

C-COM RADIO PROCEDURE BOOK

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INTRODUCTION

The Central Communications (C-COM) facility is a division of Clackamas County. The Clackamas County Sheriff's Office, Code Enforcement, Community Corrections, Dog Services, and 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.

C-COM utilizes 800MHz and VHF frequencies for dispatch service.

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

2-Net Configuration – Law 1 and Law 2 are staffed during the hours of 0300-1200 hours. The 2-Net configuration may be switched to a 3-Net configuration outside the normal hours depending on operational needs and staffing availability.

3-Net Configuration – Law 1, Law 2, and Law3 are staffed during the hours of 1200-0300 hours. The 3-Net configuration may be switched to a 2-Net configuration outside the normal hours depending on operational needs and staffing availability.

During the 2 Net Configuration – Law 1 is the primary frequency for all agencies and districts, except USFS LEOs who use Net 2 as their primary frequency. This is where calls for service are dispatched to law enforcement officers and field initiated activity occurs. Net 2 is a support frequency utilized for Law Enforcement Data System (LEDS)/NCIC requests, tow requests and other routine matters. Law 3 may be used for car-to-car communications and should be limited to necessary radio traffic only. During this time Law 3 is **not monitored** by CCOM; officers need to be cautious to return to their regular frequency when completing a car-to-car transmission.

During the 3 Net Configuration – Law 1 is the primary frequency for Gladstone, Wilsonville, West Side, 99E, 82nd, Happy Valley, Transit Police, and Clackamas Districts. Law 2 is the primary frequency for Canby, Estacada, Molalla, Oregon City, and Sandy cities and also for Metro, South, East, Damascus, Boring, Mountain Districts, the USFS LEO Officers. Corrections, Juvenile, and Dog Services primary frequency is based on the geographic location of each contact. Law 3 is the support frequency for LEDS/NCIC, tow requests, etc. During this time Law 3 may be used for car-to-car transmissions by units on the VHF radio system, but for officer safety reasons shall be kept at a minimum. Units on the 800MHz radio system should use an alternate talkgroup for car to car transmissions during 3-Net operations.

Law 1, 2, and 3 (and other talkgroups listed later in this book) are recorded for an official record, and retained for at least one year. **Recordings may be used in a court of law. All MDC, CAD and APAGE messages are logged and are public record.**

CCOM provides for answering and dispatching calls for police, fire and medical services. Dispatch services are currently provided for 6 law, 8 fire and several miscellaneous public safety agencies.

Clackamas County residents who utilize traditional land line telephones have access to Enhanced 9-1-1. Enhanced 9-1-1 provides a display of the address, resident or business name, type of telephone and number and agencies (police and fire) providing first response to the location. Residents who use Voice Over IP (VOIP – aka Internet phone) may not have traditional Enhanced 9-1-1 service.

9-1-1 Cellular calls send their telephone number, and in most cases, their latitude and longitude along with the address of the cell tower the call is coming from (the address does not correspond with the caller's personal address). If the cell phone sends its lat/long in the correct format, it will be plotted on C-COMs CAD mapping system. Location accuracy varies among cell phone providers. If lat/long is not transmitted, the dispatchers may only have the cell phone call back number and no location unless verified by the caller.

When a person in Clackamas, Multnomah or Washington Counties dials 9-1-1 from a cell phone, they will automatically enter a "cell phone filter" that instructs the caller to say "help" at the tone or hit "1" again to get to a dispatcher. They are then transferred immediately to a dispatcher (Multnomah and Washington Counties also employ a queue system so the caller may be transferred and have to wait for a dispatcher). This system is in place to reduce the amount of false 9-1-1 calls received by people mis-dialing their phone or accidentally dialing 9-1-1 when carrying their phone in their pocket, purse or other location where buttons are accidentally

pressed. As of May 2007, approximately 40% of the cell phone calls that go into the system are false 9-1-1 calls.

800MHz Radio Template

800MHz – A ZONE

Position/Display	Talkgroup Name
1 CCOM 1	Clackamas County Dispatch 1
2 CCOM 2	Clackamas County Dispatch 2
3 CCOM 3	Clackamas County Service
4 CCOM 4	Available but not in use at this time
5 CCOM TAC1	Clackamas County Tactical 1
6 CCOM TAC2	Clackamas County Tactical 2
7 DESK	Agency Specific (i.e. OC DESK)
8 CC LAW 1	Clackamas County Common Law
9 CC PS 1	Clackamas County Pub Safety 1
10 CC PS 2	Clackamas County Pub Safety 2
11-16 VARIOUS	Agency Specific

Talkgroups 1 – 6 and 8 – 10 are recorded.

Talkgroup 7 for CAPD, CCSO, MOPD and OCPD Desk are recorded.

Marine Patrol, County Court, DTD/Roads, CCSO SAR and CCSO SWAT are recorded.

VHF Net1, Net2, Net3, and USFS are recorded.

RADIO CALL SIGNS

Because there are many agencies that use or may have occasion to use CCOM as a dispatch center, different departments or divisions have their own letter designator(s).

- A Clackamas Community College Security
- B Canby PD
- C Clackamas County Community Corrections, Code Enforcement
- D CCSO Uniform Patrol
- E CCSO Damascus Patrol
- F CCSO Marine Patrol, Contract Forest Service and USFS LEOs
- G Estacada PD
- H Gladstone PD
- J DA's Office Investigators
- K CCSO Civil Division
- L Lake Oswego PD
- M Milwaukie PD
- N Molalla PD
- O Aurora PD
- P Oregon City PD
- R Sandy PD
- S West Linn PD
- T Wilsonville PD
- V Happy Valley PD
- W Medical Examiner/District Attorney
- X Communications (C-COM)
- Y Dog Services, Specialized Patrol Units All Agencies
- Z CCSO Detectives

Call signs are standardized among the different member agencies. They indicate shift designator, agency designator and a district or assigned identifier number. The designators are always in this order to provide consistency among agencies.

EXAMPLE:

2D70 Day shift/ CCSO Patrol/ East County

1R1 Graveyard/ Sandy Police

The first digit primarily designates shifts, although they may also be used to designate various special units.

- 1 Graveyard
- 2 Day
- 3 Swing/Cover
- 4 Swing/Night
- 5 K-9 Units/Medical Examiner
- 6 Support Services/Administrative/USFS/School Resource Officers (SROs)/Code Enforcement
- 7 Reserves
- 8 Traffic/Corrections/DA
- 9 SWAT and Hostage Negotiators

- 10 Search and Rescue
- 11 Cadets/Explorers
- 12 CCSO Off Duty Deputy

The second digit will be the agency designator as previously defined. The last digits will be the district identifier number or special assignment call sign.

RADIO DESIGNATORS CCSO

2D100	Sheriff
2D101	Chief Deputy
2D102-109	Captains
2D110-119	Lieutenants
2D200	First Sergeant
D90-99	Patrol Sergeants
D1-89	County Patrol Units
F90-99	Marine Sergeants
F10-19	Marine Units
F20-29	Forest Service Contract
G1-9	Estacada Patrol Units
K90-99	Civil Sergeants
K10-29	Civil Units
K40-49	Civil Transport

T1-9 Wilsonville Patrol Units

V1-9 Happy Valley Patrol Units

2Z90-99 Detective Sergeants

2Z10-89 Detectives

CCSO DISTRICT CALL SIGNS

Westside Cars

D1-D7

D8 Wild – Westside & 99E Side

99E/McLoughlin Cars

D10-D19

D20 Wild – 82nd & 99E Side

D30-34

82nd Ave/Clackamas Cars

D35-D50

D20 Wild – 82nd & 99E Side

Boring Cars

D60, D62, D63, D65, D67

D69 Wild – Boring & Mountain

Mountain Cars

D61, D64, D66, D68

D69 Wild – Boring & Mountain

East Cars

D70-D73

D77 Wild car – East & Metro

Metro Cars

D76-D79

D77 Wild car – East & Metro

South Cars

D80-D85

Contract Cities

G1-9 Estacada

E1-9 Damascus

T1-9 Wilsonville

V1-9 Happy Valley

RADIO DESIGNATORS CANBY PD

B100 Chief

B111 Lieutenant

B50-59 Detective

B90-99 Corporals/Sergeants

B1-Bxx Patrol Officers

5Bxx K9

6B70-72 CSO/PPY/Parking

7Bxx Reserve Officers

8Bxx Traffic

“xx” is number permanently assigned by department.

RADIO DESIGNATORS GLADSTONE PD

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

“xx” is number permanently assigned by department.

RADIO DESIGNATORS MOLALLA PD

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

“xx” is number permanently assigned by department.

RADIO DESIGNATORS OREGON CITY PD

P100	Chief
P101-102	Lieutenants
P90-99	Corporals/Sergeants
P50-59	Detectives
P41	Parking Patrol

P10-Pxx	Patrol Officers
5Pxx	K-9
6Pxx	Off Duty Numbers (for Court/Details/etc.)
7P79-99	Reserves
8P	Traffic

“xx” is number permanently assigned by department.

RADIO DESIGNATORS SANDY PD

R100	Chief
R102	Lieutenant
R90-99	Corporals/Sergeants
R1-Rxx	Patrol Officers
5Rxx	K-9
6Rxx	SROs
7R20-39	Reserves
8Rxx	Traffic
11Rxx	Explorers

“xx” is number permanently assigned by department.

RADIO DESIGNATORS USFS LEO

6F111	Officer In Charge
F60-Fxx	LEO's

“xx” is number permanently assigned by department.

RADIO DESIGNATORS CORRECTIONS

2Cxx Juvenile Corrections
8C1-8Cxx Community Corrections

RADIO DESIGNATORS CODE ENFORCEMENT

6Cxx Clackamas County Code Inspectors

RADIO DESIGNATORS DOG SERVICES

2Yxx

“xx” is number permanently assigned by department.

RADIO DESIGNATORS DTD WEIGHMASTERS

W1101-1109 Clackamas County Code Inspectors

RADIO DESIGNATORS TRANSIT POLICE

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

PHONETIC ALPHABET

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

Telecommunicators at CCOM use a Computer Aided Dispatch (CAD) system. They must accurately record all pertinent radio and telephone information into appropriate computer formats in a timely manner. To ensure that information is recorded properly, it is important that units in the field make requests and transmissions to C-COM in a format and order that enables the information to be transcribed into CAD 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

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.

STATUS CODES

CODE 0 Officer needs immediate help/Officer in peril

CODE 1 Routine call/response, contact; detail could be interrupted if another situation arises.

CODE 2 Urgent, but non-emergency. Requires direct response without engaging in other details.

CODE 3 Emergency response required.

CODE 4 No assistance needed. This is an automatic cancellation of all other units.

Do not use Code 4 if you still want another unit, or still require status checks. If you need additional units, advise CCOM how many and what code they should respond. If you require additional status checks, advise CCOM to recheck you in 5 or 10 minutes. “Code 4 for now” is not a valid transmission. Either you’re CD4 or you need a status check. “One in custody” does not automatically make you CD4. If that is the case then advise “CD4, 1 in custody”.

CODE 5 Surveillance.

EXAMPLE:

CCOM: 2D44 checking your status

2D44: 2D44 check me in five.

CCOM: 2D44 checking your status.

2D44: Continue one unit code 1.

CCOM: 2D44 checking your status.

2D44: Code 4

(if any other units enroute, they 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.

Dispatchers will not assign response codes to calls when dispatching calls or cover units.

OUT OF VEHICLE CODES

The CAD system allows formats for an officer leaving the vehicle if not on a call, conducting a stop or an investigation. These can be done from the MDC as well. When transmitting the following codes, transmit your unit number, the code, then **at CCOM's prompt** give your location.

CODE 7 Meal Break

On Reports Writing reports.

Code 7/Reports Code 7 and writing reports.

COFFEE Coffee break.

OUT of car Out of the car for a period of time.
You should be monitoring your portable.
**You are considered available for calls and
your status will not be checked.**

R-2 Code 4 Follow up. **Your status will not be checked.**

10 CODES

10-3 Stop transmitting – Used by supervisors to advise a unit monopolizing air time.

10-4 O.K./Acknowledged last transmission

10-7 Off Duty

10-8 On Duty

10-9 Repeat last transmission

10-15 Enroute to jail with a custody, if “X” is used then the prisoner is of the opposite sex of the officer

10-19 Enroute to office/station

10-35 Is radio clear to copy confidential information?
Used to ask if a unit is clear to receive officer safety, runaway juvenile or warrant information. **This requires a “go ahead” reply before the information is relayed.**

10-35/Information

Used to indicate non-custody officer safety information, such as correction clients, application for a concealed weapons permit and weapons permits that have been

denied, revoked or are to be seized. **This requires a “go ahead” reply before information is relayed.**

10-35T Indicates subject ran has a hit or near hit through Interpol. No further information will be provided. It is the officers responsibility to follow up with Interpol.

10-35W Indicates possession of a concealed weapons permit.

12 CODES

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 Dead subject

CLEARANCE CODES

Q Dispatch clearance codes, used by dispatch only.

Q1 Cancel, no police service needed

Q2 Disregard, assigned to another agency

Q3 Cancel, disposition code not given

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 call. The clearance code provided by that unit will become the call disposition in the CAD system. If you are a backup unit on the call, you can clear by using the in-service key on your MDC or verbally clearing “W8”.

Use the fewest possible words to give your disposition (unit # 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. Clearance codes are required on all calls.**

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

TRAFFIC/SUBJECT STOPS

Traffic stops are entered in the CAD system in a specific format. Each traffic stop automatically runs the license plate (if provided). If stolen, the unit in the field will be alerted to that status with an audible tone. To ensure that response is given in the shortest amount of time possible, field units should know and adhere to the format needed for traffic stops. That format is as follows:

License plate and the state

Location

Description of vehicle (only needed if no plates and **always** as the last part of the transmission)

EXAMPLE:

UNIT: “2D44, Traffic.”

CCOM: “2D44, Go Ahead”

UNIT: “123XYZ-Washington, 82nd and Sunnyside”

CCOM: “1225” (CCOM will respond with the current time)

Traffic stops entered in an improper order, i.e. vehicle description, then location; cannot be accepted by the CAD system. Information given to CCOM out of order may delay CAD entry, delay LEDS/NCIC returns and increase the likelihood of error; thereby potentially jeopardizing officer safety.

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

If there is no license plate, or it is so obstructed it cannot be given; the field unit needs to advise CCOM unreadable plate or no plate so the dispatcher knows to skip that field in the format and go on to the vehicle description.

A location is defined as a specific address, a block range, an intersection or a common place name. The CAD system will not allow a location to be entered with a combination of two of the above locations. (Example: 99 at OCSC, is not a CAD accepted location.) If a field unit does not provide the location correctly from the start, the dispatcher will have to reenter or change the location. **This increases the likelihood for errors or delayed CAD entry and the potential compromise of officer safety.**

Specific addresses, intersections, and block ranges are preferred to common place names. Although many common place names are

entered into the CAD system, there may be names that aren't or there are multiple locations with the same common name. **Do not assume a common place is in the CAD system**, additionally, there may be multiple common places (i.e. Starbucks and similar) that require the dispatcher to choose the correct location from a long list of names. It is preferable and safer for officers to use the address, intersection or block range instead.

PERSON/VEHICLE CHECKS

To check people through CCOM by Oregon driver's license number or Oregon I.D. number, provide the number along with the last name on the card (only after advising CCOM you are checking one by number). When returning the response the dispatcher will restate the last name to ensure it matches the name in the field. To check people without an Oregon number, the proper format is to provide the last name, first name, middle name or initial, and date of birth . CCOM will check all people through LEDS/NCIC and Oregon DMV. If you have someone who has to be checked for driving status through another state, advise CCOM before providing the name and date of birth (**out of state DMV checks by number will not give wants**). Also when giving the DOB, give the month, date, then year. Example: DOB is 111256, you should say "eleven, twelve, of fifty six" DO NOT SAY "one one, one two of five six".

To check vehicles give your unit number and advise CCOM what you would like to check (license, VIN, etc.) It is important to limit the information you request to what you need. 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". CAD cannot run an out of state plate and check wants at the same time.

This requires two separate computer transactions, the year and make will return slower than the wants check.

To reduce air traffic, units are asked to advise the service net they are “in line” and what service they are requesting. When a unit is advised to go ahead after being in line, they should again repeat they are checking “by number” or “by name and date of birth”, how many persons, and then continue with information on the first subject. Wait for a ‘go ahead’ before continuing on with the next subject.

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

On warrant information CCOM will respond to the field unit with “10-35”, to ensure their 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’s 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 (wants Oregon) and NCIC (wants through all other states). If you ask for a person to be checked through another state this will be for driving status only.

PREMISE CHECKS

“1R1, PREMISE CHECK”

“GO AHEAD”

“AT SANDY SHOPS”
“0230”

FOLLOW-UP/R-2 CONTACT

“3N2, FOLLOW-UP”
“GO AHEAD”
“AT MOLALLA GRADE SCHOOL”
“1335”

When checking out units should advise CCOM if the contact is Code 4, or give the time frame in which CCOM should do a status check. (If the contact is with a suspect, give it as a suspect contact).

WARRANT SERVICE

“6D18, WARRANT SERVICE”
“GO AHEAD”
“123 MAPLE STREET”
“1800”

REQUESTING MEDICAL ASSISTANCE

Requesting of medical assistance at a police scene should be done on the service net. In doing so the Medical Miranda is needed to determine the best response of the fire department/medical responders.

Medical Miranda includes gender, age, conscious, breathing and chief complaint. Example: need medical to check a male, 35, conscious and breathing, complaining of chest pain. Do not advise on a response code. Medical will respond per their protocols in accordance with the Medical Miranda information provided by you.

BROADCASTING DESCRIPTIONS

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

VEHICLE:

**COLOR
YEAR
MAKE
BODY TYPE
OTHER DESCRIPTORS
LICENSE PLATE
LOCATION LAST SEEN
LAST DIRECTION OF TRAVEL**

PERSON:

**NAME
RACE
GENDER
AGE
HEIGHT
WEIGHT
HAIR/EYE COLOR
CLOTHING (FROM TOP DOWN)
LOCATION LAST SEEN
LAST DIRECTION OF TRAVEL**

MDC USAGE

Refer to your MDC policy for specific policies and procedures.

When a call is dispatched by MDC, the unit shall enroute themselves to acknowledge the call, there is no need to come up on the radio and say copy. If a call has been sent to your MDC and you have not acknowledged the call within 10 minutes, the dispatch will ask if you received the call.

All calls that have been dispatched will be routed to your MDC. There is no need to say send me the call. If you do not receive the call within a few minutes ask for the call to be resent.

Priority 1 and 2 calls will be voice dispatched. Thus needing to be voice acknowledged.

Priority 3 and 4 calls will be dispatched with a short message. (2D44 dispatched by MDC to a Burglary report) No voice acknowledgement needed.

Priority 5 and up calls will be sent to your MDC with no voice message. To acknowledge these calls including phones messages, use the enroute function.

Calls with contact locations different than occurrence location are voice dispatched to avoid confusion of where contact should be made.

MDC requests – If you have a request for CCOM, such as a tow or phone request, you can edit the information into the call and then come up on the service net and say “In line with a MDC request”. CCOM will then get the information from the call and get back to you after the request has been completed.

AVL DISPATCHING

CCOM will dispatch all Priority 1 calls by AVL recommendation. Based on proximity to the call, CAD will recommend 1 to 3 closest units, regardless if those units are assigned to the jurisdiction of the call. AVL will also recommend units currently assigned to lower priority calls (including traffic stops) and some out of service codes if that unit is the closest. 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

DISPATCH/RESPONSE TO CALLS FOR SERVICE

When called by CCOM, field units will respond first with their unit ID, location 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 copy down the information so the call will only be dispatched once. **Mic clicks are not an acceptable acknowledgment that you copied the call information.**

CCOM determines whether or not calls should be handled in person or by phone in accordance with department policy created with Police Member agency approval. Consideration is given to any physical evidence or suspect(s) still at the scene or in the immediate area. Person to person crimes such as assaults will be handled in person if there is any potential for evidence which can be documented (such as bruising, swelling, etc.) Abuse prevention calls must be handled in person.

On priority calls requiring cover, CCOM will broadcast both unit call signs and wait to dispatch the call until both are ready to copy. In cases where units may not be clear, CCOM will broadcast the call holding and the corresponding district. If units are available from an adjacent grids or districts, CCOM will dispatch those units.

Units will only swap calls to address special needs (i.e. recruit). Units will no longer trade calls just because they are “a block closer”. Should units want to trade calls, they will both switch to a Tac channel to make those arrangements, and then advise the primary channel.

CAR TO CAR TRAFFIC

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 Net 3 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.

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 Net 3 for non priority traffic and CCOM is trying to give back 10-35 information.

NET CLOSURES

Upon a Net being closed, CCOM will announce the closure on each law frequency including the general area, type of call and CAD number, when possible.

During 3 net operation

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

If 2 nets are closed at the same time, the remaining open net serves as primary as well as service. When this occurs **UNITS NEED TO LIMIT THEIR TRAFFIC TO PRIORITIES ONLY**. This includes using your MDC as much as possible.

During 2 net operation

- Net 1 is closed, all other units switch to Net 2 for their primary as well as service.
- Net 2 is closed, all other units switch to Net 1 for their primary as well as service.

If one net is closed, this leaves one open net, units need to limit their traffic to priorities only and utilize their MDC when at all possible.

PRIORITY TRAFFIC-This means to utilize all other resources prior to the radio such as the DESK, records, your MDC, or the phone. This leaves the open net for priority traffic, traffic stops when necessary, requesting cover, or outside assistance. This is for your own officer safety as well as others.

BREAK – This should only be used if the unit has an emergency and cannot get out on the radio. Using this to call out a traffic stop does not constitute an emergency unless you're already aware of officer safety information. Example: "CCOM Break for an occupied stolen...."

CODE ZERO and E-BUTTON

Radio communication with C-Com dispatchers is the primary means for Member Agency responders to obtain information and resources they need to perform their tasks. Dispatchers will answer field units and provide the requested resources as quickly as workload allows.

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 a 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 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 dispatch when the unit’s location is known:

Dispatch immediate cover units

Close the net 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, if not yet acknowledged
Request medical to stage in the area, if there is any indication medical may be needed

Keep the radio clear for the field unit to relay any further information

Should a unit use the E-BUTTON, the unit’s radio will automatically switch to Net1 allowing a 10-seconds open mic. CCOM will receive an alert message through CAD, 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 Net1, attempts will be made on all other law radio frequencies, attempts by APAGING, phone calls, MDC messaging or/and 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 and notify them of the activation.

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

GENERAL INFORMATION

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 will break up long broadcasts by using the phrase “break”, pausing to allow any priority radio traffic, then continuing the broadcast stating “CCOM continuing....” Field units also need to break up lengthy transmissions so emergency traffic will have access to the air. If the broadcast is not an officer

safety issue, CCOM has the option to message units to see the call for information. Units shall acknowledge the information by putting a memo into the call number with their number, letting 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 civil service calls. If there is any hazard at the address the Civil or Dog Services unit should use the radio to check out at the location.

HOME VISITS – Corrections units will air the request to check out on home visits.

WARRANT SERVICE – Units may air the request, call in the request or as a last resort, the unit may MDC 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 will be dispatch by phone or given by MDC and not over the air.

HAZARDOUS ADDRESS INFORMATION – When officers need to update CCOM's file on hazardous locations, they must do so in writing. They may request a temporary premise hazard, which will remain in the system for three days. If it needs to be in longer, you must use the premise hazard form and have your supervisor sign it and then fax or mail to CCOM to be entered into the system. Hazard forms can also be obtained and filed from the CCOM website (Clackamas911.org). These documents are reviewed on a regular basis to verify validity.

CALLS HOLDING

Agency supervisors shall be notified by voice to look at calls holding. It is then the supervisor's responsibility to "COM" each call. This **SHOULD NOT** be done by sending a message to the dispatch net. This should be done by putting a miscellaneous memo into each call, with the instructions. If no instructions just enter the supervisor ID number.

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 Code 7. 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 call out units from other details without consulting field supervisors for priority calls and cover. Officers can be called from reports, CD7 or other details with the approval of the Sergeant.

PHONE CALLS

Field units will make as many of their own phone calls as possible. CCOM or the desk will make phone calls for field units if the situation requires it. **DO NOT** call CCOM from a phone and ask them to make a phone call for you unless it is an officer safety issue.

PAGERS

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

PRIMARY DISPATCH NET

Do not request directions, tow trucks or phone calls on your primary net, this should be done on the service net unless you cannot get out due to radio reception.

CALL TIMES

Units will not ask CCOM to look up times from their calls. If you need the times, call the desk or access the information from a CLASS, MDC or satellite CCOM terminal.

WARRANT HITS

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

Incoming calls for service requests should be placed to police lines, (655) 8441, 8442 & 8443, and are answered by police dispatchers. 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 operator, whoever answers the phone can provide the necessary assistance. Extension 8444 has been reserved for patrol supervisors to call CCOM. **These are non-published numbers; therefore do not give these numbers out to the public.**

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

If you have questions regarding a fire response or times, call (655) 8412 for a fire dispatcher.

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

MESSAGING CCOM

Do not message the primary dispatcher with service type requests or non officer safety requests. Either air the information or send the message to the service net. Example: Do not message your primary net dispatcher putting yourself out on a premise check. CCOM dispatchers will notify each other of changes in a unit's status.

CLACKAMAS COUNTY EMERGENCY NOTIFICATION SYSTEM-Everbridge (Reverse 9-1-1)

Everbridge, also referred to as Reverse 9-1-1, is a notification system used to alert the public of an emergency event. Notifications are sent using the enhanced 9-1-1 database, which includes non-published

telephone numbers, and is only to be used when an emergency exists. 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 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 and for fire agencies a Duty chief and/or Battalion Chief. Activation requests from non-police/fire agencies must be authorized by an agency head or designee (i.e. 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.

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 Emergency Notification System (Twenty First Century Universal Communications System).