be evaluated by desk personnel and action taken according to the following:

- (a) If no immediate police action can be taken, desk personnel will prepare a General Incident Report, and the Report Review Officer will determine if follow-up contact is justified.
- (b) If some immediate police action can be taken to clear the complaint, the desk personnel will telephone the Communication Center to have a beat car assigned. In such cases, the assigned officer will be responsible for completing the General Incident Report.

Complaints which are the responsibility of some other governmental agency, such as traffic signals out of order or street lights out, will be relayed through the Communications Center to the responsible agency. A patrol unit will not be dispatched in such cases unless specifically required to protect life or property, expediate the flow of traffic, or take other action.

The Communications Center will issue Case Report numbers on all requests for police service, whether criminal or noncriminal, if action is either necessary, anticipated or unanticipated.

b. Assignment of Case Report Numbers

Dispatchers will insure that a Case Report number is issued and a Complaint/Dispatch card prepared for each service request or complaint received in person, by telephone, telegraph, or letter, on-view by officers in the field through personal observation or knowledge, or from the City Manager, the Chief of Police, or other city officials which falls within any of the following categories:

- (1) Warrants and Subpeonas and arrests, with the exception of multiple arrests for the same offense, at the same time, for which a single Case Report number and card suffice.
- (2) Calls on which officers are dispatched, except those which are merely requests for information, not requiring police action, or which result from traffic violations not endangering life or property.
- (3) Violations of federal and state laws and city ordinances, (except traffic violations ordinarily handled by citations), reported by citizens or other agencies, or known in any other way by a police officer. Exceptions are also made of the city ordinance violations which are observed by the police (not those reported to them) in which action consists only of a warning which is accepted without protest. If the subject refuses to correct the situation, denies responsibility, or otherwise indicates that legal action may be necessary later, a number must be issued.
- (4) Cases of lost or found persons, animals, and property.



- (5) Automobile accidents, personal injuries, sick cared for, bodies found, suicide attempts, and damage to public property.
- (6) Cases in which a police officer is involved in any way in the damage of public or private property, or the injury of any person.
- (7) Cases in which an officer is dispatched, by the dispatcher, for any reason, regardless of unit or rank with the exception of notifications made without incident or need for further contact.
- (8) Cases of any action initiated in the field by an officer, such as making an arrest, responding to an appeal for aid, taking custody of property, or performing any other duty not considered routine surveillance or patrol. Routine traffic enforcement action does not require a Case Report number unless a physical arrest is involved.
- (9) Cases of any nature on which a commanding officer desires a Case Report number.

Dispatchers will insure that all crime reports are properly classified in accordance with established department classification when first reported. All such cards will be completed as soon as possible after receipt of necessary information, except where immediate action is necessary, in which case the first priority is to dispatch the necessary officers to the scene.

Instruction for completing the Complaint/Dispatch card will be found in Appendix E.

c. Assignment of Field Personnel

(1) Assignment of Beat Officer

Dispatchers will assign the beat car assigned to the beat of occurrence when the unit is available. When that unit is out of service, the closest adjacent beat car will be assigned if the situation warrants immediate response. When an assigned car is manned by a single officer and the incident is one which might involve protection or collection of physical evidence, arrest of a felon, or possible danger to an officer, dispatchers will assign the closest adjacent unit(s) to assist or "cover." Cover cars will return to their assigned beat as soon as they can properly leave the scene of the incident or when released by the officer in charge.

(2) Assignment of Assist Units

Dispatchers will automatically assign a second field officer or team to any of the following situations:

Burglaries in progress

Citizens calling for help--cause unknown  
 Family or neighborhood disturbances  
 Felony arrest imminent or probable  
 Gang fights  
 Homicides in progress  
 Man-with-gun calls  
 "MAYDAY" or "10-33" radio call from field units  
 Mentally disturbed persons creating disturbances  
 Officer needs help (10-33)  
 Prowlers in or near building  
 Robberies in progress (10-35)  
 Serious accidents on main streets  
 Tavern fights  
 Trouble at police headquarters (10-34)

In those instances where dispatchers have knowledge which indicates a need for additional assistance beyond a second field unit, they will assign such extra help as is needed and immediately notify the responsible sergeant(s), lieutenant, or captain to go to the scene. If additional assistance is needed, the Tactical Unit, when available, will be assigned before other beat patrol units are taken from their assigned posts, unless too great a distance is involved.

Care must be taken by dispatchers to insure that criminals do not gain temporary advantages over the field units by the use of false calls which will deplete the patrol strength. Never assign all cars in an area to a single call unless an extremely serious verified situation exists.

(3) Failure to Respond to Radio Call

In some instances, a mobile unit may fail to respond to radio paging because of a radio receiver malfunction. Officers should promptly investigate a silent radio receiver for mechanical failure. In such

cases, the Communications Center must be notified by the quickest means and radio repair service requested. A written record, including the date and time, will be kept of all radio repair requests on the Out-of-Service/Radio Request card.

Should a mobile unit fail to respond to a minimum of three separate paging calls in an estimated one-minute period, the dispatcher will immediately notify the responsible sergeant (or, in some cases, the captain or lieutenant) and prepare a written notification form.

A Communications Center Message card will be noted with the abbreviation NO RESP (indicating "No Response"); the beat; the name of the supervisor who was notified; the badge number of the Communications Center supervisor who made the telephone notification; and a date-time entry indicating the final radio paging attempt was made, will be made, on the card.

The closest or adjacent zone officer will be assigned if the call is urgent.

The Communications Center will retain and file a photocopy of the notification report and forward the original to the appropriate unit or division commander. Upon receipt of notification reports, the unit or division commander will take necessary and appropriate action, including disciplinary action when the need is indicated.

Procedure for challenging decisions or assignments of dispatchers will be found in Section 2.a.(2) of this manual.

d. Complaint/Dispatch Procedures

Dispatchers will complete a Complaint/Dispatch card in every instance where a Case Report number has been assigned. Thus, a Complaint/Dispatch card will be necessary for each category of cases listed in Section 5.b. of this manual, even if the case is cleared by the desk officer and no field unit was ever assigned.

In some cases, a field patrol unit will be assigned to assist another officer with a case where a Case Report number has been issued. When this happens, if the assisting unit was dispatched by the Communications Center, the unit radio call number will be indicated in the appropriate box and an Out-of-Service/Radio Request card completed for the assist unit as provided in the following procedure. If the assisting unit was not assigned, the entry on the Complaint/Dispatch card will be sufficient.

See Appendix E for instructions for completing a Complaint/Dispatch Card.

e. Out-of-Service/Radio Request Procedures

All radio units will report out-of-service (10-7) to the Communications Center prior to going off the air. No unit may be out of contact with the Communications Center without requesting permission from the field dispatcher. If necessary, the officer may be ordered to remain in service until a specified time. All breaks (10-7) including those for meals, require permission and completion of an Out-of-Service card.

Case reports will not be required in those instances where an Out-of-Service/Radio Request card is prepared; therefore, a Case Report number is not assigned. However, precise information regarding the reason for going out-of-service and the times involved will be required of all units. Such information will be used both for supervisory purposes and for analysis of police service and is especially useful in the preparation of budget requests and for justification of requests for personnel, since it is based upon factual information derived from automated data processing of the Out-of-Service/Radio Request cards.

See Appendix F for instructions on the completion of the Out-of-Service/Radio Request Card.

f. Notification of Communications Center Regarding Wanted Vehicles

(1) Information Needed

When it is determined in a preliminary investigation that the theft of a motor vehicle, or the use of a motor vehicle in a criminal action appears bona fide and the vehicle is not at that time recovered, the primary field dispatcher will be immediately advised of the following information, which he will enter on a Communications Center Message card:

- (a) Whether the complaint is a motor vehicle theft or, if the motor vehicle is wanted in connection with a crime, the type of offense.
- (b) The location from which taken or where the criminal action occurred.
- (c) The color, year, make, and body style of the vehicle.
- (d) The license number of the vehicle, its state of issuance, and the year of issuance, or if there is no license, the vehicle identification number.

The fact that the Communications Center has been informed will be noted on the Motor Vehicle or other applicable case report by printing "CC Notified" in the narrative of the form.

(2) Dispatchers' Duties

The dispatcher will enter the information on a Communications Center Message card, time stamp it, and file in the Vehicle File by state license number. The message card will be pulled upon the receipt of a corresponding Vehicle Report card from the records clerk. Missing items will be completed from information supplied by the investigation. Whenever appropriate he will broadcast a message. See Section 5.h. (2) of this manual for information concerning the Vehicle File.

(3) Notification of Inquiring Officer

When a request for a vehicle license check reveals that a motor vehicle is listed as a wanted vehicle, the requesting officer will be informed through the dispatcher of the Case Report number of the original incident, the name of the original reporting officer or department, and why the vehicle is wanted.

(4) Follow-up Action by Investigators

(a) Stolen Vehicles

The assigned follow-up investigator will note if the Motor Vehicle Case Report indicated that the Communications Center was notified. If this does not appear on the Case Report, or if the information on the report is incorrect or incomplete, or if the theft is not bona fide, the investigator will contact the Center and inform the dispatcher of the results of his investigation. This is not necessary when the theft is bona fide, and the Motor Vehicle Case Report is complete, correct, and Box 35 is marked "yes."

(b) Wanted Vehicles (Reported on Other than a Motor Vehicle Case Report)

An officer assigned to investigate an offense where a motor vehicle is stolen in connection with a reported offense, or is wanted in connection with the offense, will contact the Communications Center whenever the investigation discloses additional information, including the verification of information previously reported on the Case Report by the beat officer.

If the vehicle was stolen in connection with the offense, the investigating officer will provide the Center with all information on the vehicle and its owner necessary to complete the Vehicle File entry.

An officer locating or recovering a stolen or wanted vehicle will proceed in the same manner as in the investigation of any crime. It is imperative that when any vehicle listed as stolen or wanted

for any other crime is recovered, the recovering officer notify the dispatcher of the necessary information. He will note this on the appropriate report.

(c) Towed Vehicles

(i) Owner Present or Known

When it is necessary to tow a stolen or abandoned vehicle, the field officer requesting the tow truck will provide certain specified information about the vehicle and its owner to the dispatcher before a tow truck will be called.

The dispatcher will complete a Tow Card (appropriate notation will be entered on Message Card) and forward it to the Report Review Officer where it will be filed in a suspense file to avoid accidentally keeping the auto for too long a period without taking necessary follow-up action to return it to its owner or having the vehicle reported as stolen.

(ii) Owner Absent or Unknown

When a dispatcher receives a request for a tow truck and is advised that the owner of the stolen or wanted vehicle is either absent or unknown, he will attempt to determine and contact the owner by name checks, registration checks, telephone book searches, or similar methods.

If unable to do so, the dispatcher will complete the Tow Card as fully as possible and forward to the Report Review Officer at the end of the tour of duty, and who will continue to attempt to contact the owner to notify him of the present location of the vehicle.

g. Notification of Outside Authorities Regarding Wanted Vehicles

To increase the possibility of apprehension of GPD fugitives by the other area police agencies and the Florida Highway Patrol, those agencies will be notified immediately of all information concerning the description and details regarding the flight of suspects and vehicles involved in felonies which have just occurred within the City of Gainesville. A record of such notifications will be entered on the Radio Message card which contains the information or on the reverse side of the particular Complaint/Dispatch card concerning the crime involved.

h. Maintenance and Use of Reports and Files

To serve both field personnel and act for the Department in interagency communication, the Communications Center will be required to maintain accurate,

current files concerning wanted persons and vehicles, messages handling details, dispatchers' duty records, and similar working records.

The primary field dispatcher is responsible for insuring that records and files are kept accurate, current, and at the minimum size which will allow proper attainment of the Center's mission.

See Chart I for other information concerning the files discussed in the following pages.

(1) Records or File Checks (10-28 or 10-29 or 10-38)

A large amount of routine police radio traffic has to do with wanted and records checks of persons; and of licenses (both automobile and operators') and the identification numbers of vehicles which may have been used in criminal activities. The reply must be shown on the message card in detail unless it is connected with a prior message. In that case, a short cross-reference notation will be sufficient on the message card with the details on the master card. Checks of motor and/or vehicle numbers must, of course, be accompanied by the make of car. All such requests must be checked in both the Communications Center "hot" file and the Communication and Data Processing Unit property index files before a reply is given to the originating or requesting authority. All message card entries will show the time requests were received and (in the "remarks" column) from whom. This is important if there is a delay in the check or if the requested information is returned to or by a different dispatcher.

Many requests for the criminal records of persons wanted or held also are received. Similarity of names makes it imperative that all possible personal descriptive information about the subject be obtained to assist in the search. Often a fingerprint classification or a fingerprint analysis is included in the description. This information makes a search of the identification files more precise and much more reliable. All personnel will familiarize themselves sufficiently with fingerprint records and terminology to be able to receive and broadcast messages concerning them intelligently.

The handling of criminal messages requires special care. The apprehension of a criminal and the safety of officers in the field may depend upon the attention given to these and the accuracy of their handling. Carelessness may lead not only to embarrassment and confusion but to possible danger to innocent people. Information broadcast over Gainesville Police Department radio must be absolutely dependable.

All communications officers requesting information, not contained in their own files, should use the telephone intercom which is specially designed for communication between the Communications Center and the Records Center.

(2) Vehicle File-Wanted, Towed, and Abandoned

(a) Wanted Vehicles

A record of all stolen automobiles and all vehicles wanted in connection with felonies reported to the Gainesville Police Department or

Chart I

## INDICES AND FILES TO BE MAINTAINED BY COMMUNICATIONS CENTER PERSONNEL

Name of Index	Information to be Included in File	Special Indexing Instructions	How Information is Filed	Retention and Destruction Schedule
Business Location File	<ol style="list-style-type: none"> <li>1. Location of business place.</li> <li>2. Name of firm</li> <li>3. Name and phone numbers of three persons to be contacted after business hours.</li> <li>4. Diagram and description of safe, cash registers, likely fire or burglary hazards</li> <li>5. Description and diagram of doors and the lighting system (which lights normally on at night, switches, etc.).</li> </ol>	A second portion of the file may have entries for major plants, school board, public building, etc., where an emergency after hours in any of several locations would require calling of one person who was responsible for all of the locations.	(3" x 5" cards) All entries filed by street name, block, and lot number. Building or firm names will not be used except as noted in column at left.	Retain so long as the building described still stands. Update to keep information current, especially names and phone numbers of persons to be contacted.
Personnel Locator Index	<ol style="list-style-type: none"> <li>1. Name, address, phone number, employee number of every officer and employee of the Department.</li> <li>2. Present assignment by unit, division, or bureau (to be indicated by colored signal tab attached to the individual cardboard strips containing the data about the employee). The tabs are coded to show assignments and duty status.</li> </ol>	An auxiliary index showing the same information filed by employees' number may be added to speed coding of reports and messages.	(Depends upon type of index trays used.) All entries will be filed in a visible indexing card holder, alphabetically by rank.	Retain in accordance with employee's status.
Telephone Number and General Information Index	<ol style="list-style-type: none"> <li>1. Names and phone numbers of persons, agencies and firms with whom the Communications Center might have need to contact frequently by telephone.</li> <li>2. Information regarding whom to contact regarding specific types of inquiries, incidents, or disasters, and phone numbers. (gas leaks--call 000-0000, diseases, communicable--call County Health, etc.)</li> </ol>	This index may be placed on or in the same equipment procured for the Personnel Locator Index, merely by changing the inserts.	All entries will be filed alphabetically by subject, topic, or person's name. Unusual or difficult items should be cross-indexed under possible alternate subject headings.	Retain so long as information is applicable and correct.
Radio Message File	Contents of various messages such as concerning missing or wanted persons, stolen vehicles, highway and weather conditions, etc.	<p>Vehicle File--Wanted, Towed, and Abandoned:</p> <ol style="list-style-type: none"> <li>a. By license or identification number.</li> <li>b. By make and year.</li> </ol> <p>Wanted Persons File:</p> <ol style="list-style-type: none"> <li>a. By sex, race, approx. age.</li> <li>b. By name, alphabetically.</li> </ol> <p>Messages--all others. by message number.</p>	All entries will be logged in a message log. Actual message forms will be filed by license number, description, or message number, as determined by message content. Wanted persons and stolen vehicles will be flagged by distinctively colored tabs.	Retain open messages in file for one year from end of month message originated. Retain cancelled messages for six months, then following data processing, place in dead storage for one additional year.

over the teletype will be maintained in the Communications Center by the dispatcher. This record consists of a Radio Message card for each such wanted vehicle showing the color, year, make, body style, license number, and identification number of the vehicle when available. It also includes the nature of the reason for which the vehicle is wanted and the reporting authority. If a reported auto theft has not been verified, indicate on the form in pencil "NOT VERIFIED." This will prevent field personnel from taking unnecessary changes or using undue force when apprehending subjects in the vehicles.

File card signal tabs of two colors, red and yellow, will be used to indicate stolen autos. Red colored tabs will be used to indicate automobiles stolen in Gainesville and the yellow tabs will be used to show those stolen outside of Gainesville. Automobiles wanted in connection with felonies other than the original theft should be indicated by a blue signal tab which will be used for both Gainesville and outside.

(b) Towed and Abandoned Vehicles

A record of all vehicles towed by or for the Department and all vehicles apparently abandoned for longer than 72 hours will be maintained by the dispatcher in the same manner and within the same file described above. Signal tabs will not be used.

(c) Retention Period

All cards used in this procedure which have not been cancelled by competent authorities will remain in file for a period of one year. Upon expiration of that year, the card shall be removed from the file unless sufficient justification is shown for retaining it for a longer period.

(d) Stolen Auto List

To provide instant responses to meet 10-28 or 10-29 requests concerning wanted vehicles, the administrative/information dispatcher will assist the field dispatchers by preparing, each tour of duty, a list of stolen vehicles and vehicles which wanted felons are suspected to be using. (Exhibit I)

The list must be up-to-the-minute since one copy of the list will be forwarded to the oncoming shift commander to be issued at roll call. Because of the changing nature of the list, it need not be freshly typed or otherwise rewritten so long as all entries are legible, accurate, and up-to-date.

The list will contain the license numbers (or vehicle identification number if it has no license) of all stolen and wanted vehicles, listed by last digit of the number. Thus, a license number can be readily checked without being concerned with the prefix letters or numbers. In the box marked "1" will be all numbers ending in "1" and "2" all ending in "2" and so on. They will be arranged within each box in numerical order, starting with the last digit and continuing from right to left, ignoring any letters.

Each dispatcher is responsible for notifying his fellow dispatchers and the Data Processing and Communication Unit when a cancellation occurs.

(3) Wanted Persons File

The dispatcher will maintain a two-section wanted persons file for all persons who are the subject of a wanted or missing message originated by this department. The file will also contain wanted messages concerning any person known to be or to recently have been a resident of the Gainesville area or suspected of being within this area.

Each dispatcher will review the Wanted and Missing Persons File each day to determine whether there are any additions or deletions necessary, and upon request for record check (10-29).

(4) Business Location File

This file is maintained to provide instant reference to information regarding businesses, their locations, their occupants and owners, and floor plans. It is most useful in locating the proper individuals when business establishment and institutions are the object of police attention.

Officers may obtain valuable information regarding possible escape routes from or hiding places in business firms from the dispatcher as they answer burglary calls, fire alarms, or find evidence of illegal entry while on patrol. Owners may be notified when doors and windows are found insecure so that they may be secured much faster, allowing officers to return to patrol more quickly. Rescuers at the location of fires and other disasters will be assisted by knowledge of the locations of stairways, doors, and windows.

This file will be kept current, utilizing information given the City by licenses and permittees. The file will be kept by location rather than name or trade name. The first time a new business is noted, its owners' and company name will also be entered into the Master Name Index in the appropriate places. Care must be taken to post all changes in personnel, phone numbers, and similar information each time a change is noted. Cross-indexing will be used when necessary to refer the two files to each other.

See Chart I for further details and Exhibit II for a sample business location and Emergency Information Card.

EXHIBIT I  
 STOLEN AUTO LIST  
 GAINESVILLE POLICE DEPARTMENT  
 (By Last Number of License)

Shift	Date	
1	2	3
4	5	6
7	8	9
0	OUT OF STATE	GENERAL

Exhibit II  
 BUSINESS LOCATION AND  
 EMERGENCY INFORMATION CARD  
 GAINESVILLE POLICE DEPARTMENT

(Street Address)	(Name of Store)
In case of emergency notify the following in the order listed:	
1. _____	(Phone) _____
(Name)	(Address)
2. _____	(Phone) _____
(Name)	(Address)
3. _____	(Phone) _____
(Name)	(Address)
Gainesville Police Department	
GPD-68-019 BUSINESS LOCATION AND EMERGENCY INFORMATION CARD	

(5) Radio Message File and Log

The dispatcher will maintain a file and a log of all messages originated or received by the Department. The file will contain all Communications Center Message cards not filed in the Vehicle File or the Wanted Persons File.

The Radio Message Log will be used to identify and control all radio messages passing through the Center. All messages will be issued a Message Number upon their origination for broadcast to outside agencies or upon their reception from outside agencies. Any message sent by terminal, telephone, or radio will receive a number and be entered in the log. See Chart II for further details and Exhibit III for a sample Radio Message Log.

If a message pertains to the files concerning persons or vehicles, the card will be entered in the appropriate file, but the entry will be made in the same log as all other messages.

Message numbers will be preceded by a letter which designates the year of the message. The letter "A" will signify 1968, "B" 1969, and so on, until the letter "Z" is used. At that time, the sequence will return to "A" again. Because 26 years will have elapsed between "A" and "Z", the possibility of confusion "A" message of 1968 with an "A" message of 1994 will be remote. Care must be taken not to confuse the letter "O" with the numeral zero.

Terminal messages, if of local interest, will be transferred to the message card, a Message Number issued, and the original terminal copy will be filed.

When the department receives a remote terminal, the filing procedures will be as follows. If messages are too small to be filed as printed, several should be left together as printed by the machine and trimmed to 8½" x 11" or slightly smaller if message sizes are not quite the proper size, they then will be two-hole punch (2-3/4" centers) at the top, and filed (latest date on top) on arch file boards for a 2-week period. After two weeks, transfer old teletype messages to a folder or jacket (two-hole punched) and label first and last dates and message numbers on the label tab. Retain for six months, then destroy. The carbon copy may be forwarded to the Investigations Unit.

(6) Radio Dispatcher's Log

The Federal Communications Commission requires certain records regarding dispatchers on duty and messages transmitted to other agencies. The FCC requirement of a radio log is fulfilled by the completion of a Complaint/Dispatch Card recording the dispatcher going on duty and going off duty. This log is also a valuable department record which may be used in court presentations, manpower studies, and supervision.

Log cards will be filed separate from the other Complaint/Dispatch Card.

Maintain the logs in this state for five years, then destroy.

(7) Personnel Locator Index

This index will contain pertinent information necessary for quick notification of department personnel whether on or off duty. It will consist of a stand-up multiwinged visible index with individual insert-type strips coded by colored plastic tabs (to denote working assignments, duty status, and other commonly needed information) snapped over the typed information strips which contain the employee's name, badge number, serial number, home address, telephone number, and similar information.

The individual strips will be arranged alphabetically by rank under the title of the section, unit, division, or bureau to which the officer is currently assigned. The names will be cross-indexed in a second grouping in alphabetical order, regardless of rank or assignment, coded by colored flags or tabs to show assignment and duty status (vacation, training, working first shift, and so forth).

This file will be located on the same stand and use the same type of inserts and coding tabs as the general information and telephone number file.

(8) Telephone Number and General Information Index

This index contains the telephone number of every company, agency, or individual routinely called by telephone or otherwise notified on a regular basis by this Department. A single person or agency will be cross-indexed as often as necessary to insure that contact may be made quickly when the need arises.

General information subject headings (such as "Crash, Aircraft" or "Disease, Communicable") will also be listed alphabetically within this index to provide information to dispatchers concerning persons to notify, procedures to follow, and/or other information which might be needed in an emergency. Following the subject heading will be information telling whom to call or what other source of information or guidance to consult for assistance in handling any abnormal situation, or for assisting newly assigned communications personnel to properly perform their duties.

This file will be kept within the Communications Center, physically available to any dispatcher, including the administrative/information dispatcher.



Exhibit III

RADIO MESSAGE LOG  
GAINESVILLE POLICE DEPARTMENT

(For message originated or received by GPD)

Radio Message Number	Date Sent or Received	Time Sent or Received	CR or Arrest No.	Contents of Message (briefly)	Sent or Received by	Date/Time Cancelled

APPENDIX A

RULES AND REGULATIONS OF THE FEDERAL COMMUNICATIONS COMMISSION

IT IS UNLAWFUL:

1. To transmit superfluous signals, messages, or communications of any kind on your radio transmitter.
2. To use profane, indecent, or obscene language.
3. To willfully damage or permit radio apparatus to be damaged.
4. To cause unlawful or malicious interference with any other radio communications.
5. To intercept and use or publish the contents of any radio message without the express permission of the proper authorities in your department.
6. To make unnecessary or unidentified transmissions.
7. To transmit without first making sure that the intended transmission will not cause harmful interference.
8. To make any adjustments, repairs, or alterations whatsoever to your radio transmitter. It is required by law that only a professional radio technician, holding a second-class license or higher, may make adjustments and repairs.
9. To deny access to your radio equipment if a properly identified representative of the Federal Communications Commission asks to inspect it. The equipment must be made available for inspection at any reasonable hour.
10. To transmit a call signal, letter, or numeral which has not been assigned to your station or car.

APPENDICES

Appendix B

The appropriate radio signal list is to be inserted by the Department. Due to existing copyright laws, the "10 signals" may not be reproduced.

Appendix C

INSTRUCTIONS FOR COMPLETING THE  
COMMUNICATIONS CENTER MESSAGE CARD

This message card is actually three message forms in one. Items 2 through 9 apply primarily to wanted or stolen vehicles; Items 10 through 24 are generally concerned with wanted or missing persons or attempts to locate a specific person; and Items 27 through 36, care for other types of general messages or dispatches. Some apply to all situations.

1. Enter complaint number and message log number. Obtain from Message Log. This box appears on both sides of the card.
2. If both license number and vehicle identification number (V.I.N.) are available, also make an additional card with only Boxes 1, 2, 3, and 4 completed with V.I.N. in Box 2 and the license number written in Box 5, just under Box 4d. This will serve as a cross-reference should the license plate be removed prior to the time of recovery.
3. Indicate by an "X" the nature of the message. If "Other", explain.
4. Describe the vehicle involved, using standard GPD terminology.
5. Indicate the actual location from which the vehicle was stolen, repossessed, towed, etc. If from outside authority, indicate the jurisdiction or city rather than street address.
6. Give the actual owner's name (not the complainant's, unless he is the owner), address, and telephone number.
7. Indicate the name of the CC officer who notified the owner if this is a towed or recovered vehicle situation.
8. Indicate by terms such as "no damage", "driveable but damaged", "not driveable", "stripped", "burned", etc.
9. If vehicle is towed for any reason, state the firm and/or location to which towed and by whom.

10. If this is a wanted or missing persons message or and attempt to locate someone, place an "X" in the proper box. Circle the applicable term--"Missing or ATL" if appropriate.
11. Give the exact street address if a local case; city, jurisdiction, or institution, if from an outside authority.
12. State the time and date last seen if a missing person's case; the time and date of the warrant or stop order if a wanted case; the time and date of departure if an attempt to locate.
13. Indicate identifying information in appropriate boxes, using standard GPD terminology and abbreviations.
14. If a wanted person's message, give exact legal charge.
15. Self-explanatory.
16. Self-explanatory.
17. Self-explanatory.
18. If known, state where subject is headed or where it is likely that he will go.
19. If special instructions, conditions, or illnesses are known, or if danger to apprehending officers exist, give details.
20. Self-explanatory.
21. If "No," explain in Box 22 or on the reverse side what steps are to be taken if apprehended or located.
22. Continue any comments from other spaces here or add other details not covered above.
23. Complete this space after notifying the proper person when a subject is apprehended or located in connection with any criminal act or if the message concerns recovered vehicles.
24. Indicate whether fingerprints were lifted from the vehicle at the time of recovery.
25. Self-explanatory.

C-2

26. Indicate the exact time and date the message or dispatch was broadcast to each watch. The first dispatcher to put out the message will use space number 1; the second, space 2, and so on.  
  
(Reverse side of card.)
27. If a case is related to this message, indicate its Case Report Number.
28. See #1--front side of card.
29. Concisely state the details of the message, using GPD standard format wherever possible.
30. Indicate the Message Number of the state or county department originating the message.
31. Indicate the teletype Message Number assigned by the originating authority if the information was received by teletype. If GPD is going to send the message by teletype, assign a TTY number and indicate it in this box.
32. If another agency or department originated the message, indicate its number here.
33. Self-explanatory. If by telephone, indicate here, the time.
34. If a later transaction occurs because of this message and clears or cancels it, include briefly the details of this action. For example: "Mr. Jones notified, will claim auto at 0800, 7 Feb 69."
35. Self-explanatory.
36. Same as Instruction 26.
37. Indicate the name of CC employee who cancelled this message and all of the indices or files which contained the same information.
38. Give the date and time when the action discussed in Instruction 37 was accomplished.
39. State the name of the person who authorized cancellation if a GPD member; the name of the department if an outside authority.
40. State briefly why the message was cancelled. For example: "Returned home"; or "Apprehended".
41. Blank.

C-3

APPENDIX C

COMMUNICATION CENTER MESSAGE CARD

42. Indicate the time and date the Florida Highway Patrol and the Alachua County Sheriff's Office were notified of the cancellation and the name of the dispatcher making the cancellation.

43. Give the same information as required above regarding the cancellation of existing teletype messages.

Note: Boxes, 1, 27, 28, 30, 31, 32, 33, 37, 38, 39, 40, 42, and 43 must be completed whenever they apply, regardless of the type of message. If any boxes do not apply, indicate this with the abbreviation "DNA".

COMMUNICATIONS CENTER MESSAGE				COMP. NO.	LICENSE/MOTOR NUMBER
<input type="checkbox"/> LOST (3)	<input type="checkbox"/> TOWED )	COLOR (1a)	YEAR (1b)	MAKE/MODEL (1c)	STATE (1d)
<input type="checkbox"/> STOLEN	<input type="checkbox"/> RECOVERED ) VEHICLE	FROM (5)			
<input type="checkbox"/> REPOSSESSED	<input type="checkbox"/>	OWNER: NAME (6)	ADDRESS	PHONE (7)	DATE/TIME (9)
CONDITION OF VEHICLE (8)			TOWED TO	BY (9)	
<input type="checkbox"/> WANTED	<input type="checkbox"/> MISSING/ATL (10)	FROM / BY (11)	SINCE (12)	SEX (13a)	RACE (13b)
REASON (14)	NAME (15)		HT. (13d)	WT. (13e)	AGE (13c)
AUTHORITY FOR MESSAGE (16)	ADDRESS, CITY, STATE (17)		HAIR (13g)	EYES (13h)	BUILD (13f)
PROBABLE DESTINATION (18)	MENTAL CONDITION, SPECIAL INSTRUCTIONS, ETC. (19)		CLOTHING, MARKS, ETC. (13j)		
WHEN LOCATED, NOTIFY: NAME, ADDRESS, CITY, STATE, PHONE (20)			WILL COMPLAINANT PICK UP SUBJECT? (21)		
OTHER: (22)		INV. UNIT NOTIFIED? TIME, BY WHOM? (23)	FP TAKEN? (24)		
DATE/TIME RECEIVED (25)	BY	DATE/TIME MESSAGE BROADCAST TO CARS (26a)	BY 2. (26b)	BY 3. (26c)	BY

OPD. 68-003 IEM 092106 GAINESVILLE POLICE DEPARTMENT

(front)

COMMUNICATIONS CENTER MESSAGE				CASE REPORT NUMBER (27)	MESSAGE NUMBER (28)
NATURE OF MESSAGE: (29)				STATE/COUNTY NO. (30)	TTY NO. (31)
				OTHER MSG. NO. (32)	HOW RECEIVED: (33)
DISPOSITION AND REMARKS: (34)				<input type="checkbox"/> RADIO	<input type="checkbox"/> TELETYPE (TTY)
				<input type="checkbox"/> TELEPHONE _____ LIN.	<input type="checkbox"/> IN PERSON
				<input type="checkbox"/> LETTER	<input type="checkbox"/>
DATE/TIME RECEIVED (35)	BY	DATE/TIME MESSAGE BROADCAST TO CARS (36a)	BY 2. (36b)	BY 3. (36c)	BY
MESSAGE CANCELLED: (37)	BY	DATE/TIME (38)	AUTHORITY (39)	REASON (40)	(41)
DATE/TIME AGENCIES NOTIFIED OF CANCELLATION: (42)			TTY CANCELLED: DATE/TIME, BY (43)		
STATE:	BY	COUNTY:	BY		

IEM 092107

(back)

APPENDIX D

PHONETIC ALPHABET AND NUMBERS

Phonetic Alphabet

A Adam	J John	S Sam
B Boy	K King	T Tom
C Charles	L Lincoln	U Union
D David	M Mary	V Victor
E Edward	N Nora	W William
F Frank	O Ocean	X X-ray
G George	P Paul	Y Young
H Henry	Q Queen	Z Zebra
I Ida	R Robert	

Phonetic Numbers

Numbers will be pronounced in the following manner when broadcast over the police radio system.

<u>Number</u>	<u>Phonetic Pronunciation</u>
1	Wun
2	Too
3	Thuh-ree
4	Fo-wer
5	Fi-yiv
6	Six
7	Seven
8	Ate
9	Ni-yin or niner
0	Zero

Appendix E

INSTRUCTIONS FOR COMPLETING THE COMPLAINT/DISPATCH CARD

Box

1. Place an "X" in the box which indicates the method by which the incident was brought to the attention of the Department. If other, specify the method in the blank space. If call was received by telephone (ph) indicate the line which the call was received.
2. Indicate by name and code number the exact nature of the situation as reported or requested by the complainant or person originating the case. Use terms from the Uniform Classification of Cases unless the category does not fall within that classification.
3. Indicate by name and code number the exact nature of the incident as verified by the assigned field officer or other investigator at the scene. The situation may be different from Box 2, so the proper classification by the Department Uniform Code and Classification of Cases should be entered to correct the entry in Box 2.
4. Indicate the Case Report number issued by the primary field dispatcher for the incident. Use this same number for all incidents or subsequent reports or investigations which have to do with this exact set of circumstances. See the Communications Center Manual, Section A.5.b., "Assignment of Case Report Numbers."
5. Indicate exact location of the incident. Complete in one of the following ways which are listed in order of preference: (a) exact address, including building, room, or apartment number; (b) closest street address, indicating IN FRONT OF, ADJACENT TO, REAR OF, ACROSS FROM, etc.; (c) block number as shown by street sign, indicating if on the odd- or even-numbered side of the street; and (d) distance from a specified known point.  
  
The location of an arrest is the place where the arrestee was taken into custody or apprehended, NOT where the formal charges were signed, warrants read, or booking occurred. This applies in all cases except where a person reports to the station to turn himself in on an outstanding warrant.
6. Indicate the officer assigned by inserting the officer's number assigned to the incident and responsible for completion of the report.
7. Indicate the beat that the officer, handling the incident, was assigned.
8. Indicate the beat where the incident or service took place. Determine this from the department patrol beat maps.

Box

9. Auxiliary Services Bureau personnel will indicate the tabulation district within which the incident occurred.
10. Indicate the full name of the person who made the incident known to the police. Ask every caller for his name and other information required below, for such information is vital to the entire reporting and follow-up process. Do not omit. If name was refused, write "REFUSED" in box.
11. Indicate any assigned assisting officer by his officer number.
12. Same as #11.
13. Indicate whether supervisor was present at the scene.
14. Indicate whether command officer was at the scene.
15. Indicate whether evidence technician was assigned.
16. The exact date and time the original call was received or the incident made known to the Department will be time-stamped in this box.
17. Indicate the complainant's or caller's address and phone number following the same guidelines as set forth under Instruction 5.
18. If a vehicle is involved in the incident, crime, or service in any way, describe it fully, using the standard APCO description format. See Section 4.C (2), "Wanted Vehicle and Persons Messages" and Appendix \_\_\_\_\_. State direction of travel or escape if applicable; if not, indicate this by DNA (does not apply).
19. The exact date and time the incident was assigned for investigation or completion to a field officer by the dispatcher whose name appears in Box 24 will be time-stamped in this box.
20. Indicate briefly any other information which will be of value to the officer assigned the preliminary investigation, the Report Review Unit, the follow-up investigator, or you, the dispatcher. Such information might include directions regarding how to locate the scene of the incident, a comment regarding the fact that the officer covering the beat of occurrence (Box 7) was busy on another assignment or gave no response ("NO RESP.") or similar details. If an investigator was assigned indicate the same. If wrecker, ambulance or if other assistance needed, indicate the same by name and time of call. Also if other agency called to physically assist, enter the same. If any emergency code was authorized, indicate the same.
21. The exact date and time the assigned officer arrived at the scene of the incident and checked out-of-service.

Box

22. The exact date and time the investigating officer reported back in service and available for another assignment or routine patrol will be time-stamped in this box.
23. Indicate last name and officer number of the dispatcher or other person who originally received the complaint or request and who is responsible for the completion and accuracy of all boxes (except Boxes 6, 19, 21, 22, 24, 25, 27, and 31 in those cases where another dispatcher actually assigned a field unit and performed the radio transmitting operations).
24. Indicate the last name and officer number of the dispatcher who actually made the radio assignment of the incident. The person whose name appears in this box is responsible for insuring the accuracy and completeness of Boxes 6, 19, 21, 22, 24, and 31, if not the same person as the one indicated in Box 23.
25. The Communications Center watch commander (or his substitute) will indicate his review and approval of the completed card and the classification of the incident as shown in Boxes 2 and 3.
26. The report review officer will place his initials in this space after insuring that there is a complete incident report for each complaint/dispatch card.
27. Coder and Key punch operator will enter their initials in this space.
- 28.
29. Coder will enter the day of the week by using the following code:  
1 - Sunday, 2 - Monday, 3 - Tuesday, 4 - Wednesday, 5 - Thursday,  
6 - Friday, 7 - Saturday.
30. Coder will enter the following code for shift in which the complaint/dispatch card was executed (example): 11-7 = 1st shift, 7-3 = 2nd shift and 3-11 = 3rd shift.

APPENDIX E

COMPLAINT / DISPATCH CARD

COMPLAINT / DISPATCH CARD	HOW RECEIVED <input type="checkbox"/> RADIO (1) <input type="checkbox"/> PH. LINE <input type="checkbox"/> T. TYPE <input type="checkbox"/> ON VIEW <input type="checkbox"/> OTHER	NATURE OF COMPLAINT-SERVICE (2)	VERIFIED COMPLAINT (3)				CASE REPORT NUMBER (4)	
	LOCATION OF INCIDENT (5)		OFFICER ASSG. (6)	BEAT ASSG. (7)	BEAT OCCURED (8)	TAB DISTRICT (9)		DATE/TIME RECEIVED (16)
	COMPLAINANT-REQUESTOR (10)		ASST. OFF. (11)	ASST. OFF. (12)	SUP. AT SCENE <input type="checkbox"/> YES <input type="checkbox"/> NO	CO. AT SCENE <input type="checkbox"/> YES <input type="checkbox"/> NO	E.T. AT SCENE <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE/TIME DISPATCHED (19)
	ADDRESS OF COMPLAINANT-REQUESTOR (17)		PHONE NUMBER (13) (14) (15)			DATE/TIME ARRIVED (21)		
	VEHICLE: COLOR YEAR MAKE MODEL LICENSE VIN DIRECTION OF TRAVEL (18)					DATE/TIME CLEARED (22)		
	ADDITIONAL DETAILS: (20)					RECEIVED BY: (23)		
						DISPATCHED BY: (24)		
						APPROVING SUP: (25)		
						REPORT REVIEW: (26)		
						PROCESSED BY: (27)		
					DISPOSITION <input type="checkbox"/> CIT <input type="checkbox"/> RPT <input type="checkbox"/> ARR <input type="checkbox"/> OTHER			
					DAY OF WK: (29)			
					SHIFT: (30)			
					OTHER: (31)			

GPD 68-001 GAINESVILLE POLICE DEPT.

Appendix F

INSTRUCTIONS FOR COMPLETING THE OUT-OF-SERVICE CARD

Box

1. Indicate by name, officer checking out-of-service.
2. Indicate officer's number who is checking out-of-service.
3. Indicate beat officer who was assigned.
4. If officer is assigned to other than regular patrol vehicle, indicate same.
5. Indicate shift to which officer is assigned. (example)  
1st shift 11 p.m. to 7 a.m.  
2nd shift 7 a.m. to 3 p.m.  
3rd shift 3 p.m. to 11 p.m.
6. Indicate major division or unit to which assigned.
7. Indicate by initials, dispatcher handling out-of-service request.
8. Indicate by number, dispatcher handling out-of-service request.
9. If out-of-service request is regarding a previous follow-up investigation, indicate the complaint number.
10. Indicate the exact location officer is going out-of-service.
11. Indicate, if available, the telephone number where officer may be contacted.
12. If a vehicle is involved in the out-of-service request, enter (10-38, 10-28 or 10-29) description of the same.
13. Time stamp date and and time requesting vehicle that went out-of-service.
14. Indicate by placing an "X" in the appropriate box, the reason the vehicle is requesting to go out-of-service. If request is not covered by blocks 1-16, marked block 17 and indicate the reason. If an emergency was authorized, indicate same below in block 17.
15. Indicate by date/time stamp when the vehicle went back into service.
16. Time lapse block will be completed by the coding clerk.



APPENDIX F

OUT-OF-SERVICE REQUEST CARD

POLICE OUT-OF-SERVICE GAINESVILLE POLICE DEPARTMENT	OFFICER (1)	NUMBER (2)	BEAT (3)	UNIT (4)	SHIFT (5)	DIVISION (6)	PLATE (7)	DISP. NO. (8)	15' S.C.F. NUMBER (9)	
	LOCATION (10)						PHONE NO. (11)			
VEHICLE DESCRIPTION (12)		MAKE	MODEL	COLOR	LICENSE NO.	DATE/TIME OUT (13)				
(14)							DATE/TIME IN (15)			
1. <input type="checkbox"/> TRANSPORTING PRISONER		7. <input type="checkbox"/> PERSONAL REASONS		13. <input type="checkbox"/> FOLLOW-UP INV. (Give case no.)		TIME ELAPSED (16)				
2. <input type="checkbox"/> MEAL		8. <input type="checkbox"/> ASSISTING CITIZEN		14. <input type="checkbox"/> SECURITY INSPECTIONS						
3. <input type="checkbox"/> SERVING WARRANT/PAPER		9. <input type="checkbox"/> CITY COURT		15. <input type="checkbox"/> STOPPING VEHICLE (10-38)						
4. <input type="checkbox"/> GARAGE REPAIR/SVC.		10. <input type="checkbox"/> CIRCUIT COURT		16. <input type="checkbox"/> TRAFFIC DUTY						
5. <input type="checkbox"/> MEETING ANOTHER UNIT		11. <input type="checkbox"/> OTHER COURT		17. <input type="checkbox"/> OTHER SPECIAL DETAILS						
6. <input type="checkbox"/> COFFEE BREAK		12. <input type="checkbox"/> STATION								

END