

	POLICY & PROCEDURE	SERIES # 1402	PAGE 1 OF 8
	RADIO OPERATION		EFFECTIVE DATE 07/09/14
			OVERSIGHT Support Services
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P # 1402 dated 01/23/13.		

I. PURPOSE:

The purpose of this procedure is to establish guidelines for the standard operation of the Police Radio System, and cellular phones by Division personnel. This policy consists of the responsibilities and procedures for all members of the Police Division.

II. POLICY:

It is the policy of the Hampton Police Division to maintain a sophisticated well-disciplined radio communications system that utilizes well devised and recognized codes. The Division's radio communications system is augmented by cellular phones.

III. PROCEDURE:

Every patrol officer engaged in a field assignment will have access to radio communications. This will ensure that patrol officers have a means of maintaining constant radio communications in order to exchange information, request assistance, transmit orders or instructions and respond to calls for service.

The City of Hampton is licensed by the Federal Communications Commission to operate a two way radio system, and we are required to be in compliance with regards to transmissions, station identification and language.

A. TALK GROUPS

1. The City of Hampton has a new Motorola Digital Emergency Communications System using the Motorola Astro 25 communications integration system covering both 700 and 800 MHz. This system is comprised of three (3) transmission/reception towers as well as a fail-safe backup located at the City Hall building. Tower sites are:

- Bluebird Tower: SW of Bluebird Gap Farm
- Buckroe Tower: Behind 243 6th Street (open field)
- Big Bethel Tower: Behind fire station #11

APPROVED:
CHIEF OF POLICE



2. The communications system uses portable, mobile and base station systems pre-programmed with agency specific talk groups and both 700 and 800 MHz frequency capabilities. This policy focuses primarily on the police talk group configuration. Additional information pertaining to other Hampton agencies may be obtained from the City Radio Managers Office.

B. SYSTEM OVERVIEW

1. The primary talk group frequency for normal, daily operations is the 800 MHz frequency talk groups. There are 16 channels pre-programmed into each HPD **portable and mobile radio**. Both portable and mobile radios are programmed in an identical manner to eliminate confusion. Of the 16 channels, all but 6 are encrypted. Encrypted channels use a 24-bit encryption key which renders the channel undetectable by any scanner or other radio even if that device is programmed with that channel's frequency set. Only communication devices with the correct encryption key will be able to receive and or transmit on that channel. Caution must be used when operating on unencrypted channels as outside parties may be monitoring.
2. 800 MHz (POLICE) TALK GROUP
 - a. **HA-PTAC1** (Tactical1 *Encrypted*) - This channel is used as the primary talk around for the Wythe sector. It is used when transmissions are lengthy or would otherwise tie up the primary Wythe dispatch channel.
 - b. **HA-W-DISP** (Wythe Sector Primary *Encrypted*) – This is the primary dispatch channel for the Wythe Sector.
 - c. **HA-PINFO** (Information *Encrypted*) – The information channel is for non-emergency requests for information such as operator license checks, DMV checks, towing, etc.
 - d. **HA-C-DISP** (Chesapeake Sector Primary *Encrypted*) – This is the primary dispatch channel for the Chesapeake Sector.
 - e. **HA-PTAC2** (Tactical 2 *Encrypted*) - This channel is used as the primary talk around for the Chesapeake sector. It is used when transmissions are lengthy or would otherwise tie up the primary Chesapeake dispatch channel.

- f. **HA-/NN-MA** (Hampton/Newport News *Not Encrypted*) - This is the mutual aid channel between Hampton PD and Newport News PD. This channel is not monitored and as such, coordination with Hampton Communications is needed to alert Newport News.
 - g. **HA-PTAC4 thru HA-PTAC6** (*Encrypted*) – These tactical channels are used for all non-emergency communications and are not typically monitored by Communications.
 - h. **HA-SWAT** (*Encrypted*) – This channel is designated for SWAT operations/training only.
 - i. **HA-CITY1 and HA-CITY2** (*Not Encrypted*) – These channels are used for non-emergency communications and are not typically monitored by Communications without prior arrangements. Additionally, portable radios issued by the city to Coliseum and Convention Center staff utilize CITY1 and CITY2 and as such these are not encrypted channels.
 - j. **PD/FD/HCS** (Police/Fire/Schools *Not Encrypted*) - This channel is used as a common channel for police, fire and city schools. This channel is not typically monitored by Communications.
 - k. **HA-EOC** (Emergency Operations Center *Not Encrypted*) - This channel is used by the City Emergency Operations Center.
 - l. **HA-INTAKE** (Adult Intake Facility (*Not Encrypted*)) - This channel is used by the Adult Intake Facility (lock-up).
 - m. **HA-NARC** (Special Investigation Unit) (*Special Encryption*) – This channel is used solely by the Hampton Police Division’s Special Investigations Unit. Only those officers assigned to this unit or with special authorization by the Chief of Police will have programmed into their portable radios a unique encryption key which will allow for communications on this channel. This channel is not monitored by Communications Personnel.
3. 700 MHz (ORION) TALK GROUP
- ORION (Overlay Regional InterOperability Network) – Each portable and mobile radio is equipped with a series of talk groups programmed in the 700 MHz range. This radio system is referred to as “ORION”. The purpose of the ORION 700 MHz talk groups is to provide

seamless interoperable communications via towers and a regional microwave ring between all agencies which participate in the ORION project during large scale multi-jurisdictional incidents. Those jurisdictions are: Hampton, Newport News, Norfolk, Virginia Beach, Chesapeake, Suffolk, and Portsmouth. ORION is not intended to be used as a nominal mutual aid talk group and requires advance coordination with Communications prior to use. Virginia Beach is the primary controller for the ORION system.

C. PUBLIC SAFETY COMMUNICATIONS CENTER OPERATIONS:

1. Under the scrutiny of FCC and the Bureau of Emergency Communications command structure, the Public Safety Emergency Communications Center has the responsibility of governing the manner in which communications are performed.
2. The function of the Public Safety Telecommunicator is to broadcast impersonal radio messages to the field units, and to receive their requests. It is expected and required that when a telecommunicator gives an assignment, the units take the appropriate action. This function does not permit discussion or disagreement to take place about the task over the radio. Any difference of opinion about dispatched information should be handled by the affected supervisors.

D. STANDARD OPERATING PROCEDURE FOR POLICE RADIO OPERATIONS

1. The Public Safety Emergency Communications Center shall determine the priority of calls according to the degree of emergency.
2. All on-duty units will be required to log in and out of service, using the appropriate terminology. There may be situations where personnel may be exempt from this requirement when given approval by the Chief of Police under circumstances requiring them to deviate from this policy.
3. All units shall give their location when acknowledging receipt of a call.
4. Every on duty officer must report their status and location (as appropriate) each time they go out of service.
 - a. This procedure is fundamental in promoting officer safety. Effective police operations are contingent on the requirement to log out of service.

- b. In certain circumstances, it may be necessary for a unit commander (lieutenant or above) to exempt an officer from reporting his/her status and location. Personal safety and impact on operations will be key factors considered in granting such exemptions.
 - c. When this occurs, the authorizing commander will contact the Public Safety ECC Supervisor on duty and advise them of the exemption.
5. All units responding to a call, even though not dispatched by the Public Safety ECC, shall notify the telecommunicator that they are responding and give their location at the time of the call.
 6. All units dispatched on calls will acknowledge their arrival at the scene of the call, by the use of “arrived” or “on scene”
 7. All units and Public Safety Telecommunicators will use the letter "X" behind the unit number when attempting to contact units that are currently on an assignment. Example: " 1204X" or "1200 to 1204x."

E. PHONETIC ALPHABET

1. In broadcasting information, spell the names that are unusual or those that have a different spelling.
2. In spelling or when using letters in messages officers must utilize the International Phonetic Alphabet.

A - Alpha	B – Bravo	C – Charlie	D – Delta
E – Echo	F – Foxtrot	G – Golf	H – Hotel
I – India	J – Juliet	K – Kilo	L – Lima
M – Mike	N – November	O – Oscar	P – Papa
Q – Quebec	R – Romeo	S – Sierra	T - Tango
U – Uniform	V – Victor	W – Whiskey	X - Xray
Y – Yankee	Z – Zulu		

F TACTICAL PLANS

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Reminder: Anytime radio communication is made with any unit/officer outside of Hampton PD, Common Language will be utilized.

- G. All radio communications will be accomplished using Common Language Protocols and NIMS Signals.

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- **10-4 is considered to be universal for acknowledgement**

H. SIMULSELECT BROADCAST

1. The following calls-for-service will be simulselect broadcasted preceded by the appropriate alert tone at the time of occurrence:

- Armed Robbery
- Jail Break
- Escaped Prisoner

- Police Officer Needs Help
 - Burglary in Progress
 - Certain Felonies in Progress
 - Shootings
2. BOL's will be broadcast upon receipt of report on the following or upon request of any on scene supervisor.
- Stolen Vehicle
 - Lost Child
 - Runaway
3. Public Safety Telecommunicators will use the alert tone settings on the console for the following calls for service:
- a. A single alert tone will be used when broadcasting a Signal 1 "Police Officer Needs Help."
 - b. The pulse tone setting on the console will be used when broadcasting a burglary (in progress/just occurred), a robbery (in progress/just occurred), hold-up alarms and shootings.
 - c. The warble tone will be used to announce the closing and opening of the air on a specific channel.

Example: Warble tone: "The air is closed on Wythe".
Warble tone: "The air is open on Wythe".

I. COMPLETE RADIO FAILURE

1. Public Safety Emergency Communications Center personnel will notify all units of the Police Division who have personnel on duty at the time of the failure that such a condition does exist.
2. The Public Safety ECC will make every attempt to handle each request for assistance received from citizens. Emergency calls will receive top priority and complaints of a minor nature will be handled as time allows. Communications personnel will not advise the public that we have lost radio contact with our units.
3. Public Safety ECC personnel will dispatch emergency calls via MDT, cell phone or landline phone.
4. In the event of complete radio failure, all patrol units will proceed to a telephone/cell phone within their district or as close to their district as

possible. Each unit will contact the Public Safety ECC providing the number of the phone they are using. They will remain by that phone until dispatched or the radio service returns.

5. Upon clearing any call, units will locate a phone, contact communications and provide their disposition. If they are using a landline, they will wait at that location for additional directions.
6. During this state of emergency, all other units will report directly to their Unit Commander or Officer in Charge. The Unit Commander or Officer in Charge will be responsible for establishing communication with the Public Safety Emergency Communications Center assuring that emergency service can be sustained during complete radio failure.
7. If the radio failure is determined to be of an extended nature, the Tactical Team will, under the direction of the Chief of Police, call to duty at least one team to assist with responding to calls for service.

Redaction Log

Total Number of Redactions in Document: 3

Redaction Reasons by Page

Page	Reason	Description	Occurrences
5	TACTICAL PLANS	Records of law-enforcement agencies, to the extent that such records contain specific tactical plans, the disclosure of which would jeopardize the safety or security of law-enforcement personnel or the general public has been redacted pursuant to Va. Code §2.2-3706(B)(5).	1
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6			1

Redaction Log

Redaction Reasons by Exemption

Reason	Description	Pages (Count)
		6(1)
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