

WOLFEBORO POLICE DEPARTMENT

SOP 3.7

Date Issued: 12/27/2019

Review: 02/25/2021

[Note: This written directive is for the internal governance of the Wolfeboro Police Department and, as provided by RSA 516:36, is not intended and should not be interpreted to establish a higher standard of care in any civil or criminal action than would otherwise be applicable under existing law.]

By Order of:
Dean J. Rondeau, Chief of Police

RADIO OPERATION/USAGE

Purpose The intent of this directive is to provide guidelines for the assignment of radio numbers and the operation and care of department issued portable radios.

Policy The Wolfeboro Police Department shall provide a radio to all sworn employees and to certain civilian employees and require those employees to strictly adhere to the guidelines set forth in this directive.

Responsibilities All employees are responsible for the proper care and safekeeping of any portable radio issued to them.

Action Assignment of Radio Numbers

Supervisors where applicable shall cause the proper disposition of the radio assignment numbers and make notification to the Wolfeboro Central Dispatch.

Division	Assignment	Radio #'s
Administrative	Chief of Police	301
	Captain/Executive Officer	302
Supervisors	Staff Sergeant	303
	Sergeants	304-307
	Corporals	308-309
Patrol	Full-Time Officers	310-319
	Part-time Officers	320-325

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Communication	Supervisor	350
Dispatch	Full-Time Dispatchers	351-359
	Part-Time Dispatchers	360-370
Animal Control	Employee	N/A

Failure to Respond: If an officer does not immediately respond to a radio call, the dispatcher shall repeat the call a second time. If a response is not received the second time, the dispatcher shall give the call to the next appropriate officer. The dispatcher shall then promptly notify the patrol supervisor and the dispatch supervisor so that an immediate inquiry can be made.

No person shall transmit or cause to be transmitted any superfluous radio communications or signal or shall fully or maliciously interfere with any other radio communications or signal.

No person shall utter any obscene, indecent, or profane language by means of radio communications. Federal law states that the use of the radio is for police business only. Any attempt made to use the radio for private or personal matters is strictly forbidden. In all cases of this nature, use the telephone.

Before speaking, officers shall insure that the radio is clear for transmission. Officers shall speak into the microphone in a normal voice from a distance not to exceed four inches.

An officer's transmission shall be brief, police related, and directed to the radio dispatcher. All lengthy transmissions and personal matters shall be handled over the telephone.

All employees are responsible for the proper care and safekeeping of any portable radio issued to them. The employee shall verify that the battery is fully charged and that the portable radio is not damaged.

If an employee's radio is damaged, lost or stolen the employee shall: Notify a supervisor immediately.

An officer shall respond immediately to a dispatcher.

The following coded words shall be used to identify letters of the alphabet in voice communications:

A	Adam
B	Boston
C	Charles
D	David

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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	Walter
X	X-ray
Y	Young
Z	Zebra

Call Priority

In order to be more effectively serve the citizens of the Town and to have a logical method of dispatching officers on calls for service, the department has devised certain criteria for prioritizing requests for police services. The priority of calls is as follows:

Priority 1 – Immediate Emergency Broadcast: These are calls where the immediate presence of the police is essential to save life, prevent serious injury, or to arrest a violent felon. These calls may require an immediate response from any available unit regardless of assignment. These calls include:

1. Violent felonies in progress.
2. Help calls for police officers.
3. Catastrophes where there may be loss of life or major property loss:
 - a. Rioting and looting.
 - b. Fires and explosions.
 - c. Severe storms and floods.
4. Dispatch shall be immediate.

Priority 2 - Emergency Response: Calls where the immediate presence of the police may save life, prevent serious injury, prevent major property loss, or lead to the arrest of a felon. These calls require an immediate response from any available officer from the sector. These calls include:

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1. Any imminent threat to life or great danger of serious physical injury or major property damage.
2. Any active felony or violent crime that may result in serious injury or major property damage.
3. Any recent felony or violent crime where the probability exists that a suspect may be apprehended.
4. Any serious injury where an officer can render immediate aid.
5. Any incident which, in the opinion of the 911 operator, demands an immediate police response, such as snipers, threat of an explosive device or chemical leak, or other hazardous materials.
6. Any traffic accident that involves death, serious injury, hit and run, or impairment of the driver of a motor vehicle due to alcohol or drugs.
7. Dispatch shall be made within two minutes.

Priority 3 - Expedited Response: These calls require the presence of the police but do not meet the criteria for Priority 2:

1. Any active incident that does not present a significant threat to life or property, such as minor domestic disputes, fight without weapons, etc.
2. Any active incident that could involve a crime, such as a suspicious person or vehicle, etc.
3. Any traffic accident that involves property damage to public vehicles or property, major traffic congestion as a result of the accident, or a disturbance between principals.
4. Any inactive crime scene where evidence may be lost or destroyed or where witnesses might leave before they can be interviewed.
5. Dispatch shall be made within ten minutes.

Priority 4 - Routine Response: Those calls that require the presence of police, but where time is not critical:

1. Any non-active felony, misdemeanor, or other incident that does not require an immediate investigation, such as a property crime that was not recently committed or information for an officer.
2. Any motor vehicle accident that involves property damage but does not represent a significant hazard to the free flow of traffic.
3. Any noncriminal incident, such as parking violations, traffic services, or escorts.
Any administrative or officer-initiated service detail including transportation and routine vehicle maintenance.
5. Any call where property has been recovered by a citizen.
6. Officers may be dispatched on priority 1, 2, and 3 calls if they are currently on a priority 4 call.

Priority 5 – Telephone Calls: These calls can be handled by telephone: most larcenies, larceny from auto, larceny of auto parts, lost or stolen checks and credit cards, lost property; abandoned vehicles; harassing, obscene, and

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threatening phone calls; indecent exposures where the suspect is not still on the scene; vandalism and supplemental reports excluding burglaries.