



COMMUNICATIONS PROCEDURES

PRESENTED BY THE  
COMMUNICATIONS DIVISION  
OF THE  
TECHNICAL ASSISTANCE PROGRAM  
BUREAU OF TRAINING

NCJRS

OCT 10 1979

ACQUISITIONS

ISSUED TO \_\_\_\_\_  
NUMBER ASSIGNED \_\_\_\_\_  
INSTRUCTOR \_\_\_\_\_

1 28, 1978

## DISPATCHER

### A. Purpose of Police Radio

The police radio service exists to expedite communications between fixed stations, mobile units, as well as portable units. When a situation demands immediate action to protect life and property, regard your radio as the common link with others in securing help.

The communications operator or dispatcher, as he may be called, can be the most important link in an entire departmental operation. Particularly during the time of an emergency, the efficient operator is a priceless link.

### B. Responsibility of the Operator

The primary requirements of a good radio operator are those traits, commonly referred to as "level headedness, common sense, and the ability to make quick decisions." Additionally, an operator must have an intimate knowledge of the area served by his station and contact between his station and other agencies.

The dispatcher's clear, calm, steady voice on the airways should instill confidence into the men and women in the cars. Many a situation has been made worse by a radio operator transmitting his/her nervousness and excitement to the cars by the operator's inability to control his/her voice.

B. Responsibility of the Operator - Continued

The base station operator must always use proper techniques in radio procedure. The operator must remember that all listening units look to him as a model and will follow his example. By setting a "good example" for all listening units, the base station operator can do more toward elevating police radio communications operations to a professional status than in any single way.

C. General Qualifications For Operators

1. Ability to speak clearly and distinctly at all times.
2. Ability to reduce rambling and disconnected material into concise and accurate messages.
3. Ability to think and act promptly in emergencies.
4. Ability to analyze a situation accurately and to take or suggest an effective course of action.
5. Thorough understanding of the capabilities of his own communications system and a working knowledge of co-operators system.
6. Adequate understanding of the capabilities of his own communications to allow intelligent reporting of equipment failures.
7. Physical and mental ability to work effectively under all conditions encountered.
8. Knowledge of FCC Rules and Regulations applying to operator's responsibilities.

D. Techniques of Dispatching

1. Learn the proper use of the equipment. Each system and microphone has its own special behavior pattern. Therefore, you should become familiar with the proper distance from the microphone for you to achieve the best dispatching results.

2. An operator or dispatcher should take care to see that the transmitter is "on" before dispatching a message. By the same token, care must be taken to avoid releasing the transmitter before the end of the message. (Car 245 could be copied as Car 24 if the transmitter was released and the last numeral was not heard.) The difficulties arising from these improper procedures are obvious.
3. The voice should be kept at a normal level (especially with headsets). Develop a calm, clear (not highpitched) voice, which can be copied easily. A pleasantly pitched voice is easy to listen to, and tends to reflect ease and calmness to those who listen to you. Particularly during an emergency, the calmness of your voice and the regulated speed of your dispatching tends to render a controlling effect on those who are handling the emergency work. This does not mean you should be slow and drag along, but dispatch at a regulated rate of speed. A normal dispatching rate should be between 40 and 75 words per minute (partially depending on whether or not someone is writing down your transmission.)
4. Be respectful and courteous at all times. Telephone and radio manners leave lasting impressions. Police words commonly used on the telephone should never be used on the radio. Such phrases as "kindly check" and "Thank you very much", should not be used. Courtesy can be aptly expressed by the tone of the voice and manner of presentation.
5. Be patient. Words, signals, or voice inflection reflecting irritation, disgust, or sarcasm should never be used. Patience and even temperment can be developed with practice. Anger displayed on the air only reflects poorly on you.
6. All transmissions should be formed in the mind or written on paper, for completeness and brevity in message, before going on the air. Do not form a habit of trying to construct your message as you are transmitting.
7. All transmissions of any length and which must be logged should be broken into phrases of five (5) to six (6) words (depending on the text you are transmitting), and each phrase should be repeated word-for-word before going on to the next one. Strive for rhythm.

8. Monitor your frequencies at all times. The one call that was missed while a receiver was turned off may have been the caller's last chance to call for assistance. A missed call could mean the loss of a life.
9. Be ambitious and see how well and how quickly you can learn all of the procedures and techniques associated with your job. Be alert for information that experienced personnel and your supervisors can furnish.
10. Be familiar with the area serviced by this Department. Learn the location of highways and the other important locations and places within the area serviced. Further seek to improve your knowledge of other departments or agencies within the scope of our departmental operation. The items listed below can always be helpful.
  - a. How to contact them.
  - b. The relative location and distance from your station.
  - c. The approximate size and service they render.
11. Do Not Guess! Be sure you are correct. Learn to be accurate when you copy messages. If the terminology is unfamiliar to you, then you should make every effort to learn this phase of business.

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 wilfully 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.

Upon conviction for any of the above offenses, the Communications Act of 1934 provides a penalty of not more than \$10,000 fine, or not more than one year imprisonment, or both for the first offense.

# THE APCO STORY

The Associated Public-Safety Communications Officers, Inc. (APCO), a non-profit institution since January 21, 1935, is the world's oldest and largest public safety radio user group and is composed of administrators and communications technical, operational, and command personnel.

The purpose of APCO is to foster the development and progress of the art of Public Safety Communications and to promote greater correlation of the communications activities of towns, cities, counties, states, and federal agencies; to assist in the development of channels, methods, systems, and other media for the rapid and accurate collection, exchange, and dissemination of public safety communications; to represent such agencies before the Federal Communications Commission and other regulatory bodies.

APCO publishes a regular monthly magazine, THE BULLETIN, which is the official voice of APCO. It is the oldest and most revered magazine of its type and its subscription cost is included in Association dues. Its basic format includes special articles dealing with such subjects as emergencies, highway and traffic problems, conservation matters, regulatory and legislative news, and technical and operational articles.

APCO each year holds the largest land-mobile public safety radio conference in the world, featuring exhibits of industry leaders in the field. This annual event gathers together the administrators and communications personnel of Police, Fire, Highway Maintenance, Civil Defense, Forestry-Conservation, and Local Government radio services around the globe.

APCO's twenty-five chartered chapters meet regularly across the nation to carry on the purposes of APCO at the local level, featuring seminars and lectures by top-flight leaders in the field, as well as new products from the suppliers. The combined local chapters form the body of the national Association. Regional Conferences are also held each year for the benefit of those members, vendors and other interested parties who wish to learn more about APCO at a meeting level between that of the individual Chapters and the Annual National Conference.

APCO is recognized as the largest frequency coordination body for the Police, and, Local Government Radio Services. It retains a Washington, D. C. attorney who is licensed to appear before the Federal Communications Commission. APCO regularly and actively participates in the various FCC dockets which speak to regulatory proposals for the Public Safety Radio Services. APCO is a member of the Public Safety Communications Council and of the Land Mobile Communications Council.

APCO's acclaimed Project Series Foundation has produced or is presently engaged in ten projects. Those currently available are: Project One — a documentary color film titled "The Little We Have" which pictures the public safety radio services frequency crisis; Project Two — the world renowned "Standard Operation Procedure Manual" for public safety radio users; Project Three — the "Police Telecommunications Systems" text which provides the criteria for measuring the present effectiveness of a communications facility and for planning and modifying for the future; Project Four — the vehicular sun visor version of the famous APCO TEN SIGNAL CODES; Project Five — the "Frequency Coordination Manual" for use by all coordinators and public safety radio users.

APPLICATION FOR MEMBERSHIP IN THE ASSOCIATED PUBLIC-SAFETY COMMUNICATIONS OFFICERS, INC.

Name: .....

Address: .....

Home/Bus. Phone No.: .....

Occupation: .....

Title: .....

Employer: .....

Nature of Duties: .....

Do you receive a regular salary from a City, County, State or Federal Agency for your services: Yes.... No.....

Bill me  Bill Dept

Class of Membership Applied For:

- (1) Active..... (2) Engr/Tech..... (3) Operator..... (4) Commercial..... (5) Sustaining..... (6) Associate.....

Governmental Representation: two memberships per agency in classes (1), (2), (3) and (6) above as per individual Chapter dues schedules (execute two application forms) .....

Having personally executed this application, I hereby apply for membership of the appropriate class in the ASSOCIATED PUBLIC-SAFETY COMMUNICATIONS OFFICERS, INC. I agree to abide by the By-Laws of the Association and to cooperate with its membership in the attainment of its objectives.

Signed: .....

Recommended by\* .....

ACTIVE: Administrative and supervisory people with responsibilities for planning, organizing, staffing, directing and controlling functions required in the design, construction, installation, maintenance, command and/or operation of public-safety communications systems who are full time employees and salaried by a Federal or State governmental agency or political subdivision thereof.

ENGINEER/TECHNICIAN\*: Those non-supervisory persons who are employed full time by public safety agencies for the purpose of designing and constructing communications systems and for installing and/or maintaining communication equipment.

OPERATOR\*: Those non-supervisory persons who are employed full time by public-safety agencies to operate communications equipment for the purpose of dispatching information in operating systems.

Note\*: Candidates for Engineer/Technician and for Operator membership classes must be recommended by the appropriate supervisor of the department in which they are employed. After two years in Engineer/Technician and in Operator membership classifications these members become eligible for Active Membership.

GOVERNMENTAL REPRESENTATION: Any State, local government, provincial or political sub-divisions thereof, or any governmental unit having a radio or communications system, shall be eligible for Governmental Representation.

COMMERCIAL: Any company or individual interested in supplying communication or related equipment, and in the development of new or existing methods of Police and other Public-Safety communications, who desire to cooperate with the Association in these areas of supply and demand.

SUSTAINING: A person, company or corporation engaged in normal commerce, business or other private occupation or processes, who is a donor of funds amounting to at least \$300 in a particular year to the Association for the purpose of advancing and improving Public-Safety communications, and who has demonstrated a worthiness of recognition by this Association.

ASSOCIATE: Any official or employee of a Federal, State, County or Municipal government, or any person employed by an industrial service or other agency interested in promoting the progress of Police and other Public-Safety communications provided such persons or groups do not sell or lease communications equipment for purpose of profit.

Please send application for membership to the Chapter named above, or to APCO, P. O. Box 669, New Smyrna Beach, Florida 32069.

## SCLEP-TEL

The Statewide Comprehensive Law Enforcement Plan for Telecommunications constitutes a program for development of law enforcement telecommunications capabilities by state and local agencies commensurate with the goals of the Criminal Justice program of Kentucky. The plan was prepared by Kentucky APCO (Associated Public Safety Communications Officers, Inc.) , with the assistance of the consulting contractor (Booz, Allen Applied Research) and National APCO.

Generalized, the objectives resulting from the study are:

- A. Train all law enforcement public access operators, command and control support dispatchers, and data systems access operators.
- B. Provide convenient and effective methods by which all persons in Kentucky, regardless of their location, can access a law enforcement operator on 24 hours basis.
- C. Develop mobile intersystem radio network in which patrol vehicles crossing jurisdictional boundaries may establish continuous communications capability.
- D. Provide direct data system access capability to state, national, and other data files related to law enforcement for all Kentucky law enforcement agencies with a justified need.
- E. Provide emergency power and backup equipment for all 24-hour law enforcement communications centers.
- F. Develop a state-certified training program for law enforcement communications equipment maintenance technicians.
- G. Provide an interagency coordination capability on the national emergency frequency (155.475 MHz) and via the KEWS microwave network for all public safety agencies.

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## COMMON RADIO TERMS

**ANTENNA** - An elevated device for radiating or receiving radio waves. It changes electrical currents into electromagnetic radio waves and vice versa.

**ASSIGNED FREQUENCY** - That frequency which has been designated by the FCC for use by a particular radio station.

**BACKGROUND NOISE** - (1) Noise due to audible disturbances of periodic and/or random occurrence (2) Total system noise in the absence of a signal.

**BASE STATION** - A fixed land station in the mobile radio station used to communicate with mobile stations.

**CALL LETTERS** - FCC assigned identifying letters and numbers for a radio station or transmitter.

**CODE** - A system of abbreviations used in preparation of information for efficient handling.

**CODE 911** - A planned universal emergency telephone number for reporting emergencies to emergency communications centers.

**COMMUNICATION** - The transmitting and/or receiving of information signals or messages.

**COMPUTER** - An electrical device which can accept information, process it mathematically in accordance with previous instructions and provide the results of this processing.

**CONTROL POINT** - A position from which a radio system is controlled and supervised.

**CONTROL, REMOTE** - A control scheme for a radio system where all control functions are performed remotely via telephone lines.

**CONTROL STATION** - A base station, the transmission of which is used to automatically control the emission or operation of another base station such as repeater.

**COPY, HARD** - The printed message as it comes from a teleprinter.

**DATA** - (1) Numbers, letters, symbols, and facts that describe a condition or an object (2) Basic element of information, usually numerically expressed, which can be processed by computers or machines.

**DUPLEX** - A communication system employing different transmitting and receiving frequencies.

FEDERAL COMMUNICATIONS COMMISSION (FCC) - A board of seven commissioners appointed by the president of the United States under the Communications Act of 1934, having the power to regulate all electrical communications systems originating in the United States including radio, television, facsimile, telegraph, telephone, and cable systems.

FM TRANSMITTER - A radio transmitter that emits or radiates a frequency modulated wave.

FREQUENCY - The number of complete cycles - per second, or hertz, of alternating current or radio waves. The frequency of a wave is equal to the velocity divided by the wavelength.

FREQUENCY MODULATION (FM) - A method of modulating a carrier frequency by causing the frequency to vary above and below the resting value in accordance with the sound being transmitted. The amount of deviation in frequency above and below the resting frequency is proportional to the amplitude of the sound being transmitted. The advantages of this system are almost complete freedom from atmospheric and manmade interference between stations.

INTELLIGENCE - Information or data.

INTERFERENCE - The effects that occur when two or more radio waves arrive at the same point simultaneously, such as undesired noises or other radio signals.

INTERMITTENT - Not continuously present; disappearing and reappearing.

KEWS - Kentucky Early Warning System- It is a microwave radio network for all public safety agencies to be in effect by 1980. Sponsored by Commonwealth of Kentucky.

KILOHERTZ- (kHz) - Equal to one-thousand hertz, or cycles, per second. Replaces the term kilocycle.

MEGAHERTZ - (MHz) - One million hertz, or cycles, per second. Replaces megacycle.

MICROPHONE - A transducing device which converts sound waves into corresponding audio frequency electrical energy.

MODULATION - The process in which the amplitude and frequency of a carrier wave is varied with time in accordance with the wave form of an intelligence signal.

PUBLIC SAFETY RADIO SERVICE - A market served by the Mobile Radio Department consisting of police, fire, local government, highway safety, and others.

PUSH TO TALK (PTT) - The keying button used to open a transmitter for transmission.

RADIATION - The emission of electromagnetic waves.

RADIO RECEIVER - An instrument which amplifies radio frequency signals, separates the intelligence signal from the RF carrier, amplifies the intelligence signal additionally, and converts the intelligence signal to the original intelligence.

RADIO TRANSMISSION - Radiation. The conveyance of intelligence by radio waves.

RANGE - The extent of coverage or effectiveness. A measure of distance.

RECEIVER - A radio unit that changes radio frequency energy into audio.

REPEATER - Radio transmitters that rebroadcast radio signals at the same time that they are received, but on a difference RF frequency.

SIGNAL - The form of a radio wave in relation to the frequency serving to convey intelligence in communication.

SOFTWARE - The routine programs or instructions required to use computers and data processing equipment.

SQUELCH CIRCUIT - A circuit that reduces or lowers the noise that would otherwise be heard in a radio receiver between transmissions.

TELECOMMUNICATIONS - Pertaining to the art and science of communications via telephone, radio, or telegraph.

TEN SIGNALS - A series of coded messages designed to reduce air time and confusion in busy mobile radio systems.

TRANSCEIVER - A combination of transmitting and receiving equipment that uses some or all of the components jointly in both transmitting and receiving.

TRANSMISSION - The transfer of electrical energy from one location to another through radiation. The transfer always is accompanied by an energy loss depending on the medium through which the transmission is occurring. Radio communications are possible in spite of excessive energy losses because of the exceptionally high sensitivity of the receiving equipment.

TRANSMITTER - The term applied to the equipment that is used for generating and amplifying an RF carrier signal and modulating this carrier signal with intelligence, then radiates the modulated signal into space after it has been amplified, and fed into the transmission line to the antenna.

WATT - The unit of power equal to the number of volts multiplied by amperes.

## KENTUCKY LAW ENFORCEMENT RADIO NETWORK

The Kentucky Law Enforcement Radio Network (LERN) is to provide a state-wide point-to-point radio network interconnecting municipal, county, state and federal law enforcement agencies.

Emergency and administrative law enforcement messages may be communicated between various police agencies via this system. This network permits intercommunication for police agencies and a Regional Service Center which has 24-hour per day access to the Criminal Justice Information System (CJIS).

The LERN system is being purchased with funds administered by the Kentucky Crime Commission (KCC). It shall be operated in compliance to part 89 of the Federal Communications Commission's rules.

Maintenance and repair is the responsibility of the agency to whom the unit is assigned.

LERN Frequencies - 155.37 MHz (Inter-City)  
45.86 MHz (Inter-Region)

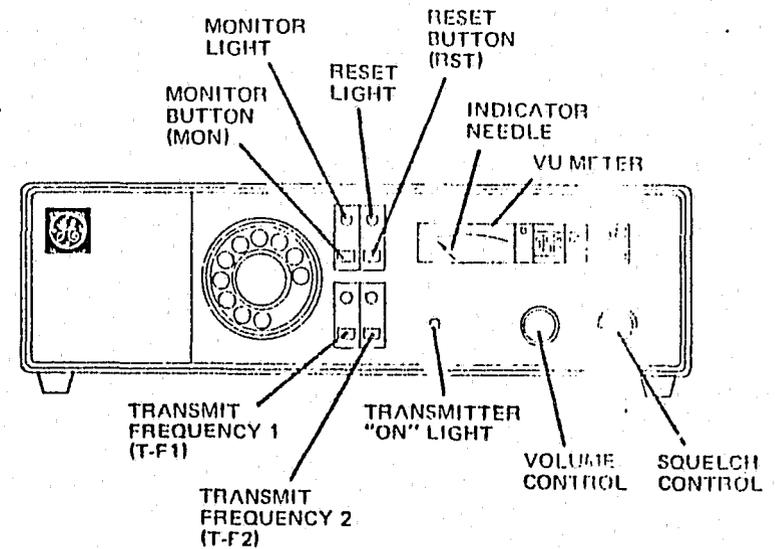
# OPERATING INSTRUCTIONS

## GENERAL:

- 1 Push in latching switch transmit frequency 1 (T-F1). The switch should remain in this position at all times.
- 2 Adjust volume control to desired level while listening to an incoming signal.
- 3 When monitor button (MON) is latched in, monitor light will be on and all calls will be heard.
- 4 When reset light (RST) is off, unit is in tone protected mode if monitor switch is in outward position and monitor light is off.
- 5 Remote squelch is not included. Therefore, squelch control will not turn. This is normal — do not force it to turn.
- 6 DISREGARD TRANSMIT FREQUENCY 2 (T-F2)!

## TO INITIATE A CALL:

- 1 Determine number of terminal to be called. Individual calls are 5 digit numbers; group calls are 3 digit numbers.
- 2 Push monitor button (MON) in. It will latch in monitor position. Monitor light will indicate this.
- 3 Listen to see if channel is in use. If voice or tone is heard, stand by until other transmissions are completed.
- 4 When channel is clear, dial desired number. Dialing automatically turns transmitter on and off at end of tone; red transmitter "on" light and VU meter will indicate this.
- 5 To communicate, use push-to-talk switch on microphone.
- 6 Originating station will identify his station and station(s) being called (Example: KSP Mayfield to Paducah P. D. or KSP Mayfield to all Region 1 stations).
- 7 Release monitor button at end of communication. Monitor light will be turned off.
- 8 When transmitting or receiving, indicator needle and VU meter moves.



## RECEIVING A CALL:

- 1 When your number is dialed by another terminal location, your console will emit a five (5) second alarm buzzer and reset light (RST) automatically will be turned on. DO NOT PUSH RESET BUTTON AT THIS TIME. Calling terminal will identify his station and station(s) being called.
- 2 Depress push-to-talk switch on microphone to transmit and acknowledge call.
- 3 AT END OF CONVERSATION, push the reset button (RST) to reset unit for next call and turn off indicator light.
- 4 Note monitor light is on when in monitor mode. Reset light is off in reset mode.

## TELEPHONE TECHNIQUES

### I. GENERAL

More complaints reach police agencies by telephone than by all other means combined.

The telephone has become so basic to American life that most people now take it for granted. The result is that telephone communications are often, perhaps usually, ineffectual.

In order to get the most out of telephone communications, the dispatcher, operator or communicator must develop effective telephone techniques. Remember, when you answer the telephone, as far as the caller is concerned, YOU ARE THE DEPARTMENT.

#### A. Basic telephone Techniques

1. Answer Promptly - you have no way of knowing whether the incoming call is an emergency. You must therefore treat every call as if it were an emergency. To the calling party, the call is very important; why else would he call the police?
2. Identify The Department And Yourself - If the caller has reached the wrong department, he should discover this fact as early as possible. Giving your name reminds the caller that he is talking to a person, not just "the police." Also, by giving your name, you help ensure that you will conduct the conversation as if it were a face-to-face communication.
3. Speak Directly Into The Mouthpiece and Speak Distinctly - This will help avoid the need for repeating information.

4. Don't Get Excited - If you sound excited or upset, this may increase existing excitement or fear in the caller. Keep calm.
  5. Be Courteous - Callers are often upset when they call the police. There are few experiences which are more aggravating than talking to a curt, rude, or disinterested public servant.
  6. Take Charge - As soon as you determine the nature of the call, lead the conversation into a meaningful exchange. Ask questions to obtain specific information. If you are giving information, be clear and specific.
  7. Obtain Necessary Information And Write It Down - Don't try to prove that you have a good memory at the expense of effective communications.
  8. Avoid Unnecessary Delays, And Explain Delays - Don't make the caller think you have forgotten about him.
  9. Don't Use Jargon, Ten-signals, or "Inside" Phrases - How do you expect the caller to know what "code 139" means? Or "M. O."? or "Bolo"?
  10. Show Interest - Don't give the caller the impression that you really don't care. Use the calling party's name; let him know that you realize that he is a person, not just a voice.
  11. Don't Clog The Conversation - Don't try to talk around a cigarette, cigar, pipe, wad of bubble gum or mouthful of sandwich.
- B. When a person calls the police, he usually wants some form of positive action. Let him know that he will receive it.

## II. GETTING INFORMATION

A. General: Often, when a person calls the police, he doesn't know exactly what he is reporting, where he is, or where the police are needed. For example, a caller may wish to report a suspicious incident which he does not fully understand, or a stranger in the town or the neighborhood-----or, the caller may have been asked to call, and may not really know why the police are needed-----or who needs them.

1. Find Out Who's Calling - Name, address, etc. Have pencil and paper available.

2. Nature of Call - Whether the call is an emergency is determined by the individual answering.

- a. The nature of the call often determines the information needed. The calling party may have valuable information, but may not realize that you need it. For example, in the case of a Fresh Felony call such as a robbery, aggravated assault, murder, or other such call, the person calling may be an eye witness. He may be able to provide a description of the subject(s), description of the vehicle, direction of travel, or other information vital to the officer answering the call.

- b. Felony-In-Progress Calls

- i. Obtain basic complainant information.
- ii. Nature of Call.
- iii. Specific location - including name of business being robbed, burglarized, etc., part of building.

- iv. Number of subjects - may not be accurate, but may let officer know that there are at least a certain number of subjects involved.
- v. Descriptions - subjects, vehicles.
- vi. Direction of Travel
- vii. Weapons.

Note: If the offense has already been committed, find out when (5 minutes ago, 10 minutes ago, etc.)

c. Accident Calls

Is anyone injured? A caller may simply say "There is an accident at \_\_\_\_\_." If so, the dispatcher must ask whether there are injuries. If an ambulance ~~is~~ required, the few seconds or minutes lost by not knowing it could result in loss of life.

B. If the caller does not know where he is (e.g., a stranger in the area) the dispatcher may be able to determine the location by asking questions about the surroundings.

C. Anonymous calls

Sometimes people who call the police don't want to "get involved." In many cases, a tactful officer can obtain the caller's name and address; however, if faced with the choice of not getting the caller's name or not getting the message, forget about the name. Don't push a timid or anonymous caller into hanging up; what he has to say is probably much more important than who he is.

III. EDITING, ORGANIZING AND TRANSLATING INFORMATION

If every dispatcher repeated everything he received over the air, police communication would be a hopeless mess. Part of the dispatcher's (or complaints officer's) job includes editing, organizing and translating telephoned information into clear, concise radio messages.

A. Editing - If the dispatcher, through effective telephone techniques, takes charge of the call and directs the conversation into specific areas, half of this job is done. Editing simply consists of reducing the conversation to its fundamental content, or "Editing-out" needless information.

B. Organizing - As the dispatcher receives a telephone message, he must organize the information into a usable form. Again, control of the conversation is essential. When asking questions, ask them in a pre-arranged sequence. Start writing as soon as the conversation begins. For example, if the caller begins by saying, "Hello, this is John Smith" the dispatcher has the first part of the complaint form started.

IV. WHEN YOU MAKE A LONG DISTANCE CALL

Direct Distance Dialing - DDD - For fast, convenient service, dial your station-to-station calls direct. Fastest and most economical.

Dialing Procedures - You start with access code 1. Next the area code (if different from your own) then the number of the person you want to talk with.

Wrong Numbers - Should you reach a wrong number, dial the operator and tell her what happened. No charge will be made for the wrong number reached.

Directory Assistance - To obtain the telephone number of a person who lives in another community, dial 1, the Area Code (if different from your own) then 555-1212. When the operator answers, give the name of the city of town, then the name of the person you want. Make note of the number for future use.

## DISPATCHING AND COPYING AIDS

It is an undisputed fact that it is difficult to understand and correctly copy certain words, proper names, etc. To correct this problem a phonetic alphabet was designed.

### 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 - Xray
G - George	P - Paul	Y - Young
H - Henry	Q - Queen	Z- Zebra
I - Ida	R - Robert	

BE CONCISE BE BRIEF

# 1. Numbers

Numbers are also difficult to understand, consequently, the correct pronunciation of numbers is:

1. "Wun" . . . . . with a strong W and N
2. "Too" . . . . . with a strong and long OO
3. "Th-R-EE" . . . . . with a slightly rolling R and long EE
4. "Fo-Wer" . . . . . with a long O and strong W and final R
5. "Fie-YIV" . . . . . with a long I changing to short and strong Y and V
6. "Siks" . . . . . with a strong S and KS
7. "Sev-VEN" . . . . . with a strong S and V and well-sounded VEN
8. "ATE" . . . . . with a long A and strong T
9. "Ni-YEN" . . . . . with a strong N at the beginning, a long I and a well-sounded YEN
10. "ZERO" . . . . . with a strong Z and a short RO

Numbers should be repeated first individually as integers and then as the whole numbers.

Example: 1914 West Broadway

One, nine, one, four, West Broadway

One thousand, nine hundred, and fourteen West Broadway

-or-

Example: 167396

one, six, seven, (pause), three, nine, six

one sixty-seven, (pause), three ninety-six-(when whole number is excessively large).

2. Vehicles

Vehicles should be described using the standardized code word CYMBALS.

<u>Color</u>	white over blue
<u>Year</u>	1978
<u>Make</u>	Ford Fiesta
<u>Body</u>	two door
<u>And</u>	
<u>License</u>	Kentucky BKE-404
<u>Serial</u>	247L8H129671

3. Time

The time should be given in twenty-four hundred hours. The letters Am and PM are often misunderstood over the air. Twenty-four hundred hour time eliminates entering AM and PM on the log and all teletype messages.

\*2400 HOUR TIME

2400 Hour Time

2400

0001

12 Hour Time

Midnight (twenty-four hundred)

one minute after midnight

\*See attached sheet for remaining 2400 Hour Time.

## 2400 HOUR TIME

### 2400 HOUR TIME

2400  
0001  
  
0015  
  
0045  
  
0100  
  
0130  
0200  
0300  
0400  
0500  
0600  
0700  
0800  
0900  
1000  
1100  
1200  
1201  
1215  
1300 (add 100 to 1200)  
1345 (add 0045 to 1300)  
1400 (add 200 to 1200)  
1500 (add 300 to 1200)  
1600 (add 400 to 1200)  
1700 (add 500 to 1200)  
1800 (add 600 to 1200)  
1900 (add 700 to 1200)  
2000 (add 800 to 1200)  
2100 (add 900 to 1200)  
2200 (add 1000 to 1200)  
2300 (add 1100 to 1200)

### 12 HOUR TIME

Midnight (twenty-four hundred)  
One minute after midnight.  
(zero zero zero one)  
Quarter past midnight.  
(zero zero one five)  
45 minutes past midnight.  
(zero zero four five)  
One o'clock in the morning.  
(zero one hundred)  
One thirty AM. (zero one three zero)  
2 AM (zero two hundred)  
3 AM  
4 AM  
5 AM  
6 AM  
7 AM  
8 AM  
9 AM  
10 AM (ten hundred)  
11 AM (eleven hundred)  
NOON  
One minute after noon (Twelve zero one)  
Quarter past noon (Twelve fifteen)  
1 PM (Thirteen hundred)  
1:45 PM (Thirteen forty-five)  
2 PM  
3 PM  
4 PM  
5 PM  
6 PM  
7 PM  
8 PM (Twenty hundred)  
9 PM (Twenty one hundred)  
10 PM  
11 PM

#### 4. Persons

Persons should be described using standardized format:

##### Start

1. Name
2. Sex
3. Race
4. Age
5. Height
6. Weight
7. Hair
8. Eyes
9. Complexion
10. Physical (marks, scars, limp, etc.)

##### Finish

11. Clothing - HEAD TO FOOT
  - a. hat
  - b. shirt or tie
  - c. coat
  - d. trousers
  - e. socks
  - f. shoes

Omit any items you do not have. Absence of certain items might be unique under certain conditions - if so, mention when absent.

#### 5. Signals

The ten signals are a dispatching aid designed to achieve two purposes : speed and reliability.

Reliability is achieved by the TEN (10) portions of the signal wherein the "10" is an euphonic 'alert' attesting to the fact that information is about to follow.

5. Continued

The signal portion is the information content. The use of a number achieves speed by the use of brevity and because numbers are not as easily confused as words.

Since there is presently no standardized 10 signals in Kentucky, the training class participants will learn and use the APCO 10 signals

- 10- 1 Signal Weak
- 10- 2 Signal Good
- 10- 3 Stop Transmitting
- 10- 4 Affirmative (OK)
- 10- 5 Relay (To)
- 10- 6 Busy
- 10- 7 Out of Service
- 10- 8 In Service
- 10- 9 Say Again (Repeat)
- 10-10 Negative
- 10-11 \_\_\_\_\_ ON Duty
- 10-12 Stand By (Stop)
- 10-13 Existing Conditions
- 10-14 Message/Information
- 10-15 Message Delivered
- 10-16 Reply to Message
- 10-17 Enroute
- 10-18 Urgent (Quickly)
- 10-19 (In) Contact
- 10-20 Location
- 10-21 Call ( \_\_\_\_\_ ) by Phone
- 10-22 Disregard

- 10-23 Arrived at Scene
- 10-24 Assignment Completed
- 10-25 Report to (Meet)
- 10-26 Estimated Arrival Time
- 10-27 License/Plate Information
- 10-28 Ownership Information
- 10-29 Records Check
- 10-30 Danger/Caution
- 10-31 Pick Up
- 10-32 \_\_\_\_\_ Units Needed (Specify)
- 10-33 Help Me Quick (Emergency)
- 10-34 Time
- 10-35 -Reserved-
- 10-36 -Reserved-
- 10-37 -Reserved-
- 10-38 -Reserved-
- 10-39 -Reserved-

COMMUNICATIONS PROCEDURES

PREFERRED WORDS

	<u>Preferred</u>
Want	Desire
Can't	Unable
Tell	Advise
No	Negative
Yes	Positive/Affirmative
Send	Forward
Get	Obtain
Buy	Purchase
Give	Relay
Call and see	Check
Find out	Inquire
Get ready for	Prepare
Late	Delay
About	Reference
Write down	Copy
Find	Locate
Look out for	Observe
Finished/the end	No further
Understand	Clear
Don't know	Unknown
Wait	Standby
Don't know about it	Unable to advise
Told	Notified

ALL BROADCASTS FOR WANTED PERSONS OR VEHICLES SHALL  
BE PREFIXED WITH THE FOLLOWING INFORMATION:

1. WANTED FOR WHAT TYPE OF CRIME
2. ADDRESS WHERE CRIME OCCURED
3. TIME THAT CRIME OCCURED

EXAMPLE OF A SUBJECT WANTED FOR ARMED ROBBERY AT 224  
EAST THIRD STREET, RICHMOND, KY.

WANTED FOR ARMED ROBBERY AT 224 E. 3rd STREET AT 10AM  
THIS DATE (GIVE DATE)  
WHITE, MALE, 30-35 5-9 170 BLACK BLUE RUDDY COMPLEXION  
SCAR OVER LEFT EYE. WEARING GREEN ARMY FATIGUES NO  
FURTHER. LAST SEEN WEST ON E. THIRD STREET ON FOOT.  
NO VEHICLE INFORMATION. ARMED WITH A BLUE STEEL .32  
AUTOMATIC OBTAINED \$150 IN ASSORTED BILLS .  
AUTHORITY DET. SGT. MONROE

**BUREAU OF  
TRAINING**

**COMMUNICATIONS TRAINING**

**SEQUENCE DISPATCH**

The following are a number of SUGGESTED radio broadcast procedures, designed to assist those operators in training, and for those agencies desiring a set of procedures for radio transmissions. These are only suggested, indicating there are varied ways of meeting the requirements of good professional radio broadcast procedure. However, it should be up to the individual agency to establish its own system, train its operators, set policy and follow it.

The objective of establishing a broadcast procedure or sequence is to make radio transmissions short and concise, while clear to understand, to save valuable air time and to avoid errors.

A police agency should adopt a broadcast procedure to be followed by all of its operators to best achieve the objectives of this type of system and to create a business like, professional police communications system.

Emphasis on this system is placed on proper training and evaluation of the radio operator, specifically defining his responsibility and authority.

The radio operator here will be referred to as the RTO, or the radio-telephone operator.

Though formats and procedures may vary a great deal among various police agencies all actually have the same goal: To dispatch radio calls and operate the communications system to maximum efficiency, by the relaying of information quickly and properly without error and undue delay; to protect the police officer himself; and to better serve the citizenry.

The RTO must be well trained in areas of (1) Phonetics, (2) Codes and Signals, (3) Information Sources (4) Standard Descriptions of Persons and Vehicles, (5) Geographic Locations, (6) Operation of Other Radio Systems, (7) Voice Tone and Control, (8) Brevity and Clarity, (9) Emergency Situations, (10) Proper Telephone Techniques, etc.

A. Response:

- (1) unit - 203,
- (2) RTO - 203,
- (3) unit - 10-8,
- (4) RTO - 203 / TIME (EOT)

Acknowledgement by radio from the RTO to the unit need not to be long and unclear, but rather short and concise, and standard among all the RTO's within the agency. Some departments on step #4, RTO - 203 / CLEAR.

Notice on step #2, that the RTO first acknowledges the unit 203 by keying mike and firmly stating only -- 203. There is no need to say "go ahead unit 203 with your traffic, etc." This will lead to wasted air time, when all you are doing is giving the unit to go ahead to continue his information on the RTO.

On step #4, the only actual wording in the response (the final response) need be the UNIT NUMBER and current TIME. No need to carry on by stating "That 10-4 unit 203, KAB-123 at 1303 hours." Again the unnecessary length of the traffic is absurd.

## Other Suggested Responses Following A Set Broadcast Procedure Or Sequence:

B. STEP #3

unit - Signal 3?

unit - \*Traffic stop - 5th and  
Davis - Robert John  
Charles 579 - RJC-579,unit - \* Request back-up, 5th and  
Davisunit - \*Vehicle running from me -  
north on Davis from 5th -  
green 73 Ford Maverick,STEP #4

RTO - 203 / Negative / TIME (EOT)

IF AFFIRMATIVE:

RTO - 203 / AFFIRMATIVE / give data (UNKEY)

then wait for units 10-4, then RTO - 203 / TIME (EOT)

RTO - 203 / RJC-579 / TIME (EOT)

RTO - 203 / CLEAR / Any unit, 5th and Davis /  
5th and Davis / unit requests back-up,The RTO must now receive an immediate reply  
from unit(s), and become totally aware of  
entire proceedings on the involving 203.RTO - 203 / CLEAR / All units, 203 in vehicle  
pursuit / Green 73 Maverick / Green 73  
Maverick / north on Davis from 5th, north  
on Davis from 5th /// 203, further,The RTO must now stay on top of 203's  
air traffic and immediately relay all changes  
and status of the vehicle and the chase.\*It is Imperative that the RTO receives the OUT location of every unit.  
If the location is not advised by unit, the RTO should IMMEDIATELY ask  
the unit his location, without delay.

C. Wrecker, fire department, etc., requests from unit.

- (1) unit - 207,
- RTO - 207,
- unit - Need Wrecker - 300 block of Jefferson,
- RTO - 207 / STANDBY (EOT).

The standby signal advises unit the RTO will attempt to comply with his request, and the RTO will advise the unit when it is completed.

- (2) REPLY FROM RTO to above request:
- RTO - 207,
- unit - 207,
- RTO - Wrecker NOTIFIED / 300 block Jefferson,
- unit - 10-4,
- RTO - 207 / TIME (EOT).

The notified signal indicates that the RTO or a member of communications has officially notified the desired agency, rather than precisely stating "WRECKER EN-ROUTE," which may be only an assumption on the RTO's part.

D. INQUIRIES (Vehicle)

unit - 211,  
RTO - 211,  
unit - 10-29-NCIC-Robert John Frank 166,  
RJF - 166 - Kentucky,  
RTO - 211 / RJF-166 / STANDBY. (EOT).

-REPLY-

RTO - 211,  
unit - 211,  
RTO - NSR / NCIC / RJF-166,  
unit - 10-4,  
RTO - 211 / TIME (EOT).

\*If the reply would be a hit, the RTO should immediately inform the unit, and forward backup unit(s), after he ascertains location of the unit.

PERSON

unit - 203,  
RTO - 203,  
unit - 10-29 / NCIC / John T. Williams /  
Last Name W-William  
Male / White / 9-7-51  
RTO - 203 / John T Williams / 9-7-511  
STANDBY.

-REPLY-

PERSON

RTO - 203,  
unit - 203,  
RTO - NO WANT / NCIC / John T Williams  
unit - 10-4, etc.  
RTO - 203 / TIME (EOT).

\*If the reply would be a hit, the RTO should immediately inform the unit, and forward backup unit(s), after he ascertains of the unit.

EXAMPLE

DISPATCH SEQUENCE - BROADCAST PROCEDURE - COMPLAINT CALL

No.	STEP	EXPLANATION	EXAMPLE
1	Select unit (s)	That unit, all units, etc.	RTO - 205; (unkey)
2	P A U S E	Wait for unit acknowledgement	unit - 205,
3	Location, address, etc.	Be specific, give TWICE	RTO - 211 West High / 2-1-1 West High /
4	Type of complaint / call	Determine and give nature; Investigate, report, in-progress.	Disorder
5	Miscellaneous data	Complainants name, where to meet; Ambulance notified, etc.	See John Smith there, (unkey)
6	P A U S E	Wait for call confirmation from unit	unit - 10-4,
7	Final reply	Give unit number and current time	RTO - 205 / 1334. (EOT) (unkey)

Item number 5 may not be available in some cases, if so omit step and go on.

Some departments prefer the type of call, or step #4, to go ahead of location.

Other agencies may prefer not to use the step #2, and immediately continue on with call, without waiting for unit acknowledgement. This may be mandatory for large police departments, however, the units must be made totally aware of this type of sequence dispatching, and units to be held accountable for answering calls.

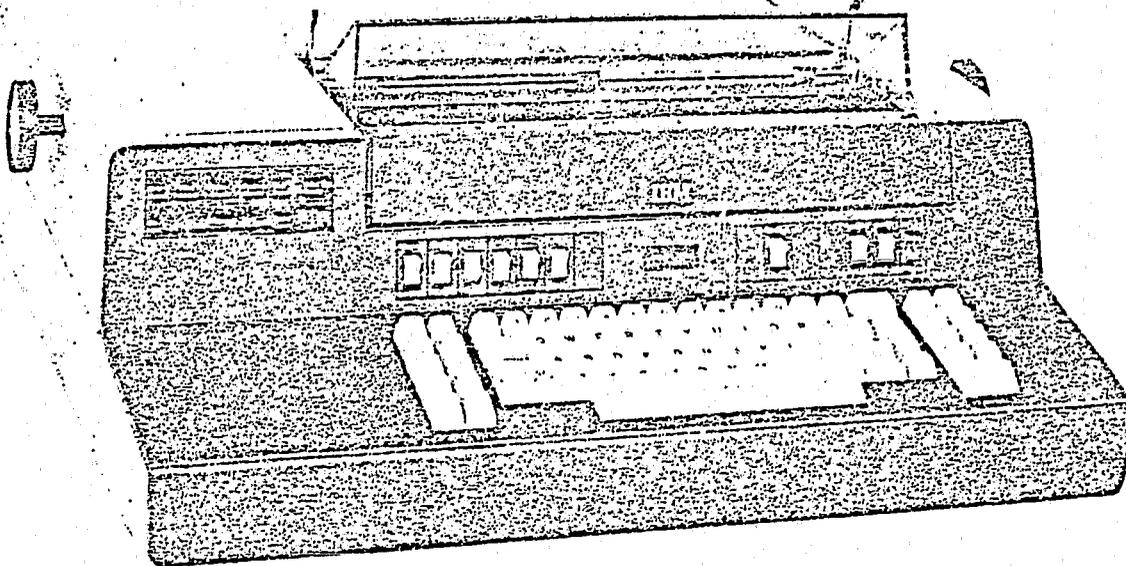
## EXAMPLE

## DISPATCH SEQUENCE - BROADCAST PROCEDURE - ATL MESSAGES

No.	STEP	EXPLANATION	EXAMPLE
1	Select unit (s) and give instructions	Designate unit (s) by number; by district; all; etc., and REFERENCE.	RTO - All units prepare to copy Atl. Reference auto theft, (unkey).
2	P A U S E	Wait approximately 5-8 seconds.	
3	Body of message  Text	Say "Attempt to locate; give reference again, and repeat vital data."	RTO - Attempt to locate reference auto theft - Red 69 Pontiac LeMans, Red 69 Pontiac LeMans, BREAK, (unkey and pause).
4	Continuation  Text	Repeat vital data.	RTO - Kentucky license Robert David May 036 / R-D-M-0-3-6 BREAK (unkey and pause).
5	Continuation	Miscellaneous data. (Repeat is optional) if so, BREAK (Unkey and pause).	RTO - Stolen 0915 from 9th and Florence / Warrant on file / No further / KAB-123 / TIME (EOT).
6	Ending	If applicable / or / required give authority; then station call sign / current TIME.	

BROADCAST (ESCAPEES)

- 1.) It should be determined if the institution is public or private and if the missing subject was committed by court order or was there by own volition.
- 2.) The following information should be given regarding escapees from prison, jail etc.
  - a.) Date of escape
  - b.) Place escaped from
  - c.) Method of escape, i.e., violence, force, etc.
  - d.) All other pertinent data using standard description of person and vehicles.
  - e.) Authority



IBM 3767 Communication Terminal

### IBM 3767 MODEL 2 TERMINAL

The 3767 model 2 is one of three models. Each 3767 communication terminal processing different arrangements and features. The model 2 terminal has a buffer capacity of 440 characters, with a line speed of 1200 BPS.

The printer is a serial-matrix printer that produces characters printed by a series of dots at a rate of 80 characters per second. The print line is 132 characters long with a horizontal spacing of 10 characters per inch. As many as 128 different characters can be printed. Bidirectional printing can occur during reception from host computer.

A detailed presentation of the various features and capabilities of the 3767 terminal will be presented.

## LIGHTS

CPU Select	Lights when host computer (LINK) wants to send a message to your terminal.
PRINT INHIBITOR	Lights when used as security measure - terminal will print only blanks and is controlled by LINK.
OPERATOR CHECK	Lights when you make some kind of error; go to Chapter 6 of the operators guide.
SYSTEM CHECK	Lights when there is machine check, the system goofed or there is line error. Check ANR and look it up in Chapter 6. Press reset key to turn off.
DATA SET READY	Lights when you are ready to communicate with host computer
ON LINE	Lights when the terminal and the host computer are exchanging signal - (as when polling).
PROCEED	Lights when terminal is ready to work
TEST	Lights when the terminal is running one of the built - in tests, such as those described in operator's guide. If test shows trouble, the light stays on, and other lights may also come on.
UPPER CASE	Lights when the terminal is in upper case operation.

## SWITCHES

- Communicate - connects the terminal to LINK  
and  
Local - disconnects the terminal from the host computer
- Edit - the text that is now in the buffer is waiting for you to make changes to it before it is printed either in local or communicate mode.
- off - in off, you cannot edit the text in the buffer.
- Auto View - the print head moves automatically to the right of the printed character to viewing.
- off - print head covers the printed character
- Double Space - print double space 3 lines per inch
- Single Space - print single-space 6 lines per inch
- ANR - Alpha-Numeric Readout - Numbers 1-132 indicate the next print position in which the print head is ready to print. Numbers 133 and above indicate test or problem.
- SDLC - not used
- S/S - must remain in this position - connects terminal to the host computer through a line that operates in start/stop mode.
- Test - when pushed and released automatic test are run, printing about 75 lines of data useful for the serviceman.
- off - normal position
- On (Red) - supplies power to the terminal. Each time the power is turned on, margins and tabs are cancelled, and the terminal goes through a self-testing cycle, when ready, the Proceed light comes on, number 1 appears in ANR and the print head returns to position 1 on the left.
- off - turns power off and shuts off the terminal

## KEYS

ATTN Attention key unlocks the keyboard, prepares the buffer to receive message.

CNCL Cancel key - clears the buffer and locks the keyboard.

SYS REQ System Request key transmits information within the buffer to the computer where the requested function is carried out.

TYPAMATIC  
KEY Backspace, underscore, space bar and print character will continue their function when held down.

BACKSPACE Serves only to backspace keyboard and corresponding ANR. It does not backspace the buffer. This can only be done with Buffer Backspace key

March, 1978

## DESCRIPTION OF SYSTEM 7

### COMPUTER

The System 7 is a high-speed computer dedicated to the Kentucky Criminal Justice Community. Its purpose is to provide an up-graded telecommunications system with high-speed binary synchronous CPU to CPU interfaces to local, regional and national computerized systems.

System 7 is programmed to perform continuous interrogation of the remote terminals throughout Kentucky for data, which is stored and reformatted to specifications of the destination terminal/system.

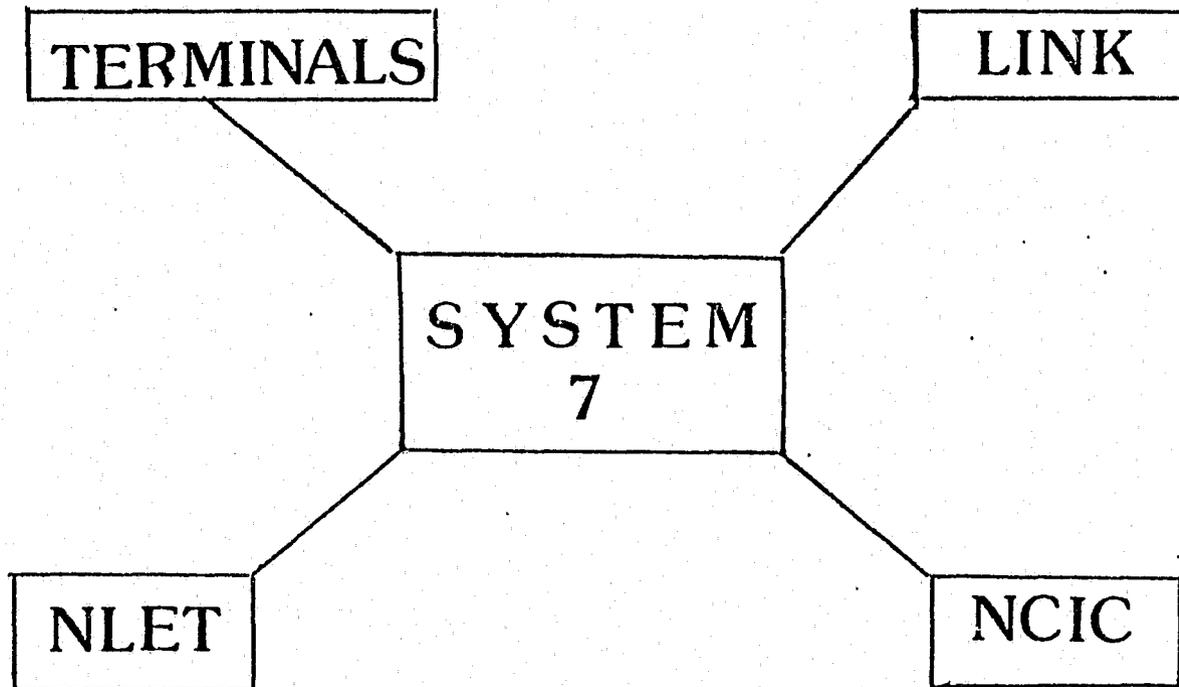
System 7 performs on line edits of all incoming transactions for proper coding, minimum information and correct data input.

A log of all transactions is maintained to provide statistical reports, management information and retrieval capability. Required maintenance will necessitate the removal of the log records. However, prior notification of all planned down time will be announced by the Data Processing control terminal.

In the event of hardware malfunction or power failure causing unscheduled down time, the probability of retaining the log records is remote.

Transactions directed to a system or terminal which is not in operation will be queued for later delivery. Queued transactions will be stored on the log previously discussed. Therefore, it is evident, the possibility exist that a queued transaction could be removed or destroyed prior to delivery. Under normal circumstances the sending terminal would be notified of that sequence number not being delivered. If a malfunction etc. should occur causing the computer to go out of service, it is recommended that an attempt be made to verify delivery of a message which had been queued.

KENTUCKY



(L I N K) The Law Information Network of Kentucky is a storage-type of computer system located in Frankfort, Kentucky. Its feeding terminals are located throughout the state in various law enforcement agencies. The LINK system is unique to Kentucky in that only Kentucky terminals can enter or retrieve data from it. Each state has its own computer system, and in Kentucky it is the LINK. It currently has 6 data banks, called files:

1. Stolen article file.
2. Stolen vehicles/plates file.
3. Stolen/lost gun file.
4. Wanted person file.
5. Kentucky Motor vehicle registration file.
6. Kentucky Operators license file.

Files above, numbers 5 and 6: Law enforcement agencies can only retrieve data from them.

(N C I C) The National Crime Information Center is a large storage-type of computer and retrieval system located in the new J. Edgar Hoover - F.B.I. Building in Washington, D.C. It is an index for active criminal related activity, nationwide. It is fed by law enforcement terminals in each state. It has 8 primary data banks, called files:

1. Stolen article file.
2. Stolen vehicle file.
3. Stolen/lost plate file.
4. Stolen/lost gun file.
5. Wanted person file.
6. Missing person file.
7. Stolen securities file.
8. Stolen boat file.

All data is placed into the systems by coding, likewise inquiries are made the same way. Inquiries into files contained in both of the above systems will result in dual responses, one from LINK and the other from NCIC. The police officer must be made aware of this fact, and prepare for both responses before action.

The NCIC system contains lead-type of information. It provides information for decision making by police officers. It is an information tool, and IS NO SUBSTITUTE FOR PROFESSIONAL POLICE JUDGEMENT. Furnished records, supplying coded information, matching data used on inquiry must be immediately evaluated for validity and accuracy. This furnished record, called a "hit," on a person or item may not in itself constitute probable cause needed to make an arrest. It is only one factor that the officer must consider.

(N L E T S) The National Law Enforcement Telecommunications System is a duplexed computer system located in Phoenix, Arizona with the capability to receive, store and forward message traffic from and to its user states and agencies. With high-speed capabilities, the following message traffic functions are:

1. Message-switching from one point to one or more points. (The teletype function)
2. Computerized motor vehicle registration, state to state.
3. Computerized operators license data/status, state to state.

# LINK FILES

STOLEN ARTICLES	WANTED PERSONS <i>(MISSING PERSONS)</i>	KENTUCKY MOTOR VEHICLE REGISTRATION	STOLEN VEHICLES <i>(LICENSE PLATES)</i>	MISSING/STOLEN GUNS	KENTUCKY OPERATORS' LICENSES
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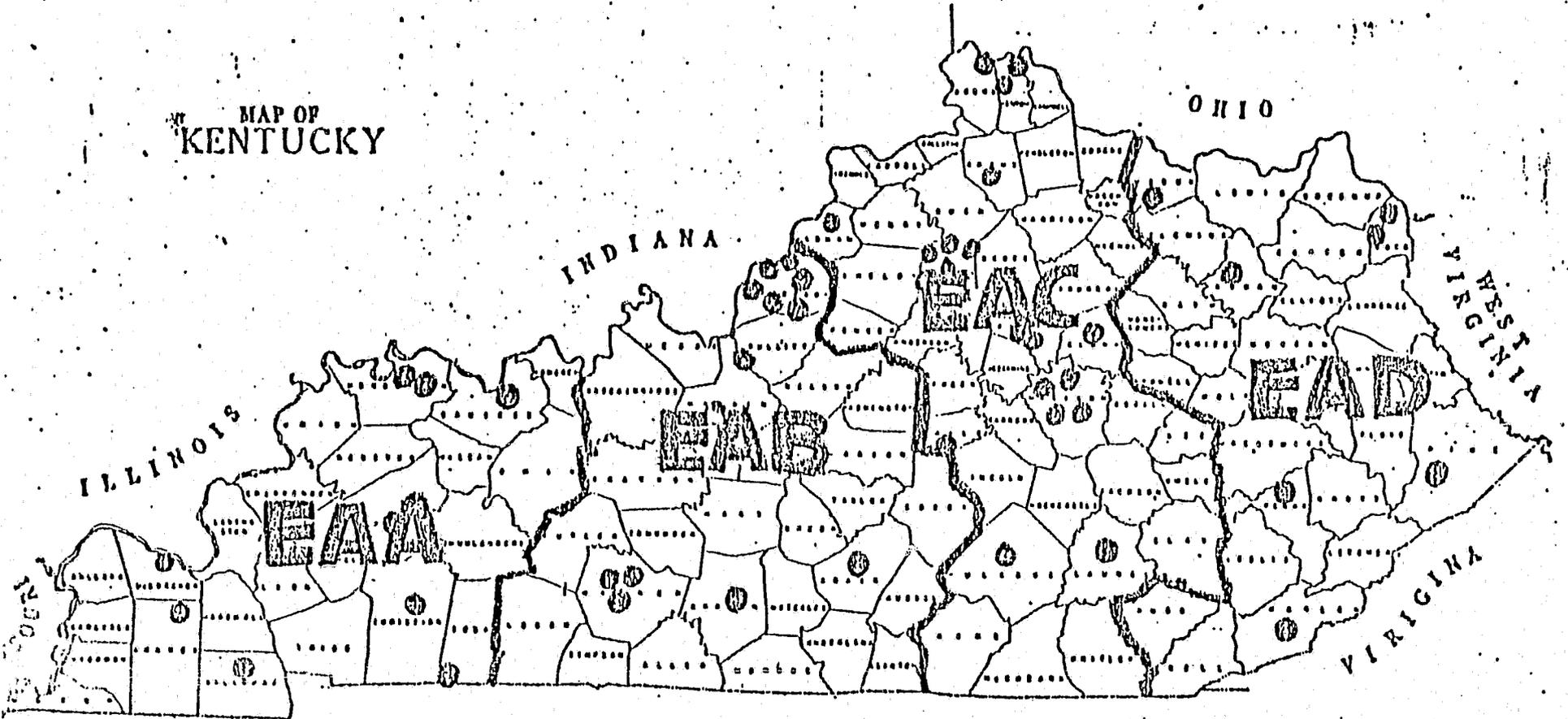
TERMINAL CODES

ALL STATE POLICE TERMINALS	SP	P.D. ELIZABETHTOWN	EN
AUTO THEFT	EZ	P.D. FLORENCE/BOONE CO.	BZ
COMMUNICATIONS SECTION	GC	P.D. FORT THOMAS	DB
HEADQUARTERS RADIO	EJ	P.D. FRANKFORT	DT
COMPUTER ROOM	DP	P.D. GLASGOW	BA
POST 1, MAYFIELD	EI	P.D. HENDERSON	DF
POST 2, MADISONVILLE	EQ	P.D. HOPKINSVILLE	EK
POST 3, BOWLING GREEN	EV	P.D. JEFFERSON CO.	HA
POST 4, ELIZABETHTOWN	ER	P.D. JEFFERSTOWN	HG
POST 5, LAGRANGE	EB	P.D. LEXINGTON	EL
POST 6, DRY RIDGE	EW	P.D. LOUISVILLE	HE
POST 7, RICHMOND	EF	P.D. MADISONVILLE	BT
POST 8, MOREHEAD	EU	P.D. MAYSVILLE	DX
POST 9, PIKEVILLE	ES	P.D. MURRAY	DS
POST 10, HARLAN	EE	P.D. OWENSBORO	EM
POST 11, LONDON	ET	P.D. PADUCAH	EX
POST 12, FRANKFORT	EP	P.D. RADCLIFF	BN
POST 13, HAZARD	ED	P.D. RICHMOND	DY
POST 14, ASHLAND	EC	P.D. SHIVELY	DN
POST 15, COLUMBIA	EG	P.D. SOMERSET	DV
POST 16, HENDERSON	EH	P.D. WINCHESTER	DU
P.D. ASHLAND	DZ	S.O. FAYETTE CO.	DA
P.D. BOWLING GREEN	BG	F.B.I. LOUISVILLE	DD
P.D. COVINGTON	DC	P.M.O. FORT CAMPBELL	BQ
P.D. DANVILLE	DW	P.M.O. FORT KNOX	BK

UNIVERSITY OF KENTUCKY                      BV                      UNIVERSITY OF LOUISVILLE BW  
WESTERN KENTUCKY UNIVERSITY              BX

BUREAU OF TRAINING? EASTERN KENTUCKY UNIVERSITY              BP-BR

MAP OF  
KENTUCKY



T E N N E S S E E

○ KENTUCKY TERMINALS

REGIONS

INTRASTATE GROUP CODES

Four groups have been established for the Kentucky Tële-communications System: "EAA: "EAB: "EAC: "EAD"

A. WEST KENTUCKY - Code "EAA" - Directs traffic to the following"

EI	SP MAYFIELD	DS	PD MURRAY
EQ	SP MADISONVILLE	EK	PD HOPKINSVILLE
EH	SP HENDERSON	DF	PD HENDERSON
EJ	SP HQ FRANKFORT	EM	PD OWENSBORO
BQ	MP FT. CAMPBELL	BT	PD MADISOVILLE
EX	PD PADUCAH		

B. WEST CENTRAL - Code "EAB" - Directs traffic to the following:

EV	SP BOWLING GREEN	HA	PD JEFFERSON COUNTY
ER	SP ELIZABETHTOWN	BN	PD RADCLIFF
EG	SP COLUMBIA	BG	PD BOWLING GREEN
EJ	SP HQ FRANKFORT	BA	PD GLASGOW
BK	MP FT. KNOX	EN	PD ELIZABETHTOWN
DN	PD SHIVELY	DD	FBI LOUISVILLE
BX	PD WESTERN KY UNIVERSITY	BW	PD UNIVERSITY OF LOUISVILLE
HE	PD LOUISVILLE		

C. CENTRAL KENTUCKY - Code "EAC" - Directs traffic to the following:

EB	SP LAGRANGE	DB	PD FT THOMAS
EW	SP DRY RIDGE	DC	PD COVINGTON
EF	SP RICHMOND	DU	PD WINCHESTER
ET	SP LONDON	DT	PD FRANKFORT
EP	SP FRANKFORT	DV	PD SOMERSET
EJ	SP HQ FRANKFORT	DW	PD DANVILLE
EL	PD LEXINGTON METRO	DY	PD RICHMOND
BV	PD UNIVERSITY OF KY	BZ	PD FLORENCE/ BOONE CO.
DA	S.O. FAYETTE COUNTY		

D. EAST KENTUCKY - Code "EAD" - Directs traffic to the following:

EU	SP MOREHEAD	ES	PIKEVILLE
EC	SP ASHLAND	EJ	SP HQ FRANKFORT
ED	SP HAZARD	DX	PD MAYSVILLE
EE	SP HARLAN	DZ	PD ASHLAND

NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM

- N L E T S -

The National Law Enforcement Teletype System is supported by a duplexed computer system located in Phoenix, Arizona with the capability to receive, store and forward message traffic from and to its user agencies. Message traffic includes:

1. Message switching from one point to one or more points.
2. Motor Vehicle Registration data.
3. Operator's (Driver's) license data.

Planned expansion will include other data bases.

\*Messages which cannot be transmitted by the NLETS switching center within 24 hours will be purged from the system each day at 5:00 AM, Phoenix time.

NOTE: All messages received on the NLETS System to any agency are required to have a reply message.

NLETS

OUT OF STATE TRANSACTIONS

RQ - Motor Vehicle Registration  
(to an out of state computer)

DQ - Drivers License Status/Data  
(to an out of state computer)

AM - Administrative Message  
(to an out of state terminal(s) )

CQ - Criminal Record Request  
(to an out of state terminal)

March, 1978

NLETS SYSTEM IS COMPRISED OF 8 REGIONS AS FOLLOWS:

<u>Region A</u>	<u>Broadcast Code "AA"</u>	<u>Region B</u>	<u>Broadcast Code "AB"</u>
Connecticut	CT	Delaware	DE
Maine	ME	New Jersey	NJ
Massachusetts	MA	Pennsylvania	PA
New York	NY		
Rhode Island	RI		
Vermont	vt		

<u>Region C</u>	<u>Broadcast Code "AC"</u>	<u>Region D</u>	<u>Broadcast Code "AD"</u>
Dist. of Columbia	Dc	Alabama	AL
Maryland	MD	Arkansas	AR
North Carolina	NC	Florida	FL
Ohio	OH	Louisiana	LA
South Carolina	SC	Mississippi	MS
Virginia	VA	Tennessee	TM
West Virginia	WVA		

<u>Region "E"</u>	<u>Broadcast Code "AE"</u>	<u>Region "F"</u>	<u>Broadcast Code "AF"</u>
Indiana	IN	Iowa	IA
Illinois	IL	Minnesota	MN
Kentucky	KY	Montana	MT
Michigan	MI	Nebraska	NB
Missouri	MO	North Dakota	ND
Wisconsin	WI	South Dakota	SD
		Wyoming	WY

<u>Region "G"</u>	<u>Broadcast Code "AG"</u>	<u>Region "H"</u>	<u>Broadcast Code "AH"</u>
Colorado	CO	Arizona	AZ
Kansas	KS	Alaska	AK
New Mexico	NM	California	CA
Oklahoma	OK	Idaho	ID
Texas	TX	Nevada	NV
Utah	UT	Oregon	OR
		Washington	WA

All regional broadcast will be sent to the Department of Treasury (TEC) and The Federal Bureau of Investigation (FBI) as they have users in all states. The BROADCAST CODES for all regions is "AP."

The coding for a regional broadcast is the same as for any "AM" type message, with the exception that you cannot use a 9 character ORI. Only 2 character ORI codes are permitted.

# NCIC FILES

1

2

3

4

5

6

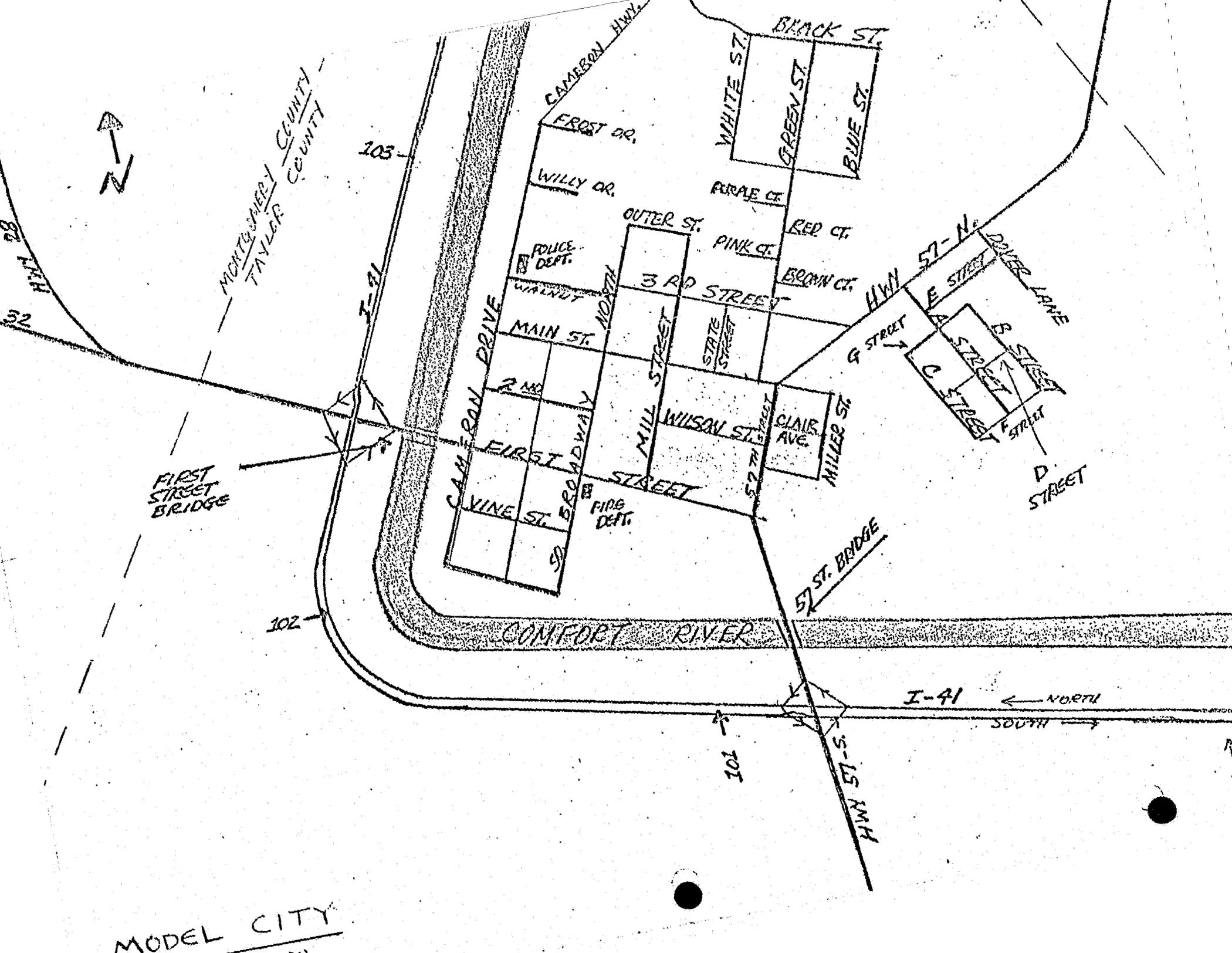
7

8

ARTICLES	VEHICLES	LICENSE PLATES	WANTED PERSONS	MISSING PERSONS	SECURITIES	BOATS	GUNS
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COMPUTERIZED  
CRIMINAL  
HISTORIES

MARCH, 1978



Hwy 28  
32

MONTGOMERY COUNTY  
TAYLOR COUNTY

103

I-21

FIRST STREET BRIDGE

102

COMFORT RIVER

57 ST. BRIDGE

I-41

← NORTH

→ SOUTH

101

Hwy 57-S

MODEL CITY

CAMERON HWY.

BLACK ST.

WHITE ST.

GREEN ST.

BLUE ST.

FIRST CR.

WILLY CR.

ORANGE CT.

RED CT.

OUTER ST.

PINK CT.

POLICE DEPT.

BROWN CT.

3 RD STREET

WALNUT

MAIN ST.

STATE STREET

2 RD

MILL STREET

WILSON ST.

CLAIR AVE.

FIRST STREET

57 TH STREET

VINE ST.

FIRE DEPT.

MILLER ST.

Hwy 57-N  
G STREET

E STREET

A STREET

C STREET

B STREET

F STREET

D STREET

DOVER LAKE

ADDRESS

BUREAU OF TRAINING  
BOX 608 EKV  
RICHMOND, KY 40475

(606) 622-1328

INSTRUCTOR-COORDINATOR  
DONNA H. MORTON

**END**