



Policy Name:	RADIO PROCEDURES		
Policy #:	OP 8.1	Last Updated:	2022-03-03
Issued By:	COMMUNITY POLICING BUREAU	Approved By:	SURREY POLICE BOARD
		Review Frequency:	AS REQUIRED

RELATED POLICIES

OP 8.2 *CAD Hazards*

OP 4.36.1 *Emergency Vehicle Operation*

1. PURPOSE

- 1.1. To ensure Surrey Police Service (SPS) Members and Operational Communications Centre (OCC) Employees use standardized radio communication procedures.
- 1.2. To provide direction to Frontline policing Members, Supervisors, and Dispatch of radio procedures and responsibilities.

2. SCOPE

- 2.1. This policy applies to all Members and OCC Employees.

3. POLICY

- 3.1. All SPS members engaged in a field assignment will be issued a portable radio.

4. PROCEDURE

- 4.1. Surrey OCC is the communication provider for SPS and provides 24-hour call take, non-emergency reporting, police radio Dispatch, and computer-aided dispatch for SPS.

Members

- 4.2. Frontline policing Members must:

- i. notify their district Dispatch of their portable radio number and monitor their radios at all times when in service and report when in and out of service;
- ii. report their arrival at the scene of a dispatched call by voice or Mobile Workstation (MWS) status button;
- iii. broadcast their location when called by Dispatch and when notifying radio that they are covering another unit;
- iv. acknowledge all dispatches;
- v. make use of standard “10-code” responses (section 4.20 below) and the phonetic alphabet;
- vi. identify themselves using their radio call signs;
- vii. break lengthy broadcasts and attempt to keep radio broadcasts short and concise;
- viii. attempt to communicate non-emergent messages via MWS; and
- ix. broadcast all requests for self initiated unassigned time by voice to ensure that their Supervisor is aware of their unit status.

4.3. When Members are entering areas of limited radio coverage such as underground parkades and remote areas, Members must notify Dispatch and considerations (e.g., additional resources) should be made to ensure Member’s safety and constant radio communication.

4.4. If a Frontline policing Member is travelling outside of SPS jurisdiction, the Member must:

- i. notify their controlling district Dispatch of their intentions;
- ii. switch both their portable and/or mobile radio to the appropriate agency talk-group; and
- iii. notify the outside agency Dispatch centre of their location and the reason they are at that location.

4.5. If a Member is travelling into another district, the Member must:

- i. notify their Dispatch which district they will be changing to; and
- ii. notify the district Dispatcher of the new district talk group the reason they are on that frequency, and their destination.

4.6. SPS tactical talk-groups (TAC) are for the use of specific “In progress” tactical situations. A Supervisor or Dispatcher may notify Members on a protracted incident to switch over to a TAC talk-group.

Supervisors

4.7. It is the responsibility of the Frontline policing Supervisors to manage the call load in their respective districts. OCC will assist the Supervisors by advising them regarding significant incidents that are in the queue to be dispatched.

4.8. When a Supervisor decides Members will not be responding to a particular incident, it is the Frontline policing Supervisor’s responsibility to call the complainant back and inform the

complainant. Depending on the circumstances, OCC staff may be directed by the Supervisor to assist in the cancellation of calls or notifying a complainant of lengthy delays.

Storage

4.9. Radios will be securely stored at the SPS headquarters (HQ) inventory and to be signed out by each Member engaged in field assignment prior to shift.

4.10. Unless stated otherwise (e.g., specialized units, exigent circumstances), Members are required to return their portable radios to the SPS kiosk at the conclusion of their shift.

Assignment

4.11. Radios will be signed out by Members prior to shift.

4.12. All Members engaged in a field assignment will be issued a portable radio capable of transmitting and receiving on all channels in use by SPS.

4.13. Members will return their portable radios at the end of shift unless approval has been granted by a Supervisor stating otherwise.

Batteries

4.14. All portable radios and rechargeable batteries should be properly inventoried with the bar code scanning system.

4.15. Portable Radio batteries will be re-charged when not in use.

Maintenance and Malfunctions

4.16. Members experiencing malfunctions/defects or identifies another issue arising with the radio, the Member must:

- i. notify their Supervisor and the OCC of the situation, and take appropriate measures necessary for officer safety;
- ii. Scan the item "out of service" and return to SPS Kiosk as soon as practicable and notify the Inventory clerk with details of the problem;
- iii. Sign-out another radio to complete the Member's shift and update OCC.

Reporting lost / Stolen Radios and Requesting Radio Deactivation / Reactivation

4.17. If a portable radio is lost or stolen, the Member must notify their Supervisor and submit a report on the circumstances.

4.18. The Supervisor will notify the OCC when a radio is lost/stolen and arrange for prompt contact with E-Comm to make a radio deactivation request.

4.19. If a lost/stolen radio is recovered, the reactivation of the radio can be requested to E-Comm unless continued deactivation is required for follow-up actions (e.g., investigative purposes).

Response Codes and 10-Codes

4.20. Members and Dispatch must use Response Codes and Police 10-Codes whenever practicable to ensure clarity and conciseness of radio broadcasts:

Response Codes

Code 1 – Routine response. All dispatches are considered Code 1, unless otherwise advised.

Code 3 – Emergency Vehicle Operation, response with emergency equipment (lights and siren) activated (see OP 4.36.1 *Emergency Vehicle Operation*).

Code 4 – Emergency operation/situation giving calling unit or OCC radio control.

Code 5 – Use Caution - the situation/operation may be dangerous.

Code 6 – Hostage situation.

Code 12 – Unauthorized listener(s) present.

Commonly Used Police 10 - Codes

10-4 Acknowledgement

10-6 Busy

10-7 Out of Service

10-8 In Service

10-9 Repeat

10-10 Negative

10-11 Roadside Check/Traffic Stop

10-20 Location

10-23 Arrived at Scene

10-27 Driver's Licence Information Required

10-28 Vehicle Registration Information Required

10-29 Check Records for Vehicle or Subject

10-30 Danger/Caution

10-33 Officer in Trouble

10-61 Coffee Break

10-62 Meal Break

10-67 Unauthorized Listeners Present (Code 12)

10-80 Record of Violence

10-81 Record of Robbery

10-82 Record of Offensive Weapon

10-83 Record of B&E

10-84 Record of Theft

10-85 Record of Drugs

10-86 Record of Fraud

10-87 Record of Sex

10-89 Record of Other Criminal Code

APPENDIX A: DEFINITIONS

"CPIC" means the Canadian Police Information Centre, the computerized national information repository and retrieval system operated by the RCMP on behalf of the nation's policing community that facilitates the sharing of information among authorized agencies.

"CNI" means the Criminal Name Index that contains information including convictions and non-convictions (e.g., bail breaches, dismissed charges and acquittals).

"DL" means Drivers Licence

"E-Comm" means the Lower Mainland's Emergency Communications Centre.

"Frontline policing Supervisor" means a Frontline Policing Sergeant, Staff Sergeant, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

"Member" means a sworn Police Officer appointed by the Surrey Police Board.

"MWS" means Mobile Workstation.

"OCC" means the Operational Communications Centre.

"PRIME" means the Police Records Information Management Environment, the provincial police records management system.

"Records" means original files, working files, notes, Members' notebooks, marginal notes, drawings, maps, photographs, videotapes, and information stored by any electronic means.

"Sensitive Information" means personal, confidential, or protected information where the release is unauthorized, including any information which is reasonably likely to be excluded from access under the *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

"SPS" means the Surrey Police Service.

"Supervisor" means a Team Leader, Manager, Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

APPENDIX B: REFERENCES