



# III. S RADIO PROCEDURES

## 2 HOURS





## **CALSAGA Security Officer Training Program**

### **Module III.S - Radio Procedures**

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## Notes

California Security Officers with Registrations (guard cards) issued on or after July 1, 2004 must receive 40 hours of training as follows:

- 8 hours “Powers to Arrest” prior to an Officer standing post.
- 16 hours of training within 30 days of issuance of registration, 8 of which must consist of two four-hour courses from the mandatory modules and 8 of which must consist of elective courses.
- 16 hours of training within 6 months of issuance of registration, 8 of which must consist of the remaining two four-hour courses from the mandatory modules, and 8 of which must consist of elective courses.

This course module, titled “Radio Procedures” is part of the CALSAGA Security Officer Training Program. This course module complies with Bureau of Security & Investigative Services (BSIS) training directives and in compliance with *Business and Professions Code* Sections 7583.6 and 7583.7 and Title 16, Division 7, Article 9, Section 643 of the *California Code of Regulations*.

This course corresponds to module III.S of the BSIS Course Outline. This is an elective course under the Course Outline and satisfies the requirement for 2 hours of training under the elective section of the Security Officer Training Laws and Regulations.

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## **III.S Radio Procedures – 2 hours**

### **Course Outline**

The officer will be provided with an understanding and working knowledge of the importance of two- way radio communication.

The officer will be provided a basic understanding of the proper techniques in the use of radios.

The officer will be given a practical understanding of basic phonetic alphabet when using radios.

The officer will be provided information on Federal Communications Commission (FCC) Rules governing radio use.

- A. Use of Two-Way Radio Communication
- B. Proper Techniques
  - 1. Be certain how the radio works
  - 2. Identification number of the radio and base unit
  - 3. How to identify oneself
  - 4. Channel in use
  - 5. Check radio at the beginning of each shift
  - 6. Should radio remain in charger
  - 7. Back-up battery supply
  - 8. Use of ear phones and shoulder micro-phones
  - 9. Carrying the radio
  - 10. Know who else is listening to your transmission
  - 11. Understand safety warning of use of radios near flammable materials, computers, etc.
- C. Phonetic Alphabet and Codes
- D. FCC Rules



## **RADIO PROCEDURES**

An essential part of any security officer's job will be the ability to communicate quickly, efficiently and in a manner that is completely understood by all parties. To achieve this objective security officers will rely upon a variety of communication devices which include:

- Two-way radios
- Telephones
- Intercoms
- Internet

Of these, two-way radios have the most unique procedures that are not governed by normal day-to-day use.

### **TWO-WAY RADIO COMMUNICATION**

Two-way radio communication is regulated by the Federal Communication Commission. Security officers should use proper radio etiquette when transmitting messages. Two-way radios are used for fast communication. Therefore, long conversations should be avoided. If a security officer needs to speak at length to the base operator or to another security officer, the radio should be used to notify the second person about the need to communicate. Arrangements can then be made for one to call the other on the telephone. It is important to remember that when two people are using a radio frequency to communicate with one another, no one else who is in the vicinity can use the frequency. It is critical that communications be held to a minimum and used only for essential communication.

### **PROPER TECHNIQUES - TWO-WAY RADIOS**

When using two-way radios, security officers must follow proper techniques. The security officer should know:

1. The operating procedure for the radio
2. The identification number of the radio unit and the base station
3. How to identify him/herself when using the radio
4. The channel to which the radio should be tuned
5. To check the radio at the beginning of each shift
6. If at a fixed post, should the radio remain in the battery charger when not in use?
7. Is there an adequate supply of back-up batteries?
8. Are earphone and microphones to be used?



9. How is the radio to be carried?
  - a. clip or belt
  - b. holder
  - c. held in hand
  
10. Who else has radios and may be listening to your conversations?

When using a two-way radio, a security officer should hold the radio near his/her mouth and speak calmly, deliberately and in a normal tone of voice. The security officer should identify him/herself prior to making a statement or asking a question.

Example: "Unit 20 to base, do you copy?" "Unit 20 to base, please respond."

The security officer should wait for five seconds to allow proper time for the base station or other officer with a radio to respond. Usually the response will be something such as:

"Unit 20, this is Base..."

The security officer should then clearly and distinctly speak to the base.

"Base, this is unit 20. I have a person requesting to see Mr. Jones. He states he has an appointment. Please advise."

Often, because of past experiences, two security officers can communicate with two-way radios and not waste a great deal of time. Nor do they need to say everything for the other person to understand their message.

Abbreviations are often used to expedite conversations when using two-way radios. Additionally, certain words may be misunderstood because of similarity in sound to other words. Therefore, the Phonetic Alphabet was designed by the military:



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

Numbers are also important in communications and should be clearly spoken in telephone and radio conversations, The pronunciation of numerals should be exaggerated to avoid any misunderstanding by the receiving party. Each digit of large numbers is pronounced separately even in the case of “hundreds” and “thousands”.

#### Numeric Pronunciation

1	Wun
2	Too
3	Tree
4	Fo-wer
5	Fife
6	Six
7	Seven
8	Ate
9	Niner
10	Zero



70	Seven Zero
84	Ate Fo-wer
131	Wun-tree-wun
1,468	Wun Fo-wer Six Ate

When using a two-way radio, security officers should transmit only when necessary and only approved messages. Merely talking to pass the time or communicating at great length when telephones are available, and more appropriate, is prohibited.

As mentioned earlier, to be certain that your message has been properly received, wait for a return response indicating that the message was received.

The following phrases are an example of what may be utilized to expedite communication.

**Correct** - You are correct, or what you have transmitted is correct.

**Say Again** - Repeat your last transmission.

**Silence** - Cease transmission immediately.

**Wilco** - I have received your message, I understand and will comply.

**Correction** - An error has been made.

**More to Follow** - Transmitting unit has more information to transmit.

**Out** - This is the end of my transmission.

**Over** - This is the end of my transmission.

**Radio Check** - What is my signal strength and readability?

**Read Back** - Repeat entire transmission.





## FEDERAL COMMUNICATIONS COMMISSION (FCC) RULES

The Federal Communications Commission (FCC) regulates radio and television communication in the United States. The FCC has certain regulations which must be adhered to when using two-way radios. These include:

1. Broadcasting is prohibited, which refers to transmissions that are intended to be received by the public.
2. Radio communication may not be used for any activity related to program production or news gathering.
3. Transmission of music is prohibited.
4. Radio communication may not be used for any type of activity which violates any federal, state or local law.
5. The meaning of communication may not be hidden
6. by using codes or ciphers. Universally accepted abbreviations may be used when the intention is not to hide the meaning of the transmission.
7. Transmission of obscene, indecent or profane words, language or meaning is prohibited.
8. You may not use someone else's call sign without authorization or transmit a call sign without authorization or transmit a communication that is intended to deceive someone.
9. Tape recording of previous radio communication and then broadcasting the recording is prohibited.
10. You may not willfully or intentionally interfere with someone else's radio transmission.
11. Two-way radio communication must be licensed and the original written authorization or a copy must be posted when operating.
12. You must identify your call station at the end of each contact and every 10 minutes during the contact which may be done using any of the modes which are legal.

As with any important communication, it is critical for security officers to know for certain that the caller has received the message. If after 10-15 minutes (or the posted response time) there has been no response (less time if an emergency may be appropriate), the security officer should call another person for assistance or notification. The security officer can continue to page the first person while attempting to reach someone else.



## **RADIO AND IDENTIFICATION CODES**

Prepared by Rick Mendosa. Based on Data from Santa Barbara County Sheriff's Department and Other Sources

### **STANDARDIZED CODE SYSTEM**

- Code 1 Handle call at your convenience; acknowledge.
- Code 2 Urgent, handle call immediately; no light or siren.
- Code 3 Emergency, handle call immediately; use lights and siren.
- Code 4 No further assistance needed.
- Code 4 Adam No further assistance needed; but suspect not in custody.
- Code 5 Stake out; uniformed officers stay away from location.
- Code 6 Out of car for investigation at (location).
- Code 6 Adam Out of car for investigation; assistance may be required.
- Code 6 Charles Dangerous suspect. One-man unit stand by for assistance.
- Code 7 Out of service to eat at (location).
- Code 8 Fire call or fire alarm at (location).
- Code 9 Vehicle stop at (location) (or jail break?)
- Code 10 Out for warrant or subpoena service at (location) (or request clear frequency?).
- Code 10 R Residence
- Code 12 Patrol your district and report extent of disaster damage
- Code 13 Major disaster activation.
- Code 14 Resume normal operation.
- Code 20 Notify press of newsworthy event.
- Code 30 Burglar alarm ringing.
- Code 33 Frequency is now restricted to emergency transmissions only.
- Code 40 Traffic hazard exists (as used for subjects under the influence)
- Code 50 Major disturbance (riot).
- Code 60 Parking or traffic violation or car blocking.
- Code 70 Service of vehicle (usually gasoline).



- Code 80 Found property.
- Code 91 Explosion.
- Code 99 Emergency!
- Code 100 Bomb threat (or in position to intercept subject).
- Code 1000 Begin operation now.

#### 10 CODES

- 10-1 Reception poor.
- 10-2 Reception good.
- 10-3 Stop transmitting.
- 10-4 Message received.
- 10-5 Relay message.
- 10-6 Busy.
- 10-6 S Busy, stand by at station.
- 10-7 Out of service at (location).
- 10-7 S Out of service at station.
- 10-8 In service, available for calls.
- 10-9 Repeat transmission.
- 10-10 Off duty, end of watch.
- 10-11 Identify frequency/talking too fast.
- 10-12 Remain in service/visitors present.
- 10-13 Advise weather and road conditions.
- 10-14 Escort or convoy.
- 10-15 In route to jail with prisoner.
- 10-15 X-ray Female prisoner in custody.
- 10-16 Pickup prisoner.
- 10-16F Pick up felony prisoner. Notes
- 10-17 Pick up reports at (location).
- 10-18 Complete assignment quickly.



- 10-19 Return to station or (location)/am in route to (location).
- 10-20 Give location/my location is.
- 10-21 Phone (location).
- 10-21H Phone your home.
- 10-22 Cancel or disregard.
- 10-23 Stand by.
- 10-24 Trouble at the station/Are you in service?
- 10-27 Request Driver's License information.
- 10-28 Request vehicle registration information.
- 10-29 Check for wants.
- 10-30 Does not conform to regulations/ subject has no wants.
- 10-31 Subject has record, no wants.
- 10-32 Subject is wanted.
- 10-33 Request emergency clearance/ emergency traffic on air.
- 10-34 Clearance for emergency message/ assistance required immediately.
- 10-35 Confidential information or backup needed/Assist officer on car stop at (location).
- 10-36 Correct time/time check/warrant or FFA.
- 10-37 Record time and mileage.
- 10-39 Requested unit is in route/message received
- 10-40 Backup unit requested.
- 10-45 Pickup (subject) at (location).
- 10-46 Pickup prisoners' meals.
- 10-86 Are there any messages for this unit?
- 10-87 Meet an officer.
- 10-97 I have arrived at scene.
- 10-98 Call completed. Available for another.
- 10-99 Emergency—all units and stations



## 11 CODES

- 11-4 Potential emergency. Request for officer.
- 11-5 Public relations/assistance request.
- 11-6 Discharging firearms.
- 11-7 Prowler there now.
- 11-8 Person down.
- 11-10 Take a report.
- 11-12 Loose stock/dead animal.
- 11-13 Injured animal.
- 11-14 Animal bite.
- 11-15 Ball game in street.
- 11-17 Wires down.
- 11-24 Abandoned vehicle.
- 11-25 Traffic hazard.
- 11-25 X Woman motorist needs assistance.
- 11-26 Request wants or warrants; driver detained.
- 11-27 Request driver's license information; driver detained; or subject has felony record but is not wanted.
- 11-28 Rush vehicle registration information; driver detained.
- 11-29 Subject has no record or current wants.
- 11-30 Incomplete phone call/missing person, take report.
- 11-31 Person calling for help.
- 11-40 Advice if ambulance is needed.
- 11-41 Ambulance is required.
- 11-42 Ambulance is not required.
- 11-43 Ambulance follow-up/doctor required.
- 11-44 Coroner required.
- 11-45 Attempted suicide.



- 11-46 Death (non-traffic).
- 11-47 Injury (non-traffic).
- 11-48 Transportation request.
- 11-50 Field interview at (location).
- 11-51 Security or vacation check at (location).
- 11-60 Investigate water leak.
- 11-65 Investigate signal light out.
- 11-66 Defective traffic device at (location).
- 11-70 Fire alarm
- 11-71 Fire report
- 11-79 Traffic accident; ambulance has been dispatched.
- 11-80 Traffic accident; major injuries.
- 11-81 Traffic accident; minor injuries.
- 11-82 Traffic accident; no injury.
- 11-83 Traffic accident; no details given.
- 11-84 Direct traffic.
- 11-85 Send tow truck.
- 11-86 Special detail.
- 11-98 Meet the officer; meet me at (location).
- 11-99 Officer needs help urgently. All cars respond Code 3.



## **CALIFORNIA VEHICLE CODES**

10351	Driving without consent
10352	Tampering
10851	Grand theft/auto
10852	Tampering with vehicle
11500	Narcotics
11721	Narcotics addict
14601	Driving with a suspended or revoked license
20001	Hit and run accident with injuries
20002	Hit and run accident with property damage, no injuries
20007	Hit and run on unattended vehicle
21958	Drunk pedestrian on roadway
22350	Speeding
22500	Illegal parking
23103	Reckless driver
23105	Driver under influence of narcotics
23109	Cars racing
23110	Persons throwing objects at vehicles
23112	Dumping on highway
23121	Drinking in auto
23122	Open container
23127	Motorized vehicle
23151	Drunk driving; injury involved
23152	Driving under the influence



## HEALTH AND SAFETY CODE

- 4140 Possession of a hypodermic syringe
- 5150 Mental case, not responsible (provides for 72-hour confinement for observation)
- 5880 Mental case
- 11357 Unauthorized possession of marijuana (not more than one ounce)
- 11358 Cultivation of marijuana
- 11359 Possession of marijuana for sales
- 11360 Transportation of marijuana for sales
- 11364 Possession of paraphernalia used to ingest controlled substances
- 11365 Presence in room or place where designated controlled substances are being smoked or used: aiding or abetting
- 11377 Possession of a controlled substance, e.g. methamphetamine
- 11550 Under influence of or in possession of controlled substance

## BUSINESS AND PROFESSIONAL CODE

- 23662 Minor in possession of alcohol





## AUTHORIZED RADIO PHONETIC ALPHABET

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



## AUTHORIZED RADIO UNIT DESIGNATIONS CODE PRONOUNCED UNIT

A	Adam unit 1-person patrol unit
B	Boy unit 2-person patrol unit
C	Captain
D	David unit Detective unit
F	Frank unit Foot Patrol
G	Coroner unit
J	Juvenile unit
K	CSI, ID, or Crime Lab unit
L	Lincoln unit Lieutenant
M	Mary unit Motorcycle
N	Narcotics unit
O	Aquatic unit
P	Parking Enforcement unit
R	Reserve unit
S	Sam unit Sergeant
ST	Staff Commanders
T	Tom unit Traffic unit
V	Vice/Intelligence unit
X	Extra Patrol unit
Z	Special Assignment unit
Air	Aero Squadron
Commander	Watch Commander
C.P. ("Sea Pea")	Field Command Post
Executive	Mayor, City Administrator
Hundred	Chief of Police/Sheriff
Medic	Paramedic unit
Rescue	Search and Rescue unit



Staff                      Staff Officer

#### 10 CODE SUFFIEXES

A	Home
F	Felony
J	Jail
M	Misdemeanor
S	Station
T	Traffic
X	Female
35 Frank	Foot Patrol Officers

#### SLANG AND ABBREVIATIONS FREQUENTLY USED BY LAW ENFORCEMENT

AC	Aircraft crash
AID	Accident Investigation Detail
ADW	Assault with a deadly weapon
AGE	Aid in gaining entry
AKA	Also known as
ASAP	As soon as possible
ATC	Attempt to contact