

## Communications Manual

Section	Item	Page
<b>1</b>	<b>Preface</b>	i
<b>2</b>	<b>Introduction</b>	ii
2.1	General.....	1
2.2	Purpose.....	1
2.3	Governance.....	1
2.4	FCC Requirements.....	2
2.5	Interoperability.....	2
2.6	National Incident Management System.....	2
<b>3</b>	<b>Law Enforcement Operating Instructions and Procedures</b>	
	Law Enforcement Communications.....	3.0
	Standardized Radio Verbiage.....	3.1
	10 Codes, Look-Up Codes, and Signals.....	3.2
	Police Officer in Distress (Signal 13).....	3.3
	Law Enforcement Radio Operations.....	3.4
	Law Enforcement Radio Interoperability.....	3.5
	Law Enforcement Dispatch.....	3.6
	Law Enforcement Incident Types.....	3.7
	Active Threat.....	3.8
	Traffic-Foot Pursuits.....	3.9
	Constable Notification.....	3.10
	Law Enforcement Unit Designations.....	3.11

**4 Fire and Emergency Medical Services (EMS) Communications**

Fire-EMS Communications.....4.0

Standardized Radio Verbiage.....4.1

Fire-EMS Emergency Declaration.....4.2

Fire Radio Operations.....4.3

EMS Radio Communications.....4.4

Fire-EMS Radio Interoperability.....4.5

Fire-EMS Dispatch.....4.6

Fire Dispatch Procedures.....4.7

EMS Dispatch Procedures.....4.8

Fire Incident Types.....4.9

EMS Incident Types.....4.10

PSP Fire Marshall Priority Codes.....4.11

Box Alarms.....4.12

Pennsylvania Turnpike Dispatch.....4.13

Fire Decon Strike Team.....4.14

Controlled Burnings.....4.15

Station 69 Dispatch.....4.16

Fire Police Dispatch.....4.17

Hazardous Materials Dispatch.....4.18

Fire Department Unit Status.....4.19

House Siren.....4.20

Fire Designations.....4.21

EMS Designations.....4.22

Mass Casualty Incident.....4.23

Coroner Calls.....4.24

Air Ambulance.....4.25

Drills.....4.26

Fire and EMS Response Plans.....4.27

**5 Miscellaneous Communications**

Incident Dispatch Team.....5.0

Emergency Conditions.....5.1

Red Cross Notification.....5.2

Staging Levels.....5.3

Death, Last Call, and Retirement.....5.4

Advanced Technical Rescue.....5.5

Non-Emergency Notification.....5.6

Nuclear Power Plant Notifications.....5.7

York Hospital Disaster Response Team (DRT).....5.8

Critical Incident Stress Management.....5.9

# 1- PREFACE

---

The Communications Manual is an operations publication that supports radio operations. Department of Emergency Services (DES) personnel and field responders will use this manual to operate all radio systems. The manual contains critical information that supports emergency communications. This manual is the only authorized source for this information. This manual supercedes any other publication. DES management and field supervisors should ensure that all personnel that routinely use the public safety radio systems have access to this publication in their work area.

The proponent of this publication is the Director, York County 911 Communications. Submit changes for improving this manual to the Director. Key each comment to the specific page and paragraph. Provide reasons for each comment to ensure understanding and complete evaluation.

This manual applies to DES personnel, Fire Departments, Police Departments, EMS Departments, EMA Coordinators and HazMat Personnel.

Unless otherwise stated, masculine pronouns do not refer exclusively to men.

## **2- THE YORK COUNTY PUBLIC SAFETY RADIO NETWORK**

---

### **2.1 GENERAL**

The digital trunked radio system is designed to be geographically diverse and robust enough to accommodate the needs of the County's emergency services agencies. This radio system is first and foremost a public safety network that provides for an interoperable communications solution for those public safety agencies in and around the County of York that will allow for direct two-way radio communications to occur among the various public safety entities.

The York County Communications Committee is a committee composed of YCDES personnel and emergency service field responders. It is responsible for maintaining and updating this manual and the material contained therein.

### **2.2 PURPOSE**

The Communications Manual provides the information that is essential to properly operate a radio on the system. This manual contains the standardized objectives for the radio operator to be successful.

### **2.3 GOVERNANCE**

York County Department of Emergency Services 911 Communications is committed to excellence in public safety. We are committed to provide professional, efficient and reliable service 24 hours a day, 365 days a year between the public and York County's Police, Fire and Emergency Medical Services.

York County 911 has established a Public Safety Policy Board that is comprised of representatives from Police, Fire, and EMS agencies throughout the county. The communications center is also represented. They work to identify existing communications policies and procedures to ensure they meet the current needs of the various public safety agencies.

## 2.4 FCC REQUIREMENTS

This radio network is licensed by the Federal Communications Commission (FCC) and is thereby required to follow all regulations, guidelines, policies and procedures set forth by the FCC. Users are further advised that all talk groups on this radio network, while not necessarily monitored by the communication center are recorded at all times. Further, these licensed frequencies are published by the FCC and thereby accessible to the general public, if they have the proper monitoring equipment necessary to listen to our radio traffic.

## 2.5 INTEROPERABILITY

York County operates a P25 Digital Trunked Radio System that can seamlessly interoperate with neighboring agencies.

Radio interoperability is the ability to communicate between agencies that utilize disparate radio systems and other interoperability methods, such as mutual aid channels, gateways, dispatch centers, and radio caches. Operating environments include day-to-day operations, planned events, large unplanned events, and disaster relief operations.

## 2.6 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

NIMS is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. The intent of NIMS is to:

- Be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity.
- Improve coordination and cooperation between public and private entities in a variety of domestic incident management activities.

YCDES has adopted NIMS as its process to enable effective, efficient, and collaborative incident management at all levels

## **3- LAW ENFORCEMENT COMMUNICATIONS**

---

### **3.0 LAW ENFORCEMENT COMMUNICATIONS**

The Law Enforcement P25 Digital Trunked Radio System is licensed by the Federal Communications Commission (FCC) and are required to follow the regulations of the FCC. All YCDES and Law Enforcement Officials shall limit their use of the radio to messages that pertain to conducting of official Law Enforcement business.

## 3- OPERATING INSTRUCTIONS AND PROCEDURES

---

### 3.1 STANDARDIZED RADIO VERIBAGE

Dispatch staff at YCDES and the emergency services field providers should utilize the list of approved standard words or phrases to reduce the length of radio transmissions, and to ensure that the intent of the message is clearly understood.

STANDARDIZED WORDS AND PHRASES FOR RADIO COMMUNICATIONS. The statements below represent some of these words or phrases.

<b>Word/Phrase</b>	<b>Meaning</b>
<b>Acknowledged</b>	"Let me know that you have received and understood the message."
<b>Address</b>	Term used for the incident location.
<b>Advise</b>	Give a message to , or provide necessary information
<b>Affirmative</b>	Same as "Yes."
<b>Available</b>	Message given when a field provider is available and ready for another call.
<b>Be Advised</b>	Reflects the desire of a field unit to make another unit aware of specific information.
<b>Clear</b>	Term used for units advising they have left an incident or location.
<b>Copy</b>	You understand, what was said.
<b>Correction</b>	An error was made in the previous radio transmission.
<b>Dispatch</b>	Term used for units sent to an incident.
<b>Go Ahead</b>	You are ready to receive transmission.
<b>Location</b>	Either a question or a statement concerning the whereabouts of a unit.
<b>MAYDAY</b>	An emergency distress signal indicating that one or more firefighters need emergency assistance to escape an immediate danger to life or

	health atmosphere, or any other life threatening situation.
<b>Negative</b>	Radio term used in place of No.
<b>Okay</b>	Term used by the receiver of a message to acknowledge the receipt and understanding of the message.
<b>On the Air Available</b>	Used when a cross staff unit is away from their Base Station for an extended period of time.
<b>On the scene</b>	Used for units arriving at the location of the incident.
<b>Out of Service</b>	This refers to the status of equipment, which should be done via phone unless equipment breaks down enroute to a call.
<b>Priority</b>	A term of high importance used involving an emergency situation where a unit needs to contact communications ASAP.
<b>Radio Check</b>	Term used for a unit testing a radio.
<b>Radio Maintenance</b>	Radio designation used for contracted repair technicians.
<b>Repeat</b>	To say again or repeat your last message.
<b>Response Check</b>	Verbal inquiry initiated by communications to check if a unit is responding to a dispatched event.
<b>Responding</b>	An identified unit is proceeding to an emergency event. Correct manner in which to notify YCDES that a unit is enroute to the scene of a call.
<b>Returning</b>	Term used for units leaving an incident
<b>Say Again</b>	Re-transmit your message.
<b>Signal 13</b>	Term used by emergency services field provider's when their life is threatened.
<b>Signal 33</b>	Term used by Pennsylvania State Police (PSP) when their life is threatened.
<b>Station Available</b>	Message given when a field provider is available for another call, but its physical location is assumed to be its Base Station.
<b>Stand by</b>	Listen, but do not transmit unit further notice.

<b>Test count</b>	This language is used to test a specific radio or the radio system infrastructure. For a “test” a five count will be conducted twice. “1, 2, 3, 4, 5,....5, 4, 3, 3, 1.”
<b>That is correct</b>	“What has just been transmitted is accurate.”
<b>Unavailable</b>	Any unit leaving the scene of an incident which is not able to respond to another call.
<b>Under Control</b>	Term is used when an incident has been stabilized.
<b>York</b>	Term used for calling Communication Center via radio.

# 3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES

---

## 3.2 10 Codes, Look-Up Codes, and Signals

York County Department of Emergency Services (YCDES) Communications Center will use the Military Time System. The use of this system insures complete accuracy and understanding.

The use of Ten Codes, Look-Up Codes, and Signals has been approved for the York County's Police Departments and 911 Police Dispatchers. The policy does not include Fire/EMS communications.

These forms of communication are permitted for use only between 911 Communications and York County Law Enforcement Units. 911 Police Dispatchers maintain the discretion to use plain English.

For Multi-Discipline responses (Police, Fire, EMS) working on the same talk group via patching or involving out of county police units, all verbal communications will be done in plain English.

All CAD narrative entries shall be documented in plain English.

### Look-Up Codes:

01	Homicide
02	Rape and Attempt
03	Robbery
05	Burglary
06	Larceny (not auto)
07	Auto Theft
08	Assault
14	Vandalism
18	Narcotics and Drugs
29	Missing Person
30	Motor Vehicle Stop
48	Shoplifting
49	Suicide
50	Vacation
51	Disturbance (loud music, party, etc.)
53	Harassment

55	Abandoned Vehicle
56	Suspicious Person(s)
60	Request District Attorney

### Signals

1	At Home
2	At Base
6	District Justice Office (Give Last Name)
13	Officer in Distress

Codes in bold type are some of the most commonly used ones.

10-0	Caution	10-47	Emergency road repair at
10-1	Unable to copy	10-48	Traffic standard repair at
10-2	Signal good	<b>10-49</b>	<b>Traffic light out at</b>
10-3	Stop transmitting	<b>10-50</b>	<b>Fatality</b>
<b>10-4</b>	<b>Acknowledgement (Okay)</b>	<b>10-51</b>	<b>Wrecker needed</b>
10-5	Relay	<b>10-52</b>	<b>Ambulance needed</b>
<b>10-6</b>	<b>Busy unless urgent</b>	<b>10-53</b>	<b>Road blocked at</b>
<b>10-7</b>	<b>Out of service</b>	<b>10-54</b>	<b>Livestock on roadway</b>
<b>10-8</b>	<b>In service</b>	<b>10-55</b>	<b>Intoxicated driver</b>
<b>10-9</b>	<b>Repeat</b>	<b>10-56</b>	<b>Intoxicated pedestrian</b>
<b>10-10</b>	<b>Fight</b>	<b>10-57</b>	<b>Hit and run</b>
<b>10-11</b>	<b>Dog case</b>	10-58	Direct traffic
<b>10-12</b>	<b>Stand by</b>	10-59	Convoy or escort
10-13	Weather report	10-60	Squad in vicinity
10-14	Prowler	<b>10-61</b>	<b>Personnel in area</b>
10-15	Civil disturbance	10-62	Reply to message
<b>10-16</b>	<b>Domestic problem</b>	10-63	Prepare to make written copy
10-17	Meet complainant	10-64	Message for local delivery
10-18	Quickly	10-65	Net message assignment
<b>10-19</b>	<b>Return to _____</b>	10-66	Message cancellation
<b>10-20</b>	<b>Location</b>	10-67	Clear for net message
<b>10-21</b>	<b>Call _____ by telephone</b>	10-68	Dispatch information
<b>10-22</b>	<b>Disregard</b>	10-69	Message received
<b>10-23</b>	<b>Arrived on scene</b>	<b>10-70</b>	<b>Fire alarm</b>
10-24	Assignment complete	10-71	Advise nature of call
<b>10-25</b>	<b>Report in person (meet)</b>	<b>10-72</b>	<b>Report progress on fire</b>
10-26	Detaining subject, expedite	10-73	Smoke report
<b>10-27</b>	<b>Driver's license info</b>	<b>10-74</b>	<b>Negative</b>
<b>10-28</b>	<b>Vehicle registration info</b>	10-75	In contact with _____
<b>10-29</b>	<b>Check for wanted</b>	<b>10-76</b>	<b>Enroute</b>
10-30	Unnecessary use of radio	10-77	ETA
10-31	In progress	10-78	Need assistance
<b>10-32</b>	<b>Subject with a gun</b>	10-79	Notify coroner

<b>10-33</b>	<b>Emergency</b>	<b>10-80</b>	<b>Chase in progress</b>
10-34	Riot	10-81	Breathalyzer
10-35	Major Crime alert	10-82	Reserve lodging
10-36	Correct time	10-83	Work school crossing at
<b>10-37</b>	<b>Investigate Susp Vehicle</b>	10-84	IF meeting ____, advise ETA
10-38	Stopping suspicious vehicle	10-85	Delayed due to _____
10-39	Urgent – use lights and siren	10-86	Officer/Operator on duty
<b>10-40</b>	<b>Silent run–no lights / siren</b>	10-87	Pick up/distribute checks
<b>10-41</b>	<b>Beginning tour of duty</b>	10-88	Present telephone number of
<b>10-42</b>	<b>Ending tour of duty</b>	<b>10-89</b>	<b>Bomb threat</b>
<b>10-43</b>	<b>Information</b>	10-90	Bank alarm at
10-44	Permission to leave	10-91	Pickup prison/subj in custody
<b>10-45</b>	<b>Motor vehicle accident</b>	<b>10-92</b>	<b>Parking compliant</b>
<b>10-46</b>	<b>Assist motorist</b>	10-93	Blockade
10-94	Drag racing	10-98	Prison/jail break
<b>10-95</b>	<b>Prisoner/subj in custody</b>	10-99	Wanted/stolen indicated
<b>10-96</b>	<b>Mental subject</b>	10-100	Bathroom break
10-97	Radio check		

## **3- OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.3 Police Officer in Distress (Signal 13).**

Signal 13 is for use when a Law Enforcement (LE) Official is in a situation where their life is threatened. This emergency will be transmitted by voice over the radio and/or by activating their emergency button on their radio. This message will be given the highest priority.

If a radio or telephone report indicates that a LE Official may be in trouble this information will be handled as an Officer in Distress (Signal 13) until confirmed to be otherwise.

# 3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES

---

## 3.4 Law Enforcement Radio Operations.

**1. Radio Transmitting.** When transmitting on the radio place your microphone approximately 1” from your mouth and pause approximately two full second to prevent cutting part of the message out and then speak clearly in an even tone of voice.

- Know what you are about to say before you start transmitting.
- All radio traffic will be conducted courteously and professional.
- Try to compose yourself and speak with as little emotion as possible.
- Do not interrupt radio transmissions unless there is an emergency.
- Radio Transmissions should be succinct and use approved terminology as per Section 3.2.
- Units shall use and be acknowledged with their approved radio designation.
  - Example: “York, 34-100 is at Signal 2.” “OK 34-100 time.”

**2. The dispatcher shall maintain complete control over dispatching units and assigning units Incident Tactical Talk Groups (TG)s.** The LE TGs are broken down into the following:

<b>PD City 1</b>	Shall be used by Communications for dispatching of LE Officials and communicating with LE in the Central Region of York County including York City. <ul style="list-style-type: none"><li>○ Includes York City, York City School District Police, West Manchester Township and West York Borough.</li></ul>
<b>PD City 2</b>	Should be used by Communications to disseminate non-emergency information, dispatch drug activity calls, and disseminate active warrant information to LE Officials in the Central Region of York County. <ul style="list-style-type: none"><li>○ LE should also use this TG for communicating non-emergency information when City 1 is busy.</li><li>○ Parking Enforcement Officer (PEO) with York City shall use this TG.</li></ul>

<b>PD County</b>	Shall be used by York County Sheriff's Department, District Attorney (DA) and York County Detectives to communicate their daily activity status to Communications throughout York County.
<b>PD North</b>	Shall be used by Communications for dispatching of LE Officials and communicating with LE in the North Region of York County. <ul style="list-style-type: none"> <li>○ Includes Fairview Township, Northeastern Regional, Newberry Township, Carroll Township and Gifford Pinchot State Park.</li> </ul>
<b>PD Northern York Co Regional (NYCR)</b>	Shall be used by Communications for dispatching of LE Officials and communicating with NYCRPD. <ul style="list-style-type: none"> <li>○ Includes NYCRPD only.</li> </ul>
<b>PD East</b>	Shall be used by Communications for dispatching of LE Officials and communicating with LE in the East Region of York County. <ul style="list-style-type: none"> <li>○ Includes York Area Regional, Springettsbury Township, Spring Garden Township, Hellam Township, Lower Windsor Township, North Hopewell Township, Penn State Campus Police, York College of Pa Police, and Sam Lewis State Park (Ranger patrols several other locations along the Susquehanna River in Chanceford and Lower Chanceford Twps and Lancaster County).</li> </ul>
<b>PD South</b>	Shall be used by Communications for dispatching of LE Officials and communicating with LE in the South Region of York County. <ul style="list-style-type: none"> <li>○ Includes Hanover Borough, Penn Township, West Manheim Township, Southern Regional, Codorus State Park, PA Fish Commission, PA Game Commission, Pa State Constable, CSX Railroad, and Coast Guard (Auxiliary when signed on between Memorial Day and Labor Day).</li> </ul>
<b>Incident Tactical</b>	The first available TG shall be assigned by Communications

<b>TGs (5-6-7-8)</b>	<p>for emergency situations involving the Main LE TG such as holding the air, large scale incidents, incidents requiring multiple TGs, etc.</p> <p>The last available TG shall be assigned by Communications when local LE are providing mutual aid to Pennsylvania State Police (PSP), other neighboring counties, and for units not involved in an Active Threat Incidents when the incident is on their Main TG. <b><i>Refer to Policies 50.16 and 50.19.</i></b></p>
----------------------	--

<b>Special Unit TG Assignments</b>	
<b>Humane Society Enforcement Officer (25-4)</b>	They have a radio to communicate with the communications center. 25-4 (Humane Society) will use the Sheriff TG when signing on and off the radio. During routine animal enforcement activities, 25-4 will switch to the appropriate TG in the area they are working.
<b>Adult or Juvenile Probation Units</b>	Shall use the appropriate LE TG based on their client's geographic location. The dispatcher for the area that the unit is working in is responsible for tracking their status, until they advise they are ending their tour of duty for that area.
<b>CSX Railroad Police (CSX Units)</b>	<p>CSX has their own Communication Center located in Jacksonville, Florida. They have a fully functioning CAD system and access to National Crime Information Center (NCIC) to run NCIC checks.</p> <ul style="list-style-type: none"> <li>○ CSX officers will only call on York County's Radio System for emergencies within York County directly involving CSX personnel or property.</li> <li>○ CSX will use South Police TG for emergencies.</li> <li>○ Any requests to dispatch and/or notify CSX shall be done by contacting their Public Safety Communication Center.</li> </ul>
<b>Pa State Constable</b>	Shall use the PD South TG when signing on and off the radio. When constables could encounter a life safety problem, they shall use the appropriate LE TG based on their geographic location. For areas covered by PSP, constables will use the closest local LE TG. The dispatcher working the local LE board the unit makes contact with is responsible for tracking unit status until the unit ends tour of duty.

**4. Emergency Button Activation.** If an emergency button is activated it will go back to the Main LE TG. The officer will press and hold the emergency button on their radio for 2.1 seconds and the radio will transmit 10 seconds hands free.

**5. Holding the Air.** If a unit transmits a "Signal 13" or requests the air to be held due to an emergency, the air will be held on that TG as soon as possible and units not involved will be assigned the first available TAC TG.

- **If at any time a situation escalates**, where a unit's safety is in jeopardy, the dispatcher has the discretion to hold the air even if not requested to ensure the safety of field responders.

## **3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.5 Law Enforcement Radio Interoperability**

York County operates a P25 Digital Trunked Radio System that can seamlessly interoperate with neighboring agencies.

Radio interoperability is the ability to communicate between agencies that utilize disparate radio systems and other interoperability methods, such as mutual aid channels, gateways, dispatch centers, and radio caches. Operating environments include day-to-day operations, planned events, large unplanned events, and disaster relief operations.

Law Enforcement (LE) radio interoperability shall be coordinated between the Public Safety Answering Points (PSAP)s for LE agencies that do not have the appropriate neighboring County's Talk Groups (TG)s programmed into their radios.

## 1. Interoperability TGs.

<b>National</b>	Is available nationwide for use in police emergency situations. Specific use of this TG in the Commonwealth of Pennsylvania is controlled by the PSP. Authority to dispatch local LE will be granted through a memorandum of understanding between the local government and PSP. PSP will retain control as the licensee.
<b>PSP DISP</b>	<p>Shall be used by York County Communications to patch this TG into the last available local LE Incident Tactical TG (5-6-7-8) when local LE are providing assistance to PSP.</p> <p><b>Note:</b> <i>The Public Complaint Officer (PCO) will patch from their console to their tactical TG. PCOs have the ability to scan our county TGs. If the PCO hears something in the county, they can alert the Troopers on patrol as to the location of the incident. The Troopers have the ability to go to the desired county TGs to communicate with local LE.</i></p>
<b>PSP Southeast (SE) AIR (Air Support)</b>	Shall be used by York County Communications to patch this TG into the appropriate local LE TG to provide communications between local LE ground units and PSP's aircraft.
<b>PSP Statewide (SW)</b>	<p>This is a Statewide Broadcast TG and is only used in extreme emergencies involving multiple PSP Troops.</p> <ul style="list-style-type: none"> <li>○ When local LE are assisting PSP in an extreme emergency involving multiple PSP Troops, this TG could be used by York County Communications to patch this TG into the last available local LE TG (5-6-7-8).</li> </ul>
<b>A PD East</b>	Can be used by York County Communications, Penn Twp, and Hanover Borough PD to monitor McSherrystown radio traffic.
<b>C PD East</b>	Can be used by York County Communications, Carroll, and Fairview to monitor radio traffic along the York and Cumberland Counties border
<b>Adams 3</b>	Shall be coordinated between PSAP(s) for patching any Adams and York LE agencies.
<b>Cumberland County Mutual Aid</b>	Shall be coordinated between PSAP(s) for patching any Cumberland and York LE agencies.

<b>Event 12 thru 15 &amp; F Reg 9 thru 12</b>	Shall be used by emergency services field providers for special events. The 911 Shift Supervisor will assign these TGs when requested by a field provider.
<b>PENNDOT</b>	Shall be used by York County Communications to monitor PENNDOT communications only.
<b>YC 911</b>	Shall be used by York County Communications and 911 administrative staff to communicate amongst themselves.

## **3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.6 Law Enforcement Dispatch**

The Law Enforcement (LE) dispatcher will analyze Call for Service (CFS) types and process calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for LE services, in accordance with local, state, and national standards.

Incidents will be created, and accurately documented, and kept updated. Incidents will be dispatched utilizing the available resources and in order of priority based on the CFS type.

Radioactivity, incident, and unit status will be tracked and documented. Radio talk group (TG) usage will be coordinated and assigned by the dispatcher. Radio communication will be in compliance with the Federal Communications Commission (FCC) that applies to public safety radio.

Initial incident information and updates will be analyzed and relayed to responders. Information for additional responders including but not limited, to fire and Emergency Medical Services (EMS). Information will be communicated to the appropriate dispatcher by a Computer Aided Dispatch (CAD) message or verbally disseminated.

The terms "tracking device" or any other language that would alert the public that a Global Positioning System (GPS) device is being used is not to be aired over the radio. To prevent a breach of confidentiality this procedure will not be mentioned. Any questions about the procedure, contact a member of management at the communications center.

The disclosure of a LE Official's status is prohibited to the public due to the consideration of officer safety.

**1. Dispatching Calls.** The LE Dispatcher will analyze CFS types and determine the appropriate response action based on the priority of the incident and assign the appropriate available resources. Any in progress or active call and any incident that compromises the safety of a unit require a two-unit dispatch. Agencies who only have one (1) unit working will advise if they want back up from another agency.

- Regional Departments. When dispatching calls to a Regional Department, it is necessary to give the municipality.
- Unit(s) recommended for dispatch shall be called via radio.
- After the unit(s) acknowledges, give the pertinent information provided in the call. One example includes but is not limited to:
  - The York Area Regional Police are needed in York Twp at 2345 S. Queen St. to see John Smith to take a theft report of lawn furniture that occurred yesterday. Mr. Smith's phone number is 717-741-2345. Dispatcher 6 received the call at 2000 hours on April 19, 2015.
  - Dispatch the call via radio by saying, "York to 21-55." Allow the unit to acknowledge, then say "*Theft Report* - York Twp, 2345 S. Queen St, theft of lawn furniture occurred yesterday." After the dispatch, 21-55 will acknowledge the call and will follow up with any questions that they may have. End the dispatch by announcing the time.

**2. All calls will be dispatched over the radio and not sent to their CAD without being dispatched with the exception of:**

- **Bomb-Explosive Related Incidents** with the exception of immediate threat to emergency services field providers.
- **Suspicious Object-Item** with the exception of immediate threat to emergency services field providers.
- **White Powder-Mail Related Incidents** with the exception of immediate threat to emergency services field providers.
- **Burglar alarms** (in or out of service), vacation checks (leaving or returning), or security sensitive information or when a unit requests to send them the call via CAD. This type of information will be dispatched via phone and not through a CAD message.
- **Callers requesting to remain anonymous.** Their names will not be broadcasted, however this information should be obtained and documented if possible.

**3. Call Disposition.** When a unit clears a call, a call disposition will be entered into the call prior to clearing it. If no disposition is provided, 'NO DISPOSITION' will be used.

**4. Status Checks.** Performed for incidents that have a potential to escalate or jeopardize scene and responder safety; includes units that are on active or in progress calls.

- **Units will be checked within the first 3 minutes** of being on the scene of an incident and every 5 minutes after the initial check.
- **Scene safety descriptors** relating to the call will be documented into the narrative of the call.
- **If a unit advises, there is no need to check on them** document this in the call narrative and follow their instructions. After a reasonable amount of time has elapsed, based on the situation, and you have not heard from the unit check on the unit anyway.
- **After a request for "Status Check" (X2) and no contact is made,** another unit will be dispatched to check on the unit. Until contact is made, continue attempting to make contact with the unit via radio, cell phone, and MDC, etc. and document into the narrative of the call. Notify the Officer in Charge (OIC) or the Chief of the Department and the 911 Shift Supervisor.

**5. Roll Call.** At any time, there is a doubt as to whether or not all units are accounted for and okay, a roll call will be performed. Roll Call will be done on the hour for all LE Officials on duty from 2400 hours to 0500 hours to determine they are okay. In the event of an in progress call or a traffic stop close to the hour, roll call may be delayed ONLY with the approval of a 911 Shift Supervisor. When doing a status check on the unit(s), ask them if they are okay for a roll call. If they say they are okay, proceed with roll call.

- **In the event that a unit does not respond to the initial roll call,** the dispatcher will continue through the rest of the units.
- **Upon completion of the roll call,** the dispatcher will go back and attempt to contact the unit or units that did not respond to the roll call.
- **If a unit cannot be reached after 10 minutes,** the dispatcher will create an incident choosing CFS Check Welfare and advise any other unit in that department, as well as the unit in charge (OIC). The OIC will decide if the Chief is to be called.

- **If it is a single unit on duty**, the neighboring department or PSP will be advised, as well as the Chief. Identify the unit's last location by using the CAD map and AVL if possible.
  - **The dispatcher will document each time an attempt is made** to contact the unit via radio or telephone along with the results of those attempts. The Chief's instructions will also be documented. The Chief along with PSP and/or the neighboring department will be notified if contact has been made with the unit as well as the status of the unit.
- **A roll call will be conducted every time a dispatcher has a doubt about a unit's safety.** An example would be an unidentified voice on the radio shouting or asking for help.
- 6. General Police Information (GPI).** After the initial dispatch of an active or in progress call to the appropriate police department and the acknowledgement is received from the responding units, the information will be immediately re-broadcast on the same police TG.
- **The exceptions to the above statement are;** a bank robbery, active shooter incident, unit needs assistance or "Signal 13", missing person, and abduction. These will be **re-broadcast on all the police TG** and after the acknowledgement of the responding units.
- 7. Unit log.** Units requesting a MISSILE or tags to be run, etc. not on a scene of an incident, will be documented in the unit's log.
- 8. Pending calls.** When a unit is on a call and another call is received for the same unit's sector or district, etc. inform the Officer in Charge (OIC) that you have another call for their area. When pending calls provide the OIC with the location, CFS type, and any pertinent information. The OIC's unit number will be documented into the narrative of the call. Lastly, change the call status to 'PENDING'. The call will remain in the pending calls window.
- **If an OIC or a unit tells the dispatcher to hold non-emergency calls,** this will be documented in the narrative of each call. If unclear as to whether or not a call is emergency or non-emergency, consult the 911 Shift Supervisor. When a unit is available, the pended call will be dispatched ASAP.

- 9. Quick Response Team (QRT) callouts.** Upon a request for the QRT, the requestor's name, phone number, and a brief synopsis shall be obtained. The instructions in the QRT notebook will be followed to make contact with the appropriate team member and the Mobile Command Unit (MCU) will be dispatched. Team members may call responding on their main TG. Notify the 911 Shift Supervisor.
- 10. SEND (Secondary Emergency Notification of Dispatch) Information.** When a field unit requests EMS, an attempt shall be made to obtain basic information. This should include Chief complaint, approximate age, level of consciousness, breathing status, presence of chest pain, severity of bleeding, and class response.
- 11. Helicopters.** If a unit requests a helicopter, PSP is to be notified by calling the PSP helicopter number in the speed dial on the Customer Premises Equipment (CPE). If there is no answer, call PSP at York Barracks (Loganville) to ascertain if they are available prior to contacting an out of state helicopter.
- 12. Special Events.** Such events will be referred to the 911 Shift Supervisor to ensure there is adequate dispatch staff to continue performing daily operations flawlessly in conjunction with the special event. A Special Event Admin TG(s) will be assigned for the event.
- 13. Post incident activities.** If requested, a dispatcher may be required to participate in a debriefing from a special event or significant incident.
- 14. LE Officials Status to the Public.**
- **Personal calls for LE Officials.** Calls will not be taken; however, this does not include family members trying to contact an officer for an emergency.
    - **Public requesting specific LE Official.** If a call is received from the public requesting a specific officer in reference to an incident they are working on, the information will be taken and given to the officer on duty. If the officer on duty informs the dispatcher to call the caller back and tell them that the officer is off duty, the dispatcher will inform the officer that they will have to call the caller back and inform them.
    - **Local Police Departments (PD) that have Pennsylvania State Police (PSP) coverage at times.** When receiving a call from a

citizen for a specific officer and their department has PSP covering calls, ask them if an officer is needed to respond. If they advise they only want a phone call, the caller will be told that PSP is handling calls for that department. If they state they do not wish to speak to PSP or that PSP can't help them, tell them to call the police department during business hours the next day.

# 3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES

---

## 3.7 Law Enforcement Incident Types

Law Enforcement call for service (CFS) types will be utilized for fielding law enforcement incidents. Law Enforcement dispatchers will assign and coordinate responders to incidents based on the CFS type, priority of the incident, and available resources. The information fielded from the caller will be identified and analyzed relaying the initial pertinent incident information to responders. As the call information is updated, the information will be relayed and evaluated to identify a potential for escalation of the incident and to perform status checks to determine scene and responder safety.

### CFS types and definitions:

<b>911 Hang up</b>	Any telephone call received where there is no evidence of a caller; may include a busy signal or open line. This CFS includes abandoned calls.
<b>Abandoned Vehicle</b>	Any vehicle left on public or private property for 72 hours or more (3 days or more). If less than 72 (3 days or less), utilize CFS type Parking Complaint. If unknown how long the vehicle was there utilize CFS type Parking Complaint.
<b>Abduction</b>	The taking and carrying away of one person by another by force, fraud or persuasion. It may involve a ransom demand.
<b>Active Threat</b>	An active threat is defined as: on or more individuals participating in a random or systematic killing spree demonstrating their intent to harm others with a firearm or other types of weapons. Active threats often target malls, recreational areas and public events.
<b>Alarms Police</b>	Any alarm indicating a crime in progress or unauthorized entry into a property and any alarm that was activated unintentionally. This type of alarm may be received by an alarm company or a private caller hearing an audible alarm.

<b>Animal Complaint</b>	Any call received that pertains to any type of animal. CFS includes barking dogs and animal enforcement officer calling out at locations for animal related issues. Refer to CFS type Road Condition road kills.
<b>Assault/No EMS</b>	An unlawful attack or attempted attack; upon another person that does not require EMS. This includes sexual assault.
<b>B &amp; E</b>	Utilized for the Sheriff's Department. It is a Break & Enter Order associated with Personal Property Levy, when a deputy is refused permission to enter a private home or business.
<b>Bank Robbery</b>	A crime stealing from a bank, while persons other than the perpetrator(s) are present, and ar subject to force, violence or the threat of violence.
<b>Bomb/Explosive</b>	A report of someone making a statement indicating that they will cause harm or property damage using a bomb or explosives found. This call may be received form any individual including the actor.
<b>Building Check</b>	A Law Enforcement Official checking on a specific building.
<b>Burglary</b>	Entering or remaining unlawfully in a structure with the intent to commit a crime.
<b>Car Jacking</b>	Is a crime of taking a vehicle by force, violation, or intimidation.
<b>Check Welfare</b>	Any request to check on an individual where a medical condition isn't suspected.
<b>Child/Elderly Abuse</b>	Any report of physical, sexual or emotional mistreatment or neglect of a child or adult.
<b>Child Custody</b>	Any incident related to the legal custody of a minor.
<b>Civil Writs</b>	When a Deputy Sheriff does not refer to a specific type of service call (Possession, Levy, etc.) when calling out with only a service location, they are serving miscellaneous legal papers.
<b>Criminal Mischief</b>	Is any damage, defacement, alteration or destruction of property. Common forms include vandalism, graffiti, or some

	other destruction or defacement of property other than arson.
<b>Disabled Vehicle</b>	Any vehicle having mechanical problems or a motorist in need of assistance; use this CFS regardless, if the party requires assistance or not.
<b>Disorderly Subject</b>	A person who intentionally or knowingly commits an act to incite an immediate breach of the peace; abusive, indecent, profane, or vulgar language in a public place; makes an offensive gesture or display; makes unreasonable noise in a public place; act of remaining in a particular public place.
<b>Distress Call – Air</b>	Utilize for receiving emergency calls for airborne events.
<b>Domestic</b>	Any disturbance; where the parties involved are in an intimate, family, or co-habitational relationship (roommates).
<b>Drug Violation</b>	Any call relating to the use or suspicion, buying, selling, producing of drugs or related items.
<b>Erratic Driver</b>	Any report of a driver creating unsafe acts while operating a vehicle. This includes any reports of a vehicle operator possibly being under the influence of alcohol or impaired by another substance.
<b>Escape</b>	Any report of an individual that has escaped from a secured facility or any law enforcement official.
<b>Fight</b>	Is a purposeful violent conflict meant to weaken or establish dominance over the opposition; this act may include weapons or hand-to-hand combat.
<b>Foot Pursuit</b>	Any incident; where law enforcement is attempting to stop an individual on foot.
<b>Found or Lost Property</b>	Finding of another person's property or reporting of another person's lost property.
<b>Fraud</b>	A false representation of a matter of fact.
<b>Harassment</b>	A phone call without the purpose of legitimate communication: insulting, taunting, texting, or showing up at ones house.
<b>Hit and Run</b>	Any report of a vehicle striking a person or object and fleeing the scene.

<b>Home Invasion</b>	Breaking into or unlawfully entering a home with the intent to injure, kill, or terrorize the residents or occupants.
<b>Hunting Complaint</b>	Any call of concern related to hunting on public or private property.
<b>Impersonating PD</b>	Is an act of falsely portraying oneself as a member of the police for the purpose of deception.
<b>Indecent Exposure</b>	Is the deliberate exposure in public or in view of the general public by a person of a portion or portions of their body, in circumstances where the exposure is contrary to local moral or other standards of appropriate behavior; such conduct is likely to cause reasonable affront or alarm. <i>This CFS type includes persons urinating in public.</i>
<b>Information</b>	This CFS type should only be used when other CFS types are not applicable. <i>Use this CFS type for EMS calls that are cancelled by the patient prior to dispatch. Cancelled EMS calls need to be dispatched to the appropriate police agency. It is that department's discretion whether to respond. This CFS type will not make unit recommendations.</i>
<b>Landlord/Tenant Problem</b>	Is a report of a verbal altercation between a landlord or owner and the occupant of a property. If this call is reported as physical, use CFS type 'Fight'.
<b>Levy</b>	Is a court order issued by the Court of Common Pleas (Writ of Execution) or a District Magistrate (Order of execution). This service requires a deputy to gain entrance by permission, into a home or business. Once inside, a deputy takes an inventory of all personal property located there, and lists a description of that property on a levy sheet. Although no personal property is removed from the levy location, all property is seized on paper. A normal Personal Property Levy takes forty-five (45) to ninety (90) minutes; however, depending on the circumstances, the time could run longer. <i>Consider this a medium-risk service call.</i>
<b>Lock Jock</b>	Is a request for assistance in gaining entry into a locked vehicle. If an incident involves a life safety issue create

	an incident and dispatch the police. Examples include but are not limited to: a child locked in a vehicle or a dog locked in a vehicle with high temperature. <i>For non-emergencies refer to the department notebook for this CFS type.</i>
<b>Man with Weapon</b>	The carrying or displaying of any article made, adapted, or intended to be used for incapacitating or injuring a person.
<b>Missing Person</b>	Any person, whose location is not known, but there is no evidence that a criminal act has taken place; the act of intentionally leaving without permission.
<b>Motor Vehicle Accident (MVA) No Injury</b>	Is a report of a motor vehicle accident with confirmation of no personal injury.
<b>MVA Report</b>	The request for law enforcement to document that a vehicle accident has occurred: this is usually for insurance purposes. <i>This CFS type is used when a law enforcement response is not required by another CFS type.</i>
<b>MVA Unknown Injuries</b>	Any vehicle or mobile equipment involved in an accident where the caller believes there may be a potential for injuries, but injuries are not confirmed.
<b>Neighbor Problem</b>	Any report of a non-physical altercation between parties. <i>If this call is reported as physical, use CFS type 'Fight'</i>
<b>Noise complaint</b>	Any report of loud noises that disturb the peace. This may include vehicles, music or other audible noises.
<b>Officer Down/Signal 13</b>	Is an officer in distress needing assistance; potentially incapacitated and unable to prevent harm to themselves or others.
<b>Open Door</b>	A report of an open or unsecured door on a building.
<b>Opened White Powder Package</b>	Notification of a package opened containing a white powdery substance, no injuries or illness.
<b>Parking Complaint</b>	Any report of a vehicular parking violation that impedes the movement of motoring or pedestrian traffic. This includes blocked streets, sidewalks, garages, other pathways, parked

	in assigned parking spots or parked in a handicapped spot without proper display of handicapped tag. If vehicle is parked less than 72 hours (3 days or less) utilized CFS type Parking Complaint and if vehicle is parked more than 72 hours (3 days or more) utilized CFS type Abandoned Vehicle. If unknown how long the vehicle was there utilized CFS type Parking Complaint.
<b>PC</b>	Utilize this CFS type for Parole Officer calling out at locations to make a parole contact.
<b>Person Stop</b>	Any report from an officer that they are detaining an individual not related to any other dispatched call.
<b>PFA Service</b>	Any call related to carrying out the duties of a Protection From Abuse Order.
<b>Phone Call</b>	Any request for a phone call to be made by an officer. The status of an officer should not be given to any caller making this request. The call will be dispatched to an on duty officer.
<b>Police Misc</b>	A general request for police assistance where the information is not included in any other CFS type but requires a dispatch action. <i>This does not include domestic escorts.</i>
<b>Possession</b>	Is to take physical possession of the defendant's real estate (home or business) and give it to the plaintiff as means of reimbursement.
<b>Retail Theft</b>	Shoplifting or theft of merchandise from a store or place of business
<b>Road Closing</b>	Any call for a roadway that is completely closed and no emergency traffic can get through.
<b>Road Conditions</b>	Any report of a hazard on any roadway which has the potential to create a hazard or includes a request for replacement or repair. <i>Examples include but are not limited to: pot holes, debris on road, rock slide or animal on the road.</i>
<b>Road Open</b>	Any report of a roadway being reopened.
<b>Robbery</b>	Taking property from a person by force or by threat of force.

	<i>Utilize CFS type Home Invasion for a person who breaks into or unlawfully enters a home with the intent to injure, kill, or terrorize the residents or occupants.</i>
<b>Search Detail</b>	A request from the Police Department for Fire Department to assist with the search of a person.
<b>Sheriff Detail</b>	The sale of personal property and real estate as a result of failure for a defendant to pay an outstanding judgment. This sale is held at the location where the original levy was made.
<b>Shots Fired</b>	A report a firearms being discharged regardless of location or reason.
<b>Suspicious Aircraft</b>	Any information that would tend to cause or excite suspicion; <i>an example would be a low flying, unidentified aircraft; an aircraft creating excessive noise or lighting.</i>
<b>Suspicious Object/Item</b>	Notification of a suspicious object or item.
<b>Suspicious Person</b>	One who is exhibiting suspicious behavior, or who is in an area or doing something that is not normal.
<b>Take 30</b>	An officer is performing Foot Patrol in a specific area for 30 minutes. <i>Dispatch will query the officer if they are available for emergency calls.</i>
<b>Theft</b>	Is the taking of another person's property without that person's permission or consent with the intent to deprive the rightful owner of it. Identity theft is a form of stealing someone's identity in which someone pretends to be someone else by assuming that person's identity.
<b>Threats</b>	Act of coercion wherein an act is proposed to elicit a negative response. It is a communicated intent to inflict harm or loss on another person.
<b>Traffic Complaint</b>	Any report of a problem related to roadways that may hinder or impede traffic. This includes traffic lights out or malfunctioning. <i>For hazards on the roadway, use CFS Road Conditions.</i>
<b>Trespassing</b>	Any unauthorized intrusion or invasion of the private premises or land of another.

<b>Traffic Stop</b>	Any report that a law enforcement officer is stopping a vehicle.
<b>Unknown Problem PD Only</b>	Is any call that requires a law enforcement response with the conditions unknown
<b>Unknown Type Alarm</b>	Any type of an alarm sounding that is not confirmed as a fire alarm or burglary alarm.
<b>Unopened White Powder Package</b>	Unopened package containing a white powdery substance with no injuries or illness.
<b>Vacation Check</b>	A request from a property owner for law enforcement to check the security of property while they are away. <i>This CFS type should not be dispatched via radio.</i>
<b>Vehicle Pursuit</b>	When an officer is attempting to stop a violator who has not yet begun to flee in order to apprehend the violator; has reasonable grounds to believe the violator presents a clear and immediate threat to the public or the officer; has committed or is attempting to commit a serious felony.
<b>Vehicle Repo/Impound</b>	When a vehicle is seized due to non-compliance of a financial obligation to pay for the vehicle or removed from private property by a towing company.
<b>Vehicle Theft</b>	The act of stealing or taking a vehicle without the owner's consent
<b>Wanted Person</b>	A person sought by law enforcement in connection with a crime. The wanted person will typically have a warrant.
<b>Warrant Service</b>	When a law enforcement officer is carrying out the service of an outstanding warrant
<b>Wires Down</b>	An electrical or other utility lines on the ground producing a hazard (not arching or sparking)

<b>Warrant Service</b>	When a law enforcement officer is carrying out the service of an outstanding warrant
<b>Wires Down</b>	An electrical or other utility lines on the ground producing a hazard (not arching or sparking)

## **3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.8 Active Threat**

Active Threat calls shall be processed utilizing the Active Shooter Protocol from The Emergency Police Dispatch (EPD), card 136 from the International Academy of Emergency Dispatch. All information received will be accurately documented and potential threats and changes to the situation will be relayed to public safety providers.

The police, Emergency Medical Services (EMS), and fire dispatchers will support emergency field providers with accurate and updated information en-route to an incident, provide efficient documentation of events, coordinate radio communications assigning the appropriate radio TG(s) and maintaining communications interoperability throughout the incident.

## **3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.9 Traffic/Foot Pursuits.**

The police dispatcher will coordinate traffic and foot pursuits with all involved agencies and provide radio patches for mutual aid responders when necessary. The air will be held on the talk group (TG) the foot pursuit is initiated allowing the officer to communicate with the 911 Communications Center and responding units with no radio interference. If the pursuit originates from the Main or Primary TG, the radio dispatcher will make the appropriate announcement and switch units, not involved in the incident, to another available Tactical TG to allow for daily communications.

## **3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES**

---

### **3.10 Constable Notification.**

When a Police Officer requests a constable the officer needs to designate which constable is to be called. YCDES dispatcher will not select a constable for them.

At no point will the dispatcher ever contact more than two constables. After the dispatcher has tried two constables and cannot find anyone to serve the warrants, it will become the responsibility of the officer to determine how the warrant service will be handled.

When an officer takes a person into custody for warrant service, the officer may do one of the following:

- Issue field receipts.
- Request a constable of their choice.
- Ask the radio dispatcher to contact the issuing police agency and ascertain their wishes.
- Take prisoner to Central Booking.

Dispatchers do not choose how the warrant service is handled.

If a dispatcher receives a call from another county advising one of their Police Departments has a subject in custody on a York County warrant, transfer the call to our Records Department (Scope).

York City PD does not use constables.

### 3- LAW ENFORCEMENT OPERATING INSTRUCTIONS AND PROCEDURES

---

#### 3.11 Law Enforcement Unit Designations.

**ZONE AND PREFIX LISTINGS OF LAW ENFORCMENT AGENCIES:**

**CITY:**

12	York County Sheriff's Department
25	Humane Society
46	West Manchester Twp Police Department
48	West York Boro Police Department
56	York City Police Department
57	York City School Police Department
200	York City Parking Enforcement (PEO)
300	York City Police Chaplains
879	York City Animal Control Officer
Badge Numbers	York City Police Department

**NORTHERN YORK COUNTY REGIONAL:**

34	Northern York County Regional Police Department
----	---

**NORTH:**

32	Newberry Twp Police Department
36	Northeastern Regional Police Department
52	Fairview Twp Police Department
53	Carroll Twp Police Department
72	Pinchot State Park

**EAST:**

13	York County Juvenile Probation
14	York County Detectives
15	York County Adult Probation
17	York County Parks
21	York Area Regional Police Department
26	Hellam Twp Police Department
29	Lower Windsor Twp
35	North Hopewell Twp Police Department
43	Springettsbury Twp Police Department
44	Spring Garden Twp Police Department
54	York College of Pa Police Department
55	Penn State University Campus Police Department
71	Sam Lewis State Park
75	York County Chaplain

**SOUTH:**

19	Pennsylvania Game Commission
20	Fish Commission
24	Hanover Boro Police Department
38	Penn Twp Police Department
42	Southern York County Regional Police Department
47	West Manheim Twp Police Department
73	Codorus State Park
78	Coast Guard Auxiliary
CSX	CSX Railroad
81	Pennsylvania State Constable