



# GENERAL POLICE ORDER CLEVELAND DIVISION OF POLICE



ORIGINAL EFFECTIVE DATE: December 14, 2006	REVISED DATE: July 23, 2014	NO. PAGES: 1 of 6	NUMBER: 9.1.01
SUBJECT: <p style="text-align: center;">COMMUNICATIONS: RADIO PROTOCOL</p>			
ASSOCIATED MANUAL: MANUAL OF RULES - CHAPTER VII, CCS		RELATED ORDERS:	
CHIEF OF POLICE: <p style="text-align: center;"><i>Calvin D. Williams, Chief</i></p>			

*Substantive changes are italicized*

**PURPOSE:** To establish guidelines for 24 hour, two-way radio communication between Division on-duty field personnel and the Communications Control Section (CCS).

**POLICY:** Cleveland Division of Police members shall use the City's 800 MHz radio system for two-way radio communications. *All communications with CCS are recorded.*

**PROCEDURES:**

**I. Talkgroups**

- A. Each district shall be assigned a Primary and a Tactical talkgroup.
  - 1. The Primary talkgroup shall be used for normal broadcast operations and to report on the air for units working within the district.
  - 2. The Tactical talkgroup shall be used for special district details or undercover work by district support units. The district tactical talkgroup is not monitored continuously.
- B. Bureaus, sections, units and the Bureau of Traffic shall use their assigned talkgroups to conduct specific details and activities.
- C. Members shall forward requests, through their chain of command to the Bureau of Communications *and Property Control*, to use the Special Events 1 and *Special Events 2* talkgroups.
- D. Members shall use only the *City and Public Safety* talkgroups during a large-scale incident or emergency. Field personnel shall not use these talkgroups unless so ordered by a CCS supervisor.

PAGE: 2 of 6	SUBJECT: COMMUNICATIONS: RADIO PROTOCOL	GPO NUMBER: 9.1.01
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## II. *Member Responsibilities*

- A. *Members shall be responsible for the proper care, maintenance, serviceability, cleanliness, and safekeeping of their issued portable radio, two batteries, charger, lapel microphone, and carriers.*
- B. *Members shall not permanently mark, engrave, or deface any City-issued portable radio, battery, or accessory. Every radio and battery has a unique serial number. Officers are encouraged to note the serial numbers of the equipment issued to them.*
- C. *Use of any radio accessory other than those issued by the Division is prohibited.*
- D. *Portable radios shall be inspected on a quarterly basis concurrent with the Quarterly Equipment Inspection (Attachment A). Inspection shall include a visual confirmation that the member is in possession of the assigned portable radio and that there are no signs of excessive wear or damage.*
- E. *District and unit Officers-in-Charge (OICs) shall maintain a log of and be responsible for inspecting and accounting for spare portable radios and batteries.*
- F. *Members whose duties require them to be in contact with the CCS shall maintain their portable radio, with a charged battery, on their person or ready-at-hand.*
- G. *Members may use their portable radio while engaged in secondary employment.*
- H. *Members shall not use their portable radio to contact CCS for police service when the member is off-duty, unless it is an emergency situation (e.g. shooting, robbery, officer needs assistance) where immediate action is needed. Off-duty members shall contact CCS via phone for all non-emergency communication. Members needing to contact CCS while off-duty or on secondary employment shall:*
  - 1. *Identify themselves to CCS as off-duty and give their name and badge number; and*
  - 2. *State their location and if they are in a uniform or plain clothes; and*

PAGE: 3 of 6	SUBJECT: COMMUNICATIONS: RADIO PROTOCOL	GPO NUMBER: 9.1.01
-----------------	--	-----------------------

3. *State the nature of assistance required.*
- I. *Members shall notify their OIC if the portable radio they are using is not the one issued to them and the reason why before leaving their base. The OIC will then determine if an investigation or discipline is appropriate.*
  1. Immediately after roll call, the OIC shall fax a **District Assignment Line Up Sheet**, (*Attachment B or C*) completed with member's call number, assigned car, rank, badge, RMS number, portable radio ID and mobile data terminal numbers, to CCS. The boxes on the sheet for Taser and/or Crisis Intervention trained members are checked only if the member has completed and maintained the indicated trainings.
  2. The OIC shall notify CCS if a member is *not using their assigned portable radio* or changes portable radios after the start of their tour.
- J. *Members shall communicate professionally, using the Division's established phonetic alphabet and military time.*
- K. Radio transmissions shall be short and concise; the 800 MHz system ends transmissions over 60 seconds.
- L. Members shall request, by radio through their district dispatcher:
  1. Incident numbers.
  2. Animal Control Services.
  3. Traffic signal repair or sign replacement.
  4. Notifications of a utility company.
  5. Information or service from another City department or private organization.
- M. If a member loses or has a radio stolen their supervisor shall conduct an investigation and have the CCS supervisor *notify the Office of Radio Communication to have the radio disabled.*
  1. *Members needing to obtain a replacement portable radio shall:*

PAGE: 4 of 6	SUBJECT: COMMUNICATIONS: RADIO PROTOCOL	GPO NUMBER: 9.1.01
-----------------	--	-----------------------

- a. *Present their current portable radio to Radio Communications Service Center (4600 Harvard Avenue). If the member has no radio or a damaged radio to exchange, they shall present a Form-1 endorsed by a supervisor and/or a Record Management System (RMS) report detailing the reason for the damage or why there is no equipment to exchange.*
  - b. *Be issued a portable radio from the cache of spare portable radios and document the exchange on a new "Statement of receipt and acknowledgment of responsibility" sheet which identifies the serial number(s) of any new equipment issued to a member*
  - c. *Be provided a copy of the "Statement of receipt and acknowledgment of responsibility" sheet. The original will be forwarded by Radio Repair to the Personnel Unit for inclusion in the member's personnel file.*
2. *The master database of portable radio and battery assignments will be updated by Radio Repair and a copy emailed to the Commander of the Bureau of Communications and Property Control monthly.*

**III.** *In order to keep the master database current, the Commander of the Bureau of Communications and Property Control shall ensure Radio Repair is notified when a member transfers assignment.*

**IV.** Emergency Alarm

- A. 800 MHz mobile and portable radios have an emergency alarm that shall be used only if help is needed immediately; it notifies CCS that a *member* needs assistance.
  1. The dispatcher shall send assistance to the *member's* last known location.
  2. The emergency alarm **shall not** be used to announce a vehicle pursuit.
- B. *Deactivating the emergency alarm requires pressing the button for approximately two seconds. A short tone will verify deactivation.*

PAGE: 5 of 6	SUBJECT: COMMUNICATIONS: RADIO PROTOCOL	GPO NUMBER: 9.1.01
-----------------	--	-----------------------

## V. Redundancy / Failure Protocols

The 800 MHz digital system has *two* levels of redundancy: Site Trunking and Failsoft. **Field units do not lose the ability to communicate with each other during any level of redundancy.**

### A. Level 1: Site Trunking

1. “**Site Trunking**” is a condition that affects console radios in CCS only.
2. Field units can communicate with each other and with CCS.
3. CCS shall immediately dispatch *using a backup means of communication*.

### B. Level 2: Failsoft

1. “**Failsoft**” will display on mobile and portable radios and beep every *10 seconds*.
2. Each district will be assigned a frequency shared by the Primary *and* Tactical talkgroups.
3. Busy tones may be experienced since there are fewer available frequencies. Members shall keep transmission as brief as possible.
4. CCS shall immediately begin or continue to dispatch using a backup means of communication.

### C. Complete System Failure

1. *In the event of a catastrophic failure of the 800 MHz radio system, where communication between field units and CCS is not possible, cellphones equipped with “direct connect” capability shall be utilized to maintain communication until 800 MHz radio service is restored.*

PAGE: 6 of 6	SUBJECT: COMMUNICATIONS: RADIO PROTOCOL	GPO NUMBER: 9.1.01
-----------------	--	-----------------------

2. *A supply of “direct connect” cellphones (which act much like a two-way radio) is stored at each district station, CCS, and the Bureau of Traffic. During a complete failure of the 800 MHz system, on-duty members assigned to basic patrol and the Bureau of Traffic shall return to their respective headquarters and obtain a “direct connect” capable cellphone. These devices will also be utilized by CCS dispatchers to communicate with district and Bureau of Traffic personnel during the failure.*
  
3. *Commanders with “direct connect” cellphones assigned to their areas of operation shall be responsible for ensuring the readiness of these devices.*