

Canby Police  
Clackamas County Code Enforcement  
Clackamas County DTD  
Clackamas County Dog Services  
Clackamas County Juvenile  
Clackamas County Parole & Probation  
Clackamas County Sheriff  
Estacada Police  
Gladstone Police  
Happy Valley Police  
Molalla Police  
Oregon City Police  
Sandy Police  
Transit Police  
US Forest Service – LEO  
Wilsonville Police

# CCOM RADIO PROCEDURE BOOK

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Clackamas County Central Dispatch  
2200 Kaen Road  
Oregon City, Oregon 97045

# C-COM RADIO PROCEDURE BOOK

## INTRODUCTION

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The Central Communications (CCOM) facility is a division of Clackamas County. The Clackamas County Sheriff's Office, Code Enforcement, Community Corrections, Dog Services, Juvenile Department, Canby Police Department, Estacada Police Department, Gladstone Police Department, Happy Valley Police Department, Molalla Police Department, Oregon City Police Department, Sandy Police Department, TriMet Transit Police, US Forest Service Law Enforcement Officers (LEOs), and Wilsonville Police Department all contract to the County for law dispatch services. CCOM additionally provides services to nine fire districts within the county.

As of 2019, Clackamas County has an estimated population of just over 418,000 people and covers 1,883 square miles. Except for the incorporated sections of West Linn, Milwaukie and Lake Oswego, CCOM offers emergency and non-emergency law enforcement dispatch services for the county's residents through 911 and a variety of alternate phone lines available to citizens, businesses, and other PSAPs (Public Safety Answering Points).

Clackamas County residents who utilize traditional landline telephones have access to Enhanced 9-1-1. Enhanced 9-1-1 provides CCOM telecommunicators with a display of the caller's address, residence or business name, and telephone number. Residents who use Voice Over Internet Protocol (VOIP – aka "Internet phone") may not have traditional Enhanced 9-1-1 service.

9-1-1 calls made from cellular devices provide CCOM telecommunicators with a phone number and a latitude and longitude of either the device itself or the cell tower the device is using. Wireless Phase 2 (WPH2) is the transmission of the device's current latitude and longitude, and provides telecommunicators with a proximity in meters and a certainty factor in percentage points that helps determine how accurate the coordinates are. Wireless Phase 1 (WPH1) is the transmission of the latitude and longitude of the cell phone tower the device is using to achieve the call. While WPH2 is the superior piece of information, it is not always available. WPH2 and WPH1 information and accuracy can be affected by both geography and technology.

CCOM utilizes 800MHz and VHF frequencies for dispatch service.

While CCOM dispatches police, fire, and medical, for the sake of this document only CCOM's function in relation to the dispatching of law services will be covered.

CCOM staffs two or three law frequencies depending on the time of day.

# Two Net / Three Net Operations

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**Two Net Configuration:** Net 1 and Net 3 are staffed during the hours of 0200-1100. The two net configuration may be switched to a three net configuration outside the normal hours depending on operational needs and staffing availability.

**Three Net Configuration:** Net 1, Net 2, and Net 3 are staffed during the hours of 1100-0200. The three net configuration may be switched to a two net configuration outside the normal hours depending on operational needs and staffing availability.

**During Two Net Configuration:** Net 1 is the primary frequency for all agencies and districts. This channel is where calls for service and field-initiated activities are conducted. Net 3 (Service Net) is a support frequency utilized for DMV checks, Law Enforcement Data System (LEDS) and NCIC inquiries, tow requests and other routine matters. Net 2 may be used for car-to-car communications and should be limited to necessary radio traffic only. During this configuration, Net 2 is not monitored by CCOM.

**During Three Net Configuration:** Net 1 is the primary frequency for West Side, 99E, 82<sup>nd</sup> and Clackamas Districts as well as Gladstone, Wilsonville, Happy Valley, and Transit Police. Net 2 is the primary frequency for Canby, Estacada, Molalla, Oregon City, and Sandy cities and also for Metro, South, East, Damascus, Boring, Mountain Districts, and the USFS LEO. Corrections, Juvenile, and Dog Services primary frequency is based on the geographic location of each contact or call for service. Net 3 (Service Net) is the support frequency for LEDS/NCIC, tow requests, and other routine matters. During this time Net 3 may be used for car-to-car transmissions by units outside of the CCOM network who do not have access to CCOM's tactical channels, but for officer safety reasons shall be kept to a minimum. Units on the 800MHz radio system with CCOM's network should use an alternate talk group for car-to-car transmissions during 3-Net operations.

Net 1, 2, and 3 (and other talk groups listed later in this book) are recorded and retained for at least one year. Recordings may be used in a court of law. All MDC, CAD and PAGE messages are logged and are public record. These records are available for release through the CCOM's website at <https://www.clackamas.us/911/audiorequest>.

# 800MHz Digital Radio Template

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## 800MHz – A ZONE Default

Position/Display	Talk group Name
1 CC DISP 1*	Clackamas County Dispatch 1
2 CC DISP 2*	Clackamas County Dispatch 2
3 CC DISP 3*	Clackamas County Service Net
4 CC SERV*	Available but not in use at this time
5 CC TAC 1*	Clackamas County Tactical 1
6 CC TAC 2*	Clackamas County Tactical 2
7 CC TAC 3*	Clackamas County Tactical 3
8 OSP PTLD*	OSP Portland Area
9 OSP I-5S*	OSP I-5 South Area
10 OSP I-84*	OSP I-84 Area
11 LOPD DP1*	Lake Oswego PD Dispatch 1
12 MILW DP*	Milwaukie PD Dispatch
13 MILW TAC 2*	Milwaukie PD Tactical 2
14 CCSO DESK*	Clackamas County Sheriff's Office Desk
15 CC JAIL*	Clackamas County Jail
16 SIMPLEX1	Simplex

Talk groups 1 – 6 and 11 – 13 are recorded and maintained by CCOM and LOCOM, respectively.

Not listed: Marine Patrol, County Court, DTD/Roads, CCSO SAR, CCSO SWAT and USFS Whalehead are recorded.

# RADIO CALL SIGNS

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Call signs are standardized among the numerous agencies that utilize CCOM. Each call sign starts with a number, followed by a letter, and then ends in another number. These combinations can indicate shifts, capabilities, agencies, patrol districts and specific individuals within each and every agency. This method of identification allows CCOM and its user agencies to get a quick snapshot of who and what a unit is simply by the makeup of their call sign.

## EXAMPLES:

**2D70** Day shift / CCSO Patrol / East County Patrol

**1R1** Graveyard / Sandy Police / Senior Patrol Officer

**5B95** Canine / Canby Police / Patrol Sergeant

- **The first digit primarily designates the shift worked, although in some cases it may be used to designate a special assignment or capability:**

- 1 Graveyard Shift
- 2 Day Shift
- 3 Swing Shift
- 4 Swing/Night Shift
- 5 K-9 Units/Medical Examiner
- 6 Support Services/Administrative/USFS/BHU/School Resource Officers (SROs)/Code Enforcement
- 7 Reserves
- 8 Traffic/Corrections/DA
- 9 SWAT and Hostage Negotiators
- 10 Search and Rescue/Dive Rescue
- 11 Cadets/Explorers
- 12 CCSO Off-Duty Deputy

- **The letter indicates which agency the unit works for:**

- A *(Not in use at this time)*
- B Canby PD
- C Clackamas County Community Corrections, Code Enforcement
- D CCSO Uniform Patrol
- E *(Not in use at this time)*
- F CCSO Marine Patrol, Contract Forest Service and USFS LEOs
- G Estacada PD
- H Gladstone PD
- I *(Not in use at this time)*
- J DA's Office Investigators
- K CCSO Civil Division
- L Lake Oswego PD
- M Milwaukie PD
- N Molalla PD
- O *(Not in use at this time)*
- P Oregon City PD
- Q *(Not in use at this time)*
- R Sandy PD
- S West Linn PD
- T Wilsonville PD
- U *(Not in use at this time)*
- V Happy Valley PD
- W Medical Examiner/District Attorney
- X Communications (C-COM)

- Y Dog Services
- Z CCSO Detectives/Motor Unit Detail Units

- **The last digits can indicate a patrol district assignment, rank, seniority, or permanently assigned number, all based on agency:**

## RADIO DESIGNATORS CCSO

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D100	Sheriff
D101	Undersheriff
D102	Chief Deputy
D103-109	Captains
D110-119	Lieutenants
D90-99	Patrol Sergeants
D1-89	District Patrol Units
F90-99	Marine Sergeants
F10-19	Marine Units
F20-29	Forest Service Contract Unit
K90-99	Civil Sergeants
K10-39	Civil Units
K40-49	Civil Transport
Z90-99	Detective Sergeants
Z1-89	Detectives

# CCSO CALL SIGNS by DISTRICT

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## Westside District

D1-D7

D8 Wild – Westside & 99E Side

## 99E/Mcloughlin District

D10-D19

D20 Wild – 82<sup>nd</sup> & 99E Side

D30-34

## 82<sup>nd</sup> Ave/Clackamas District

D35-D50

D20 Wild – 82<sup>nd</sup> & 99E Side

## Boring District

D60, D62, D63, D65, D67

D69 Wild – Boring & Mountain

## Mountain District

D61, D64, D66, D68

D69 Wild – Boring & Mountain

## East District

D70-D73

D77 Wild car – East & Metro



Metro District

D76-D79

D77 Wild car – East & Metro

South District

D80-D85

Contract Cities

G1-9 Estacada

T1-9 Wilsonville

V1-9 Happy Valley

## RADIO DESIGNATORS CANBY PD

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B100 Chief

B111-112 Captain

B50-59 Detective

B90-99 Corporals/Sergeants

B1-Bxx Patrol Officers

5Bxx K9

6B65 BHU

6B70-72 CSO/PPY/Parking

7Bxx Reserve Officers

8Bxx Traffic

## RADIO DESIGNATORS GLADSTONE PD

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H100	Chief
H101	Lieutenant
H90-99	Sergeants
H1-Hxx	Patrol Officers
5Hx	K-9
6H40	CSO/Ordinance
7Hxx	Reserve Officers
8Hxx	Traffic

## RADIO DESIGNATORS MOLALLA PD

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N100	Chief
N90-99	Sergeants
N1-Nxx	Patrol Officers
N50	Detective
5Nxx	K-9
7Nxx	Reserve Officers
8Nxx	Traffic

## RADIO DESIGNATORS OREGON CITY PD

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P100	Chief
P101-102	Captains/Lieutenants
P90-99	Sergeants

P50-59	Detectives
P10-Pxx	Patrol Officers
5Pxx	K-9
6P1	BHU
6P7-9	Code Enforcement
6Pxx	Off-Duty Numbers (for Court/Details/etc.)
7P79-99	Reserves
8P	Traffic

## RADIO DESIGNATORS SANDY PD

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R100	Chief
R102	Lieutenant
R90-99	Sergeants
R1-Rxx	Patrol Officers
5Rxx	K-9
6Rxx	SROs
7Rxx	Reserves
8Rxx	Traffic

## RADIO DESIGNATORS USFS LEO

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6F111	Officer In Charge
F60-Fxx	LEOs

## RADIO DESIGNATORS CORRECTIONS

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2Cxx            Juvenile Corrections  
8C1-8Cxx      Community Corrections

## RADIO DESIGNATORS CODE ENFORCEMENT

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6Cxx            Clackamas County Code Inspectors

## RADIO DESIGNATORS DOG SERVICES

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2Yxx            Clackamas County Dog Services Personnel

## RADIO DESIGNATORS DTD WEIGHMASTERS

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W1101-1109    Clackamas County Weigh Masters

## RADIO DESIGNATORS TRANSIT POLICE

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9750            Commander  
9751-9752      Lieutenants  
3750-3759      Sergeants  
1780-1789      Patrol

# RADIO DESIGNATORS MEDICAL EXAMINERS

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5Wxx

Clackamas County Medical Examiners

## PHONETIC ALPHABET

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A	ADAM	N	NORA
B	BOY	O	OCEAN
C	CHARLES	P	PAUL
D	DAVID	Q	QUEEN
E	EDWARD	R	ROBERT
F	FRANK	S	SAM
G	GEORGE	T	TOM
H	HENRY	U	UNION
I	IDA	V	VICTOR
J	JOHN	W	WILLIAM
K	KING	X	X-RAY
L	LINCOLN	Y	YELLOW
M	MARY	Z	ZEBRA

# RADIO PROCEDURES FOR CAD

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Telecommunicators at CCOM use a Computer Aided Dispatch (CAD) system to accurately record all pertinent radio and telephone information in a timely manner that meets established policy and procedures. It is important that units in the field make requests and transmissions to CCOM in a format and order that enables the information to be transcribed quickly and accurately.

The predetermined formats along with established codes were created to provide fast and reliable information in a uniform manner to benefit police and fire members as well as the public. The following codes and procedures are designed to give the telecommunicators the information needed, in the proper order, for quick and accurate entry into the CAD system.

## RADIO CODES

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All units and agencies using the radio nets must make a cooperative effort to eliminate unneeded radio transmissions. Availability of airtime will help ensure officer safety. Every effort should be made to use clear, concise, plainspoken language and limit the codes used to those listed in this guide.

## STATUS CODES

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- |               |   |
|---------------|---|
| <b>CODE 0</b> | Officer needs immediate help/Officer in peril   |
| <b>CODE 1</b> | Routine call/response, contact; detail could be interrupted if another situation arises.  |
| <b>CODE 2</b> | Urgent, but non-emergent. Requires direct response without engaging in other details.   |
| <b>CODE 3</b> | Emergency response required.  |
| <b>CODE 4</b> | No assistance needed, no additional status checks needed, and is an implied cancellation of any cover units that may be en route. |
| <b>CODE 5</b> | Surveillance.   |

If additional units are needed, advise CCOM how many and what code they should respond in (Code 1, Code 2 or Code 3).

If additional status checks are required, advise CCOM how long until the next check should be in minute increments (e.g. "Check in 5/10/20"). Please refrain from using "Code 4 for now" as a status. "One in custody" does not automatically make a unit Code 4.

**EXAMPLES:**

CCOM: 2D44 checking your status.

2D44: 2D44 check in ten.

CCOM: 2D44 checking your status.

2D44: One detained, continue one unit code 1.

CCOM: 2D44 checking your status.

2D44: Code 4, one in-custody.

(any additional units en route are canceled)

If CCOM asks for your status and you are unable to talk freely with CCOM, state the response code you need your cover to respond (e.g. "2D44 code three.").

Dispatchers will not assign response codes to calls when dispatching.

## OUT OF VEHICLE CODES (Admin codes)

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The CAD system allows users to place themselves or be placed by dispatch on administrative statuses that do not generate a CAD call or CAD incident number, but still properly reflect unit status when not on routine patrol.

When transmitting the following codes, transmit your unit number, indicate 'available' or 'unavailable,' and be sure to provide your location. If you do not specify availability, it will be assumed you are available for calls.

**EXAMPLES but not limited to:**

CD7	Meal Break
RPT	Reports Available
RPTU	Reports Unavailable
BRF	Briefing
DTL	Detail Available
DTLU	Detail Unavailable

**When using an MDC, any out of vehicle code ending in a “U” will make the unit *unavailable* for calls. All other codes will leave the unit available for dispatch.**

## 10 CODES

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10-3	Stop transmitting – Used by supervisors to advise a unit cease using air time.
10-4	O.K./Acknowledged last transmission
10-7	Off Duty
10-8	On Duty
10-9	Repeat last transmission
10-15	En route to jail with a custody.
10-15-X	En route to jail with a custody of opposite gender. Units may provide vehicle mileage over the air.
10-19	En route to office/station/district.
10-35	Used to ask if a unit is clear to receive confidential information such as: officer safety, stolen vehicle, runaway juvenile or warrant information. This requires a “go ahead” reply before the information is relayed.
10-35 Info	Used to indicate non-custody officer safety information such as: correction clients, restraining orders, application/revocation/denial of concealed weapons permits, and sex offenders. This requires a “go ahead” reply before information is relayed.
10-35T	Indicates subject has a hit or near-hit through Interpol. <b>No further information will be provided from dispatch.</b> It is the officer’s responsibility to follow up with Interpol.
10-35W	Indicates valid possession of a concealed weapons permit



# 12 CODES

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- 12-5**           Transporting citizen - a destination and mileage should be provided.
- 12-8**           Meet Officer
- 12-34**          Mental Subject
- 12-40**          Unit's Residence
- 12-44**          Subject deceased

# CLEARANCE CODES

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## **1**      Civil Service codes

- 1A     Attempted-Civil
- 1C     Closed-Civil
- 1P     Posted-Civil
- 1S     Served-Civil

## **H**      Homeless Outreach codes

- H1     Report taken
- H2     Warning given
- H3     Unfounded
- H4     Services offered
- H5     Arrest made

## **Q**      Dispatch codes, used by dispatch only.

- Q1     Cancel, no police service needed
- Q2     Disregard, assigned to another agency
- Q3     Cancel, disposition code not given
- Q4     Information only

Q5 Test/Training call

Q6 Unable to service

**R** Report will be written

R1 Original report

R2 Supplemental report

**S** Unable to Locate

S1 Cannot locate person

S2 No such address

S3 Condition complained of does not exist

**T** Premises checked

T1 False alarm

T2 Found Secure

T3 Made Secure

**W** Call Serviced

W1 Assignment completed

W2 Person Assisted

W3 Person Advised/Referred

W4 Hazard Corrected/Removed

W5 Delivered person/message/package

W6 Peace restored

W7 Nuisance Abated

W8 Arrest/investigation made by another  
Agency/officer

- X** Suspicious activity
  - X1 Person checked
  - X2 Vehicle checked
  
- Y** Action Taken
  - Y1 FCR completed
  - Y2 Warning given
  - Y3 Citation issued

The primary unit assigned to a call will provide the clearance code for the incident, which will become logged as the official disposition in the CAD system. A backup unit on the call may clear by the in-service button, or clearing “W8” over the air (using the MDC to minimize air time is preferred).

Use the fewest possible words to give your disposition (unit number and clearance code). Use of a clearance code automatically implies the unit is clear. There is no need to “Clear” and add a clearance code (e.g. “3B12 W4”). Clearance codes are required on all calls.

Calls can easily be researched through CAD, CLASSWEB, and MARK 43 using clearance codes.

## TRAFFIC/SUBJECT STOPS

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Traffic stops are entered in the CAD system in a specific format. Each traffic stop automatically runs the license plate (if provided) through DMV, LEDS and NCIC databases. If stolen, the unit in the field will be alerted by CCOM with an audible tone (three discernable beeps). To ensure that this response from CCOM is provided in the shortest amount of time, field units should know and adhere to the format needed for traffic stops. That format is:

1. **License plate** (provide the state first, if an out of state plate)
2. **Location**
3. **Description of vehicle** (only needed if the vehicle bears no plates, or if the plate and the vehicle it’s on don’t match, and always as the last part of the transmission)

Traffic stops provided in an improper order (e.g. location before license plate) cannot be accepted by the CAD system. Information given to CCOM out of order may delay the dispatcher by causing them to reformat the provided info, thus delaying LEADS/NCIC returns and increasing the likelihood of error; thereby potentially jeopardizing officer safety.

It is understood that some situations may necessitate transmissions that do not follow the guidelines, but in most circumstances units should use the required format to minimize mistakes and not compromise officer safety.

If there is no license plate, or it is so obstructed it is not visible, the field unit should advise CCOM there is an “unreadable plate” or “no plate” so the dispatcher knows to skip the field in the format and move on to the location portion. Vehicle descriptions should always be provided when a stop is made on a vehicle without a plate or an unreadable plate.

An acceptable location is a specific address, block range, intersection or a common place name (known landmark, business, etc.). Please refrain from combining a single street first with a business name second (e.g. “McCloughlin at Rigoberto’s”) as this causes a dispatcher to either search for an appropriate cross-street or delete the street name they’ve typed to enter the business name. Either way causes a delayed entry of the stop. Any variance from the proper format can lead to a compromise of officer safety.

Specific addresses, intersections, and block ranges are generally preferred to common place names. Though CCOM has a robust database of common places, do not assume a common place will be in the CAD system. Additionally, there may be multiple common places (e.g. Starbucks, 7-Eleven, Chevron) that require the dispatcher to choose from a long list of options. In many cases it is preferable and safer for officers to use the address, intersection or block range instead.

**EXAMPLE OF TRAFFIC STOP WITH PLATE:**

UNIT: 2D44, traffic.

CCOM: 2D44, go ahead.

UNIT: F-A-T-5-0-0, 82<sup>nd</sup> and Sunnyside.

CCOM: (CCOM will respond with acknowledgement)

**EXAMPLE OF TRAFFIC STOP WITH NO PLATE:**

UNIT: 2R7, traffic no plate.

CCOM: 2R7, go ahead.

UNIT: Pioneer and Shelley on an older gold Ford Ranger.

CCOM: (CCOM will respond with acknowledgement)

**EXAMPLE OF TRAFFIC STOP WITH OUT OF STATE PLATE:**

UNIT: 8D90, traffic.

CCOM: 8D90, go ahead.

UNIT: California, F-A-T-5-0-0, I-205 southbound at Strawberry.

CCOM: (CCOM will respond with acknowledgement)

**SOME EXAMPLES OF ACCEPTABLE LOCATIONS:**

Intersections: "Springwater Road and Hattan Road."

Block-range and street name: "1800-block of Molalla Avenue."

Street address: "12345 Fuller Road"

Freeway, directional, and exit number: "I-205 northbound at Exit 10."

Freeway, directional, exit road/cross: "I-5 southbound at Elligsen."

Highway, milepost: "213 northbound at Mile Post 1."

Business with specification: "Plaid Pantry at Mcloughlin and Park."

Large business with specific location within: "Clackamas Town Center, near Barnes and Noble."

**SOME EXAMPLES OF UNACCEPTABLE LOCATIONS:**

"The Oregon City Exit on I205." (There are multiple exits that could be an option, also a direction is necessary)

- What would make this acceptable: "Southbound I205 at Exit 9."

"Portland Avenue at The Card Room." (One street provided with business name – dispatcher will have to spend time reformatting to use business as location, or reformatting and trying to find appropriate cross street.)

- What would make this acceptable: "Portland Avenue and West Clarendon at The Card Room." Or  
"The Card Room, at Portland and West Clarendon."

"The dead end of Ona Way." (No cross street)

- What would make this acceptable: "Ona Way off of 211, at the dead end of Ona Way."

## PERSON/VEHICLE CHECKS

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To check people through CCOM by Oregon driver's license number or Oregon identification number, provide the number along with the last name on the card. The dispatcher returning the response will re-state the last name to ensure it matches the name on the card. To check a subject without an Oregon number, the proper format is to provide the last name, first name, middle name (or initial), and date of birth. In that order only. By default, CCOM will check all people through LEDS, NCIC and Oregon DMV.

If the subject needs to be checked for driving status through another state, advise this to CCOM before providing the name and date of birth (out of state DMV checks by number will not provide wanted status and requires two separate transactions, once by license number and then again by name and date of birth). When providing name and date of birth, give the last name, first name, middle name (or initial) and date of birth.

To check vehicles, advise CCOM first if you intend to run a VIN or license plate. If you only want to know if a vehicle is stolen and do not need to have the registered owner information, ask CCOM to "check a vehicle for stolen." Otherwise CCOM will provide the registered owner, vehicle make and model, registration status and insurance status. CCOM will not run the registered owner(s) unless asked to.

To reduce radio traffic, units are asked to advise Service Net they are "in line" and what service they are requesting (e.g. "2P40 in line with name and date of birth"). The Service Net dispatcher may tell the unit that they are "in line" thus indicating that the Service Net dispatcher has another task they must finish before they can assist. When a unit is advised to "go ahead" they should again repeat they are checking "by number" or "by name and date of birth," and then continue with information on the subject. If a unit has multiple subjects to run, they should indicate so by advising they have "(number of subjects) by name and date of birth" or "(number of subjects) by number." When making more than one request, wait for a "go ahead" before continuing on with the next.

On registration checks and stolen vehicle checks, CCOM will provide vehicle type to help alert officers to switched plates.

On warrant information CCOM will respond to the field unit with "10-35" to ensure the unit's radio is clear. When a unit says "go ahead," they should be ready to copy down the information. In the event of multiple warrants, CCOM will provide all warrant information as it is listed in the LEDS/NCIC hit. Details for "additional warrants on file" that are not specifically listed will be provided at the jail. CCOM will however confirm all warrants for a particular person. This also applies to requests made by phone.

When a person is checked for wants, it is automatically checked through LEDS (Oregon database) and NCIC (nationwide database). If you ask for a person to be checked through another state this will only provide the driving status through the state's DMV.

## REQUESTING MEDICAL ASSISTANCE

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Requesting medical assistance at a police scene should be done on the Service Net, or the primary net if it's closed for that same incident. The Medical Miranda is needed to determine the best EMS response. Medical Miranda includes: gender, age, consciousness, breathing status and chief complaint (e.g., "Need medical to check a male, 35 years old, conscious and breathing, complaining of chest pain"). Do not advise on a response level (e.g. Code 1 or Code 3). Medical will respond per their protocols in accordance with the Medical Miranda information provided.

Do not say "AMR only" unless the request is a Peace Officer Hold (POH) or a self-commit. Based on Medical Miranda CCOM will send its response per protocols (generally one ambulance and one fire apparatus).

When making a request on Service Net for medical, state you are "in line with a medical request" so that the dispatcher may take your request before any other units who may already be waiting in line.

## BROADCASTING DESCRIPTIONS

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To standardize broadcast/receipt of descriptions, units will use the following format for broadcasting vehicle/person descriptions:

### VEHICLE:

Color

Year

Make

Body

Other descriptors

License plate (including state, if not Oregon)

Location last seen

Last known direction of travel

PERSON:

Name

Race

Gender

Age

Height

Weight

Hair/Eye Color

Clothing (From top down)

Location last seen

Last known direction of travel

## MDC USAGE

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Refer to your Agency's MDC policy for specific policies and procedures on self-initiated activity.

When a call is dispatched by MDC, the unit shall en route themselves via MDC to acknowledge the call. There is no need to acknowledge the call over the air. If a unit has not gone en route after ten minutes, CCOM will ask the unit if they copied the call. All calls that have been dispatched will be automatically routed to the unit's MDC. If the unit does not receive the call within a few minutes, they should ask for the call to be re-sent.

**Priority 1 and 2** calls will be voice-dispatched and need to be voice acknowledged.

**Priority 3 and 4** calls will be dispatched with a short message (e.g., "2D44 dispatch by MDC to a Burglary, CAD 250"). No voice acknowledgement is needed.



**Priority 5** calls will be sent to your MDC with no voice message. No voice acknowledgement is needed.

Calls with contact locations different than the occurrence location are indicated with an INF/C DIFF LOC in the text (meaning Informant Contact Different Location) and will be voice dispatched to avoid confusion of where contact should be made. This occurs regardless of priority level.

## AVL DISPATCHING

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CCOM will dispatch all Priority 1 calls by AVL recommendation. Based on proximity to the call, CAD will recommend the closest on-duty patrol units, regardless if those units are assigned to the jurisdiction of the call (including units dispatched by WCCCA and LOCOM). AVL may recommend units currently assigned to lower priority calls (including traffic stops) and some out-of-service codes. CCOM will broadcast the units as being AVL dispatched. Priority 1 call types dispatched by AVL are:

ASLW-Assault with weapons

COV3-Code 3 cover request

CPR-Cardiac Arrest

DOMW-Domestic with weapons

DISW-Disturbance with weapons

KDN-Kidnapping

MCW-Mass Casualty with weapons (Active shooter/assailant)

RBA-Armed robbery

SHT-Shooting

TRAIN-Train accident

While AVL dispatched incidents are critical in nature, it is important to allow CCOM the air time to dispatch these incidents and the updates that follow. CCOM will use CAD to determine which units are recommended for AVL dispatch, raise those units on air, and then follow with call details. It is vital for the units who were not AVL recommended to stay off the air until this initial broadcast is done. Once the call is dispatched, radio traffic from

other units may proceed. In some cases it may be ideal to request to be added to the call on another, less saturated, channel.

## DISPATCH/RESPONSE TO CALLS FOR SERVICE

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When being voice dispatched to a call by CCOM, field units will respond first with their unit ID and “go ahead” or “stand by.” This alerts CCOM, field supervisors and other units of where they are responding from. CCOM will assign units to calls. When a unit tells CCOM “go ahead,” the unit needs to be ready to retain the information to ensure information does not need to be repeated (taking up more air time). Mic clicks are not an acceptable acknowledgment that you copied the call information.

CCOM determines whether calls should be handled in person or by phone in accordance with department policy, as created with Police Member Board approval. Consideration is given to any physical evidence or suspect(s) still at the scene or in the immediate area. Person-on-person crimes, such as assaults, will be handled in person if there is potential for evidence which can be documented. Abuse prevention calls must be handled in person.

On priority calls requiring cover, CCOM will broadcast two unit call signs and wait to dispatch the call until both units advise they are ready to copy. In cases where there are no units clear, CCOM will broadcast the call holding, the corresponding division, and brief details. If units are available from an adjacent division or district, CCOM may dispatch those units with sergeant approval.

Units wishing to swap calls or work out who may be closer, who wants a call for their recruit, etc., should hold their discussion on a Tac channel and then inform the primary net of the change afterward.

## CAR TO CAR TRAFFIC

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When asking for a unit to Net 3 or Tac channel, the unit shall give their unit ID followed by the unit ID of the person they want to talk to on Service Net or Tac channel. This will avoid confusion on the primary net.

Once switched to the car-to-car channel, pause before speaking to make sure the net isn’t currently in use by other units and/or CCOM.

If using Service Net for car-to-car traffic, units should come up on the air advising their unit number and intent (e.g., “2D42 on Net 3 car-to-car”) so the dispatcher doesn’t think the unit has a request for CCOM.

Units shall limit their car-to-car traffic when operating on a 3-channel configuration. This can become a safety issue if units are using Service Net for non-priority traffic.

## NET CLOSURES

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CCOM and law enforcement personnel have the ability to request the net be closed. A net closure allows units on a call to have adequate air time dedicated to their incident while allowing units not attached to the incident air time to conduct their own business. Upon a net being closed, CCOM will announce the closure on each law frequency including the specific/general area, type of call and CAD number. All units, not involved for the closed incident, will need to do the following:

### **During Three Net operation**

- If Net 1 is closed, all other units switch to Net 2 as their primary, Net 3 remains as service net.
- If Net 2 is closed, all other units switch to Net 1 as their primary, Net 3 remains as service net.
- If Net 3 is closed, units remain on their primary for dispatch as well as service.

If two nets are closed at the same time, the remaining open net serves as primary as well as service. When this occurs units should limit their radio traffic to priority traffic only and MDCs should be utilized as much as possible.

### **During 2 net operation**

- If Net 1 is closed, all other units switch to Net 3 for their primary as well as service.
- If Net 3 is closed, all other units switch to Net 1 for their primary as well as service.

Units on a net closure should try and open the net as soon as safe to do so.

**Priority traffic in reference to net closures:** Priority traffic includes traffic stops, subject stops, dispatching and acknowledgement of priority 1 and 2 calls, requests for cover, and requests for outside assistance. Priority traffic helps ensure officer safety.

**“Break”** – A term that can be used by either CCOM or units on the road to interrupt a radio transmission in order to relay officer safety info (e.g. CCOM is in the middle of broadcasting a HAZ and is interrupted by “2D70 break, I’m out with an occupied stolen.”)

When a net is closed for an incident, all radio traffic pertaining to that incident should be conducted on that radio channel unless unsafe to do so. This includes requests for medical, LEADS/DMV/NCIC, and other activities that may typically be done on Service Net otherwise.

## CODE ZERO and E-BUTTON

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Should a field unit have radio traffic which is **extremely urgent** in nature, they will use the term “Code Zero” or activate the E-Button feature on an 800 MHz radio.

“Code Zero” and E-Button situations should not be used except in *extreme emergencies*.

Example of situations considered to be extreme emergencies:

Officer needs immediate help/Officer down/Officer in peril.

(E-Button) Officer needs immediate help and unable to voice the request.

Examples of situations which would not be considered extreme emergencies:

Officer needs Code 1 cover.

Any request other than life-safety situations.

Should a unit use the term “Code Zero” the following steps will be taken by CCOM, *when the unit’s location is known*:

- Dispatch immediate cover units
- Close the net in which the Code Zero was called out on; restricting the radio frequency for traffic related only to the Code Zero incident
- Advise the appropriate field supervisor
- Request medical to stage in the area, if there is any indication medical may be needed

Should a unit use the E-Button, the unit’s radio will automatically switch to Net1 allowing a 10-second open mic. CCOM will receive an alert message through CAD, a visual alert, and audible tones from the radio console.

If a unit initiates an E-Button activation the Net 1 dispatcher will listen for any voice broadcast during the 10-second open mic. The Net 1 dispatcher will attempt to contact the unit via the radio to establish if the activation was false. If no answer on Net 1, attempts will be made on all other law radio frequencies, via paging, phone calls, MDC messaging

and/or all other possible methods of making contact with the unit.

If there is no answer and the location of the unit is known, the dispatcher will immediately dispatch cover or enter a call for assistance from the appropriate law enforcement agency, if necessary, and notify the unit's supervisor.

If there is no answer and the location of the unit is unknown, the dispatcher will contact the unit's supervisor and notify them of the activation and the radio number involved.

If the unit is unknown and only the radio ID is available, the dispatcher will attempt to identify to which agency the radio was assigned and contact the supervisor to notify them of the activation.

If attempts to identify an unknown unit are unsuccessful, dispatchers may perform a "roll call," which will be a status checking all units that are logged on. Do not jump the list to advise you are Code 4; wait until your unit number is called.

If the activation is determined to be false, the dispatcher will notify the unit's supervisor of the activation.

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## TONES

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CCOM utilizes two sets of tones to alert units of specific calls/situations.

**Three-Beep tone:** Played after unit provides license plate or VIN number to indicate license plate or VIN number is associated with a stolen vehicle.

**Warble tone (aka High-low):** Played prior to broadcast of call details in relation to Armed Robbery (RBA), Kidnapping (KDN), or Shooting (SHT). Also played when a Code 0 is announced.

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## GENERAL INFORMATION

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AREA INFORMATION BROADCASTS - The area or district to receive the information will be announced at the beginning of the call with a pause so that the officers of that area/district can prepare to make note of the information given. The broadcast will conclude with the CAD number.

LENGTHY BROADCASTS – CCOM may break up long broadcasts by using the phrase “break,” pausing to allow any priority radio traffic, then continuing the broadcast by stating “CCOM continuing.” Field units also need to break up lengthy transmissions in case CCOM or other units need the air for emergency traffic. If the broadcast is not an officer safety issue, CCOM has the option to message units to see the call on their MDC for information. Units shall acknowledge the information by putting a notation into the call number to let CCOM know they saw the call.

CIVIL PROCESS / DOG SERVICE CONTACTS – Civil units and Dog Services units will use their MDC to check-out on service calls. If there is a hazard at the address the Civil unit or Dog Services unit should use the radio to check-out at the location.

HOME VISITS – Corrections units may use their MDC, call in, or air a request to check-out on home visits.

WARRANT SERVICE – Units may air the request, call in the request or message the Service Net dispatcher with the request including the location, any additional units responding, and subject information.

COMPLEX AND/OR SENSITIVE CALLS – complex or sensitive calls may be dispatched by phone or given by MDC and not over the air.

HAZARDOUS ADDRESS INFORMATION – When a law enforcement officer needs to update CCOM’s Premise Hazard file, they must do so in writing by filling out a hazard form on the CCOM website (Clackamas911.org). The officer’s supervisor approval is required. These documents are reviewed on a yearly basis to verify validity. If there will be a delay in the request being made online or if a temporary premise hazard is needed for seven (7) days or less, the request can be made directly to CCOM without going through the website.

## CALLS HOLDING

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Agency supervisors shall be notified to look at calls holding. It is the supervisor’s responsibility to acknowledge each call. This should be done by adding comments into each call with instructions or verbal acknowledgement over the air. This should not be done by sending a message to the primary net.

If there are no clear units within the corresponding district or grid for the call, the agency supervisor will be notified. Routine calls can be held for a reasonable amount of time to allow units to finish reports or meal breaks. Calls of a

routine nature will not be broadcast as calls holding. Priority calls will be dispatched to units in adjacent districts or grids.

Dispatchers have the authority to clear units from other details without consulting field supervisors for priority calls and cover. Officers can also be cleared from reports, CD7 or other details with the approval of the unit's supervisor.

## PHONE CALLS

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Field units will make as many of their own phone calls as possible. CCOM or a desk officer (if applicable) will make phone calls for field units if the situation requires it or if it is an officer safety issue.

## PAGERS

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Do not ask CCOM to page units with pagers and deliver messages, this should be done through a desk officer if applicable, unless there is an officer safety issue or there is no desk officer on duty.

## PRIMARY DISPATCH NET

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Do not air or message service requests on your primary net. This should be done on Service Net unless you cannot get out due to poor radio reception or mobile connectivity.

## CALL TIMES

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Units will not ask CCOM to look up times from their calls. If you need the times, you can access the information from the MDC or your agency's records management system, such as Mark43.

# WARRANT HITS

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When a person checked through CCOM comes back with a warrant, CCOM will automatically start Code 1 cover. Cover will be continued until a Code 4 is given.

# CALLING CCOM

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Incoming calls for service requests should be placed to police lines: (503) 655 8441 which will be answered by the Service Net dispatcher. They can provide LEDS info, call info, give phone messages, etc. As a rule the Service Net dispatcher will be answering these lines, backed up by Net 1 & Net 2. Generally, unless asked to call a specific Net dispatcher, whoever answers the phone can provide the necessary assistance. These are non-published numbers, do not give these numbers out to the public.

Call entry requests should be placed to a call taker at (503) 655 8911. A call taker can enter information into CAD for service, (e.g., DUII info, ATL info, requests for outside agency assists, etc.).

If you have questions regarding a fire response or times, call the non-public fire line at (503) 655 8412 to speak with a fire dispatcher.

In the event that the County phone system is down, CCOM can receive calls on independent outside lines at (503) 655 8911.

Citizens needing to report a non-emergency can call (503) 655 8211 to file a report.

## Other phone numbers of note:

BOEC Non-Emergency: (503) 823 3333

Clark County Non-Emergency: (360) 693 3111

LOCOM Non-Emergency: (503) 635 0238

METCOM Non-Emergency: (503) 982 2340

OSP: 866 290 1863

WCCCA Non-Emergency: (503) 629 0111

WVCC Non-Emergency: (503) 585 8910



# CLACKAMAS COUNTY PUBLIC ALERTS NOTIFICATION SYSTEM (Everbridge)

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**Everbridge** is a notification system used to alert the public of an emergency event. Notifications are sent, using the enhanced 9-1-1 database, to published and non-published land line telephone numbers. This is often generally referred to as a “reverse 911.” Citizens may opt to register their cellular phones and email addresses through the Clackamas County Disaster Management website ([www.clackamas.us/dm/publicalerts](http://www.clackamas.us/dm/publicalerts)). An emergency is an event that meets all of the following criteria:

- The situation is imminent (time critical)
- The situation poses a threat to life and/or property
- The public must be provided with safety instructions
- Other warning methods would be ineffective

Examples of uses may include:

- Hazmat event with a release into the community
- Evacuations/Shelter in place warnings
- Missing persons with special needs

All requests to activate Everbridge will be processed through Clackamas County Disaster Management (CCDM) or Clackamas County Communications (CCOM). CCOM will be the primary point of contact for all fire and police agencies needing to make an immediate activation for life safety.

Activation requests must first be authorized by a Sergeant or higher ranking officer for law agencies or a Duty/Battalion Chief or higher for fire agencies. Activation requests from non-police/fire agencies must be authorized by an agency head or designee (e.g. Public Works Director, Water District Superintendent, etc.) This requirement

does not preclude CCOM or CCDM from issuing an alert for life safety issues where it is not immediately possible to reach a field supervisor.

Once approval has been authorized, the agency making the request must provide the following:

- Agency the alert is being made for
- Person authorizing activation
- Reason for the message
- Specific instructions (*exactly* what the message should say)
- Phone number for follow-up information and media requests
- Specific area that the alert needs to be sent to (e.g., 4 block radius, apartment complex, etc.)

CCOM will be the primary contact to answer questions and handle activations for current user agencies. CCDM will be the primary contact for any other agency with questions and for time sensitive but non-life risk incidents. CCDM will also be the lead department for public education, citizen web information and coordination for updates on the Clackamas County Public Alerts Notification System (Everbridge).