

CENTRAL DISPATCH POLICIES & PROCEDURES COMMITTEE MEETING MINUTES

Wednesday, February 15, 2023 - 2:00 p.m.

Howard Male Conference Room

The Alpena County Central Dispatch Policies & Procedures Committee met on Wednesday February 15, 2023, at 2:00 p.m. in the Howard Male Conference Room.

MEMBERS PRESENT: CHAIR – Alpena County Board of Commissioners Burt Francisco
Alpena County Commissioner Dave Karschnick
Director of EM and E911 Services Kim Elkie
Assistant Director of EM and E911 Services Al Rapson
Alpena County Sheriff Erik Smith
Alpena City Police Eric Hamp
Michigan State Police John Grimshaw
Alpena City Fire Rob Edmonds
NE Michigan Medical Control Nick Harrison
Elected Representative, City of Alpena Mike Nowak
Michigan Township Association Dan Hibner

OTHERS PRESENT: Kim MacArthur, County Board Assistant

Commissioner Francisco called the meeting to order at 2:00 p.m.

Motion to approve the agenda by Nowak with support by Sheriff Smith. Motion carried.

Motion by Commissioner Karschnick with support by Chief Edmonds to approve minutes from the previous meeting dated May 31, 2022. Motion carried.

Emergency Manager/E911 Director Kim Elkie was given the floor by the Chair.

OLD BUSINESS: There was no old business to discuss at this meeting.

NEW BUSINESS: Director Elkie presented a list of policies and procedures for the Committee to review. There are currently 75 policies, and a few new ones will be created and brought before the Committee. Director Elkie's goal is to bring all policies to the Committee throughout the year for review and to update approval dates.

Director Elkie informed the Committee that after Roy Wekwert retired, Rory Sherwood was named Lead Dispatcher; Pam Susan who was previously the Data Officer was named the new Training Officer; and Kim Lash was named the new Data Officer.

INFORMATION ITEM: Updates to Policy I-01 – Telecommunicator Professionalism were discussed.

Motion was made by Harrison and supported by Lt. Grimshaw to review and approve all policies as a group. Motion carried.

INFORMATION ITEM: Updates to Policy I-03 Media Inquiries were discussed. Motion was made to table Policy I-03 Media Inquiries to a future meeting.

INFORMATION ITEM: Updates to Policy I-05 FCC Rules and Regulations were discussed.

INFORMATION ITEM: Updates to Policy I-13 PSAP Calls – Transfer/Witnesses were discussed.

INFORMATION ITEM: Updates to Policy I-16 – Traffic Flashers and Street Light Outages were discussed. Motion was made to table Policy I-16 – Traffic Flashers and Street Light Outages to a future meeting.

INFORMATION ITEM: Updates to Policy I-24 – Human Services – Red Cross/Salvation Army were discussed. Motion was made to table Policy I-24 – Human Services – Red Cross/Salvation Army to a future meeting.

INFORMATION ITEM: Updates to Policy I-28 – Road Closures were discussed.

INFORMATION ITEM: Updates to Policy II-01 – Dispatch Policy for Law Enforcement were discussed.

The Committee agreed to move the remainder of the agenda to a future meeting:

- I-10 – Weather Watches and Warning Sirens
- II-03 – Complaint Numbers and Blotter
- II-04 – Civil Standby Policy for Law
- II-10 – Vehicle Pursuit
- II-11 – BOLs
- II-15 – Road Hazards
- II-18 – Alpena City PD Warrants
- Discussion of Committee Name/Bylaws

INFORMATION ITEM: Discussion was held regarding the Committee name and responsibilities of the Committee.

Commissioner Francisco would like a dispatcher present to address questions.

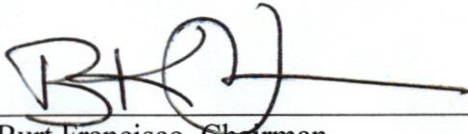
Motion was made by Hibner and supported by Sheriff Smith to approve the Action Item below. Motion carried.

ACTION ITEM #1: The Committee recommends to approve updates to the following policies as presented:

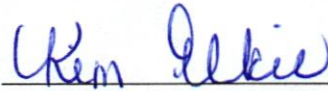
**Policy I-01 – Telecommunicator Professionalism;
Policy I-05 – FCC Rules and Regulations;
Policy I-13 – PSAP Calls – Transfers/Witnesses;
Policy I-28 – Road Closures; and
Policy II-01 – Dispatch Policy for Law Enforcement**

The Committee will discuss the remainder of the agenda at a meeting scheduled for Monday March 6, 2023 at 1:00 p.m. in the Howard Male Conference Room.

Motion to adjourn by Nowak with support by all. Motion carried. The meeting adjourned at 2:58 p.m.



Burt Francisco, Chairman



Kim Elkie, Director of Emergency
Management and E911 Services

kvm



I-01 TELECOMMUNICATOR PROFESSIONALISM

Policy and Procedures

- 1.1** Always remember that you are representing this agency while on the airwaves or telephone. No off the wall comments, cute phrases, slang terms are to be used.
- 1.2** When dispatching or having an interaction with any agency, or the general public, Telecommunicators will always be courteous and polite to all parties.
- 1.3** All complaints will be dispatched in plain English, in a fast and effective way, giving the facts without long-winded stories, and keeping responder safety a priority.
- 1.4** Basic telephone etiquette shall be adhered to at all times. All interactions with the public or any agency representatives shall be conducted on recorded lines.

ALPENA COUNTY CENTRAL DISPATCH
Volume I – General Policies

As of: 04/25/12

1. TELECOMMUNICATOR PROFESSIONALISM

- 1.1 Always remember that you are representing this agency while on the airwaves or telephone. No off the wall comments, cute phrases, slang terms are to be used.
- 1.2 When dispatching or having interaction with any agency, or the general public, Telecommunicators will always be courteous and polite to all parties.
- 1.3 All complaints will be dispatched in plain English, in a fast and effective way, ~~just~~ giving the facts, ~~with~~ ^{without} no long stories, and responder safety first!
- 1.4 Basic telephone etiquette shall be adhered to at all times, ^{keeping} and all interactions with the public or any agency representatives shall be conducted on recorded lines.
 - ~~a. If a call is transferred to a private line, instruct the caller to call back at 354-9111.~~
All lines are recorded

Old policies with
notes of corrections made



I-05 FCC RULES AND REGULATIONS

Policy and Procedures

- 5.1 FCC law specifically prohibits some radio transmissions. Violations can result in fines of up to \$10,000 for each the offender AND the licensee. FCC law is very vague in some respects and has been repeatedly tested in the courts with licensees and operators paying big settlements. So you should be mindful of that possibility, not to mention the right to privacy act. Fines can results for violations such as:
- (a) Use of foul or abusive language
 - (b) Unnecessary radio traffic, as air traffic is limited by law "...for the transmission of communications essential to the official business of the licensee."
 - (c) Release of confidential information
 1. Name related to specific incidents or complaints
 2. Negative references/inferences to a person's character
 3. References to a patient's condition using code or free voice
- 5.2 Be sure your transmitter is not in operation before you begin in house chatter.
- 5.3 Be mindful of dispatch center background noise
- 5.4 Telecommunicators should be aware that additional radio policies apply to medical dispatch elements and should review that section as well
- 5.5 Violations of any part of the section are viewed as a serious offense

ALPENA COUNTY CENTRAL DISPATCH
Volume I – General Policies

As of: 04/25/12

5. FCC RULES AND REGULATIONS

5.1 FCC law specifically prohibits some radio transmissions. Violations can result in fines of up to \$10,000 for each ~~the~~ offender AND the licensee. FCC law is very vague in some respects and has been repeatedly tested in the courts with licensees and operators paying big settlements. So you should be mindful of that possibility, not to mention the right to privacy act. Fines can result for violations such as :

- a. Use of foul or abusive language
- b. Un-necessary radio traffic, as air traffic is limited by law: "... for the transmission of communications essential to the official business of the licensee."
- c. Release of confidential information.
 1. Names related to specific incidents or complaints.
 2. Negative references \ inferences to a person's character.
 3. References to a patients condition using code or free voice.

5.2 Be sure your transmitter is not in operation before you begin in house chatter... ~~there could be nothing more embarrassing than an "open Mic".~~

5.3 Be mindful of dispatch center background noise ~~chatter when there is an "open Mic".~~

5.4 Telecommunicators should be aware additional radio ^{policies apply} ~~policy applies~~ to medical dispatch elements, and should review that section as well.

5.5 Violations of any part of this section are viewed as a serious offense.



I-13 PSAP CALLS TRANSFERS/WITNESSES

Policy and Procedures

- 13.1** When a 911 call enters the center and the location is verified to be outside of the PSAP's jurisdictional boundary, the information or call should be immediately relayed/transferred to the respective PSAP that provides dispatch services for the area in question.
- If a phone call is transferred, the Telecommunicator shall remain on the line with the caller and indicate to the answering PSAP that the call is being transferred from this center, then instruct the caller to "go ahead" with their information.
 - If the call is a medical call and EMD protocols are in use, the telecommunicator will remain on the line until all EMD protocols are performed and pre-arrival instructions, if any, are completed. At no time will a telecommunicator terminate the EMD protocols and "hand-off" the call to a PSAP that does not utilize EMD protocols of their own.
 - In general, any information should be immediately relayed/transferred to the appropriate PSAP via telephone or direct radio contact, or electronic means with the capability of immediate confirmation of receipt.
 - The information should not be sent via LEIN as this may result in critical delays.
 - When a wireless telephone request for a public safety agency service, regardless if the caller is within the PSAP's boundaries, the call will be accepted and routed to the appropriate responder either by the transfer or relay method. The caller shall not be told to call a different number.
- 13.2** Because of their mobility, call phone users are often witnessing events as they happen, and sometimes they follow suspects themselves. However, a citizen following a suspect is subjected to potential danger. If the PSAP encourages this behavior, the PSAP could become liable for personal injuries or damage to property as a result. As such:
- Telecommunicators should warn a citizen not to attempt to chase a suspect or endanger themselves in an attempt to maintain visual contact.
 - If the caller fails to heed the warning and continues to follow a suspect, the PSAP has a responsibility to take and use the information in the best way it can.



I-13 PSAP CALLS TRANSFERS/WITNESSES

Policy and Procedures

1. Obtain the caller's name and cell phone number (in case callback is necessary)
2. Get all pertinent information on subject, situation, vehicles, etc.
3. If the caller is following a suspect, give the following warning: "We cannot be responsible for your safety. We advise you not to follow anyone. We will take care of the situation."
4. Terminate the call if the person stops pursuing the vehicle. Make sure you have enough information to get back in contact with the caller as a witness, etc. If the caller indicates they will continue following the suspect, get a description of the caller's vehicle as well.
5. Telecommunicators will have the discretion whether to dispatch the call to law enforcement. Factors in this decision include but are not limited to: the nature of the call, the number and nature of other calls, status of available patrol cars, etc.
6. If the call does get dispatched, continue to update responders with information from the caller.
7. Do not ask the caller questions which would indicate they are being encouraged to chase, However, questions for clarification of information or about the caller's safety may be asked,
8. All Telecommunicators on duty should be alerted in case other people attempt to call about the incident, or in case the call is disconnected and the original caller calls back.

ALPENA COUNTY CENTRAL DISPATCH
Volume I – General Policies

13 PSAP CALLS – TRANSFERS \ WITNESS CALLS:

Effective: 06/30/15

- 13.1 When a 911 call (~~wireless or hard-line~~) enters the center and the location is verified to be outside of this PSAP's jurisdictional boundary, the information or call should be immediately relayed \ transferred to the respective PSAP that provides dispatch services for the area in question.
- a. If a phone call is transferred, the Telecommunicator shall remain on line with the caller, and indicate to the answering PSAP that the call is being transferred from this center and then instruct the caller to "go ahead" *with their information*.
 - b. If the call is a medical call and EMD protocols are in use, the Telecommunicator will remain on the line until all EMD protocols are performed and pre-arrival instructions, if any, are completed. At no time will a Telecommunicator terminate the EMD protocols and "hand-off" the call to a PSAP that does not utilize EMD protocols of their own.
 - c. In general, any information should be immediately relayed \ transferred to the appropriate PSAP via telephone or direct radio contact, or electronic means with the capability of immediate confirmation of receipt.
 - d. The information should not be sent via LEIN as this may result in critical delays.
 - e. When a wireless telephone request for a public safety agency service, regardless if the caller is within the PSAP's boundaries, the call will be accepted and routed to the appropriate responder either by the transfer or relay method. The caller shall not be told to call a different number.
- 13.2 Because of their mobility, cell phone users are often witnessing events as they happen, and sometimes they follow suspects themselves. However, a citizen following a suspect is subjected to potential danger. If the PSAP encourages this behavior, the PSAP could become liable for personal injuries or damage to property which result. As such:
- a. Telecommunicators should warn a citizen not to attempt to chase a suspect, or endanger themselves to maintain visual contact.
 - b. If a caller fails to heed the warning and continues to follow a suspect, the PSAP has a responsibility to take and use the information in the best way it can.
 1. Obtain the caller's name and ^{cell} ~~mobile~~ phone number (in case callback is necessary).
 2. Get all pertinent information on subject, situation, vehicles, etc.

ALPENA COUNTY CENTRAL DISPATCH
Volume I – General Policies

3. If caller is following a suspect, give the following warning: "We cannot be responsible for your safety. We advise you not to follow anyone. We will take care of the situation."
4. Terminate the call if the person stops pursuing the vehicle. Make sure you have enough information to get back in contact with the caller as a witness, etc. If the caller indicates ~~he (or she)~~ ^{is} will continue following the suspect, get a description of the caller ~~(and vehicle, if applicable).~~ ^{is vehicle}
5. Telecommunicators will have the discretion whether to dispatch the call to law enforcement. Factors will include (but are not limited to):
 - ✓ The nature of the call, the number and nature of other calls, status of available patrol cars, etc.
6. If the call does get dispatched, continue to update responders with information from the caller.
7. Do not ask the caller questions which would indicate they are being encouraged to chase. However, questions for clarification of information or about the caller's safety may be asked.
8. All operators should be alerted in case other people attempt to call about the incident, or in case the call is disconnected and the original caller calls back.



I-28 ROAD CLOSURES - HIGHWAYS

Policy and Procedures

28.1 Policy:

Provide notification instructions when Federal or State highways involving road lane closures, toxic spills, major accidents, or road defects in Alpena County. These roadways are:

- Us Highway 23 North and South (to include Chisholm St and State Ave within the Alpena City limits)
- M-32 West (to include Washington Ave within the Alpena City limits)
- M-65 North and South

28.2 Procedure:

When Alpena County Central Dispatch (ACCD) is notified of road lane closures, toxic spills, major accidents, or road defects of any Federal or State roadway the telecommunicator will:

- Contact the Statewide Transportation Operations Center (STOC)
- Contact the Alpena County Road Commission

Provide these contacts with as much information on the closure as available.

ALPENA COUNTY CENTRAL DISPATCH
Volume I – General Policies

Effective: 04/17/13

28. ROAD CLOSURES – HIGHWAYS:

28.1 Policy:

Provide notification instructions when Federal or State highways involving road lane closures, toxic spills, major accidents and road defects in Alpena County. These roadways are:

- US Highway 23 North and South (to include Chisholm St. and State Ave. within the Alpena City Limits).
- M32 West. (to include Washington Ave within City limits)
- M65 North and South.

28.2 Procedure:

When Alpena County Central Dispatch (ACCD) is notified of road lane closures, toxic spills, major accidents and road defects of any Federal or State roadway, Telecommunicator will:

- 28.2.1 Contact the Statewide Transportation Operations Center (STOC).
- 28.2.2 Contact the Alpena County Road Commission.

Provide these contacts with as much information on the closure as available. ~~These contacts are maintained in the ACCD Contacts database under "STOC" and MDOT - Road Closure" respectively.~~



II-01 DISPATCH POLICY FOR LAW ENFORCEMENT

Policy and Procedures

1.1 Checking In and Out of Service

- Officers shall check in-service with Central Dispatch by radio at the beginning of their shift as soon as they are available for calls.
- Officers shall check out with Central Dispatch by radio at the end of their shift or at any time they become unavailable for calls

Examples: Out at the station or post conducting an interview

Attending a meeting where they will be out of radio contact

- Officers shall advise Central Dispatch by radio any time that they will be out of the vehicle on portable for an extended length of time

Examples: Out at residence for lunch

Out at a victim's residence for interviews

- Checking in and out with dispatch only applies to officers who are checking in as available for calls of service. Agency supervisors, detectives, and any other officers not generally available to respond to routine calls are not required to check in or out with Central Dispatch, unless their situation makes it desirable to do so for safety reasons.

1.2 Dispatching by Telephone

- All dispatching of complaints will be dispatched over the radio to the best extent possible
- Officers will eliminate calling the dispatch center by telephone for complaint information to the best extent possible



II-01 DISPATCH POLICY FOR LAW ENFORCEMENT

Policy and Procedures

1.3 Hourly Safety Checks

Central Dispatch will conduct hourly safety checks of all available units that have not been heard from within the last hour to ensure they are secure. Units checked out at the station, post, or other secure locations generally will not be checked until they are clear.

1.4 Primary Dispatch Channel

- The 800MHz talk group 04P911 will be used by Alpena County Central Dispatch as the primary dispatching and operational law enforcement talk group for the county.
- Alternate talk groups are available to law enforcement on the 800MHz system to include: 04LEIN (Law Enforcement only), 04P104 (Alpena Sheriff proprietary), and 04P375 (City PD proprietary)

1.5 Polling of Unit/Closest Car Concept

When dispatching requests for police service outside the city, dispatchers will adhere to the closest care concept. This will be accomplished by the dispatcher "polling" by radio all in service units (in service meaning units actively available for assignment) having jurisdiction for the call to determine their location and status for the assignment. Officers shall acknowledge with their location and whether or not they are available for the call.

Example: "(Enter Unit Number) Central, Status Location"



II-01 DISPATCH POLICY FOR LAW ENFORCEMENT

Policy and Procedures

1.6 Emergency Tones

Dispatch will limit the use of “emergency tones” to life threatening emergencies, such as in progress assaults, domestics, or B&E’s. Dispatchers will have the discretion to determine when use of the emergency tones is appropriate based on these guidelines.

Some examples of proper use of emergency tones are:

- ✓ Serious PI accidents
- ✓ In progress domestic assaults (physical assault is occurring or has occurred with suspect still at the location)
- ✓ Confirmed hold-up alarms
- ✓ Subject with a gun disturbances

Some examples of improper use of emergency tones are:

- PDA’s or PIA with only minor injuries
- Gas drive offs
- Routine alarm calls (entry alarm at a business during opening or closing hours)

Because it is impossible to anticipate every situation and the circumstances, dispatcher will use their discretion in determining if a call should be preceded by emergency tones.

1.7 Priority Status

Officers encountering a dangerous situation can immediately ask for “priority” on the primary dispatch channel. This is to indicate to the dispatcher that you are involved in a dangerous situation that requires their immediate attention. (Rolling up on an assault in progress, initiating a pursuit)

Example: “Central (Unit Number Here), Priority”

Dispatch will notify all units via a general broadcast that they are “holding the air” for that unit until they acknowledge they are secure. Officers shall notify dispatch as soon as possible when the situation is secure.



II-01 DISPATCH POLICY FOR LAW ENFORCEMENT

Policy and Procedures

1.8 Use of 10 Codes

The use of "10 Codes" by dispatchers will be limited to the following:

10-9	Misdemeanor Warrant
10-10	Felony Warrant
10-96	Mental Subject (Not to be used for court ordered "mentally incapacitated" Injunctive orders. These will be conveyed using plain language.
"X" Code	Used to indicate an officer is in distress but is unable to convey that information over the radio. Example: "Central (Unit Number)X"

1.9 Car to Car Radio Traffic

Car to car radio traffic is prohibited on the primary dispatched channel. All car to car traffic should be conducted on a secondary channel. Officers may make initial contact with another unit on the primary channel to ask that unit to switch to a secondary channel for car to car traffic. Officer may also request that the dispatcher contact the other unit to go to another channel for car to car traffic.



II-01 DISPATCH POLICY FOR LAW ENFORCEMENT

Policy and Procedures

1.10 Non Dispatch Function

Dispatchers will not perform non-dispatch functions for law enforcement officers. Examples:

- Contacting insurance companies to confirm current policies
- Making non-emergency or non-urgent calls for officers
- Running routine LEIN traffic not associated with a traffic stop or other situation currently being handled by the officer (Running a CCH for an officer who is at the station writing a report)

1.11 Miscellaneous

- **Officer Safety Caution** entry in LEIN should be transmitted to officer as **OSC** or **Officer Safety**
- Officers should use brief, concise radio traffic at all times
- Do not acknowledge radio traffic with a “click of the mic.” Dispatchers are instructed to ask for acknowledgement again when this happens
- Prior to running a traffic stop, file check, or any other radio traffic to Central, Officer will wait for the dispatcher to acknowledge before information is sent

1.12 Exceptions

Michigan State Police

- Do not respond to vehicle lock-outs, except for emergencies (i.e. child in vehicle)
- Do not transport animals
- Do not perform civil standbys

Alpena City Police

- Do not control traffic at failed lights

Alpena County Sheriff's Office

- Units are considered out of service when transporting inmates
- Do not respond to vehicle lock-outs, except for emergencies (i.e. child in vehicle)

ALPENA COUNTY CENTRAL DISPATCH
LAW ENFORCEMENT POLICIES

Effective: 10/30/12

1. DISPATCH POLICY FOR LAW ENFORCEMENT:

1.1 CHECKING IN AND OUT OF SERVICE

- Officers shall check in-service with Central Dispatch by radio at the beginning of their shift as soon as they are available for calls.
- Officers shall check out with Central Dispatch by radio at the end of their shift or at anytime they become unavailable for calls.

Example: Out at the station or post conducting and interview.
Attending a meeting where they will be out of radio contact.

- Officers shall advise Central Dispatch by radio anytime that they will be out of the vehicle on portable for an extended length of time.

Example: Out at residence for lunch.
Out at a victim's residence for interviews.

- Checking in and out with dispatch only applies to officers who are checking in as available for police calls. Agency supervisors, Detectives, and any other officers not generally available to respond to routine calls are not required to check in or out with central dispatch, unless their situation makes it desirable to do so for safety reasons.

1.2 DISPATCHING BY TELEPHONE

- *best* All dispatching of complaints will be dispatched over the radio to the extent possible.
- Officers will eliminate calling the dispatch center by telephone for complaint information to the extent possible.

best

1.3 HOURLY SAFETY CHECKS

- Central Dispatch will conduct hourly safety checks ~~off all law enforcement units checked into service with them.~~ Units checked out at the station or post or other secure locations generally will not be checked until they clear.

of all available units that have not been heard from within the last hour to ensure they are secure

ALPENA COUNTY CENTRAL DISPATCH
LAW ENFORCEMENT POLICIES

1.4 PRIMARY DISPATCH CHANNEL

- The 800MHz talk group 04P911 will be used by Alpena County Central Dispatch as the primary dispatching and operational law enforcement talk group for the County.
- Alternate talk groups are available to law enforcements on the 800MHz system to include: ~~04DRUG (Law Enforcement only)~~, 04LEIN, 04P375 (City PD proprietary), and 04P104 (Alpena Sheriff proprietary)
- ~~VHF/Highband frequencies Central 1 and Central 2 can continued to be used for local backup/tactical ground use.~~

1.5 POLLING OF UNITS / CLOSEST CAR CONCEPT

When dispatching requests for police service outside the city, dispatchers will adhere to the closest car concept. This will be accomplished by the dispatcher "Polling" by radio all in service units (in service meaning units actively available for assignment) having jurisdiction for the call to determine their location and status for the assignment. Officers shall acknowledge with their location and whether or not they are available for the call.

1.6 EMERGENCY TONES

example

Dispatch will limit the use of "emergency tones" to life threatening emergencies, in progress assaults, domestic ~~or otherwise, and in progress~~ B&E's. Dispatchers will have the discretion to determine when use of the emergency tones is appropriate based on these guidelines.

Some examples of proper use of emergency tones are;

- Serious PI accidents.
- In progress domestic assaults (physical assault is occurring or has occurred and the suspect is still at the location.)
- Confirmed hold-up alarms.
- ~~Man with a gun disturbances.~~
Subject

Some examples of improper use of emergency tones are;

- PDA's or PIA with only minor injuries.
- Gas drive offs.

ALPENA COUNTY CENTRAL DISPATCH
LAW ENFORCEMENT POLICIES

Shorter
list

- Missing child.
- Domestic assault where the suspect has left the residence.
- Disabled vehicle blocking an intersection.
- Routine alarm calls. (Entry alarm at a business during opening or closing hours.)

Because it is impossible to anticipate every situation and the circumstances, dispatchers will use their discretion in determining if a call should be preceded by emergency tones.

1.7 PRIORITY STATUS

Officers encountering a dangerous situation can immediately ask for "Priority" on the primary dispatch channel. This is to indicate to the dispatcher that you are involved in a dangerous situation that requires their immediate attention. (Rolling up on an assault in progress, initiating a pursuit)

"Central from ~~7403~~ Priority"

Dispatch will notify all units via a general broadcast that they are "holding the air" for that unit until they acknowledge they are secure.

Officers shall notify dispatch as soon as possible when the situation is secure.

1.8 USE OF 10 CODES

The use of "10 Codes" by dispatchers will be limited to the following;

- 10-9 Misdemeanor Warrant ~~hit~~
- 10-10 Felony Warrant ~~hit~~
- 10-96 Mental Subject (Not to be used for court ordered "Mentally Incapacitated" injunctive orders. These will be conveyed using plain language).

"X" Code Used to indicate an officer is in distress but is unable to convey that information over the radio. Example: "Central from 7403X"

1.9 CAR TO CAR RADIO TRAFFIC

ALPENA COUNTY CENTRAL DISPATCH
LAW ENFORCEMENT POLICIES

Car to car radio traffic is prohibited on the primary dispatch channel. All car to car traffic should be conducted on the secondary channel ~~(Central 2) or any other channel.~~ Officers may make initial contact with another unit on the primary channel to ask that unit to go to a secondary channel for car to car traffic. Officers may also request that the dispatcher contact the other unit to go to another channel for car to car traffic

1.10 NON DISPATCH FUNCTIONS

Dispatchers will not perform non-dispatch functions for law enforcement officers. Examples of non-dispatch functions are;

- Contacting insurance companies to confirm current policies.
- Making non-emergency or non-urgent TX calls for officers.
- Running routine LEIN traffic not associated with a traffic stop or other situation currently being handled by the officer. (Running a CCH for an officer who is at the station writing a report).

1.11 MISCELLANIOUS

Officer Safety Caution entry in LEIN transmitted to officer as **OSC** or **Officer Safety**.

Officers should use brief, concise radio traffic at all times.

Do not acknowledge radio traffic with a "click of the mic". Dispatchers are instructed to ask for acknowledgement again when this happens.

Prior to running a traffic stop or a file check or any other radio traffic to central, wait for the dispatcher to acknowledge you before sending the information.