

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE****Index as:**

Communication Center, Access  
Phonetic Alphabet  
Radio Procedures  
Recording, Communications Center  
Ten Code

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**RADIO PROCEDURES****600.00 PURPOSE**

The Ferguson Police Department maintains a 24-hour two-way radio communications center. The purpose of this General Order is to establish proper radio procedures for the dispatch of police assignments.

**600.01 POLICY**

The Ferguson police radio communications system will be used only for official business. When feasible, lengthy or non-emergency messages shall be given to the radio dispatcher by telephone or by using the Computer Aided Dispatch (C.A.D.) e-mail system. Personnel shall be impersonal on the air. Jokes, wisecracks or voice inflections which reflect or indicate irritation, disgust or sarcasm shall not be used. Transmissions should not be acknowledged unless they are understood.

The department will maintain capability for immediate playback of recorded telephone and radio conversations while maintaining a continuous recording of radio transmissions and emergency telephone conversations within the communications center.

**600.02 PROCEDURES – COMMUNICATIONS RECORDING SYSTEM**

A. **Recording:** All telephone calls, as well as all radio transmissions are digitally recorded via an Eventide system located in the Data Room.

1. The Communications Supervisor is responsible for the secure handling, limited access, and storage of the communications recordings until their destruction.
2. Dispatchers and police have access to immediate playback of radio via the recording system located in the communications center. Immediate playback is predominately used to ensure that information received was heard and dispatched correctly. These recordings may also be played back for investigative purposes. Supervisors and officers may contact the dispatcher to *listen to an incident, but the officer must have permission of a supervisor*

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before doing so. This permission can be relayed verbally to the communications center by the supervisor.

3. Requests for playback of radio and telephone transmissions need to be approved by a supervisor and should be directed to the Communications Supervisor in written form.
4. Requests for the copying and release of any communications center recordings must be approved by the Chief of Police.
5. Radio and telephone transmissions are held for ninety days.

**B** Radio etiquette: Personnel equipped with a portable radio transmitter / receiver shall advise the dispatcher of their status; e.g., in service, out of service, etc.:

1. Officers, upon beginning their tour of duty, will call in that they are 10-41, which vehicle they are utilizing and their portable radio number if other than an employee permanent assigned portable radio.
2. Mobile units will respond when called by their assigned number.
3. All transmissions received by base or mobile units will be acknowledged.
4. Dispatched units will call in at the time they arrive at the scene of a call and again at the time they complete the assignment.
5. Officers, upon ending their tour of duty, will call in that they are 10-42.

**C** Assignments: All calls by the dispatcher shall be considered as official orders. Any questions in reference to such transmissions are subject to review only after the call has been responded to and handled. This does not limit a supervisor's authority to countermand a dispatch for justifiable cause. The on-duty Watch Commander/supervisor shall be contacted and permission requested to authorize one of his units to proceed to another sector or out of the City.

**D** Communications Center: The Communications Center of the Police Department is a restricted area. Entry into the Communications Center room is limited to communications employees and police supervisory personnel unless otherwise approved by a supervisor.

1. Non-police persons wishing to see a detective, division commander, or others in the secure area of the Department shall be instructed by the dispatcher to wait in the lobby. The dispatcher shall then notify the employee requested who shall meet the visitor and escort him into the secure area of the Department.

2. The dispatcher shall only allow telephone repairmen, radio and computer repairmen, public works employees and police personnel in the dispatch area. This shall not restrict conducted tours led by a department representative.
3. Access to the Data Room (adjacent to Communications) shall be granted only to employees of AT&T, Tech Electronics, and St. Louis Electronics, City of Ferguson IT Specialist and authorized department employees.
  - a. Prior to granting access, the employee must be properly identified. If any doubt exists, a department supervisor should be contacted for verification.
  - b. The Supervisor shall be notified and escort the subject to the telephone and radio room.
4. The Communications Center is located on the second level of the Ferguson Police Department and is isolated from all ongoing activity and interference.
5. The Communications Center is located within the confines of the Ferguson Police Department and the access to the building is limited to employees or escorted visitors. The location of the Communication Center in the structure is such that the interference potential is limited. Un-interruptible power supplies the Communication Center, through the use of an emergency generator secured adjacent to Police Headquarters.

E Phonetic Alphabet: The phonetic alphabet shall be used for spelling out unusual names of persons or locations, or where radio reception is poor. When spelling out a word, use only the phonetic alphabetic. For example: "John Doe = John-Ocean-Henry-Nora, David-Ocean-Edward."

PHONETIC ALPHABET					
A	Adam	J	John	S	Sam
B	Boy	K	King	T	Tom
C	Charles	L	Lincoln	U	Union
D	David	M	Mary	V	Victor
E	Edward	N	Nora	W	William
F	Frank	O	Ocean	X	X-Ray
G	George	P	Paul	Y	Young
H	Henry	Q	Queen	Z	Zebra
I	Ida	R	Robert		

F **Ten-Code System:** The ten codes shall be strictly adhered to when transmitting. Necessary language shall be short and relevant. Redundancy, such as "I'll be 10-8, or "Put me 10-7 at..." etc., shall be avoided. Unnecessary words such as "give me a 10-28", shall not be used. Use car numbers and do not use titles and names unless absolutely necessary.

<b>RADIO CALL CODES (TEN CODE SYSTEM)</b>	
10-1 Unable to copy - change location 10-2 Radio signal good 10-3 Stop transmitting 10-4 Acknowledgment 10-5 Relay 10-6 Base / Unit busy - standby 10-7 Out of service at_____. 10-8 In service 10-9 Repeat 10-10 Fight in progress 10-11 Dog bite/animal call 10-12 Standby 10-13 Weather/road report 10-14 Prowler / suspicious Person 10-15 Civil disturbance 10-16 Domestic trouble/family problem 10-17 Contact complainant 10-18 Complete assignment quickly 10-19 Return to_____. 10-20 Location 10-21 Call_____ by telephone J3 10-22 Disregard 10-23 Arrived at scene 10-24 Assignment completed 10-25 Report in person to ( or meet ) 10-26 Detaining subject, expedite 10-27 Drivers license information 10-28 Vehicle registration/person arrest 10-29 Check records for wanted 10-30 Illegal use of radio 10-31 Crime in progress 10-32 Man with gun	10-51 Wrecker needed 10-52 Ambulance needed 10-53 Road blocked 10-54 Livestock on highway 10-55 Intoxicated driver 10-56 Intoxicated pedestrian 10-57 Hit and run 10-58 Direct traffic 10-59 Convoy or escort 10-60 Squad in vicinity (detectives) 10-61 Copy wanted subject/vehicle information 10-62 Reply to message 10-63 Prepare to make written copy 10-64 Message for local delivery 10-65 Net message assignment 10-66 Message cancellation 10-67 Clear to read net message 10-68 Dispatch information 10-69 Message received 10-70 House Check 10-71 Advise nature of fire 10-72 Report progress on fire 10-73 Smoke report 10-74 Negative 10-75 In contact with 10-76 En route 10-77 ETA (Estimated Time of Arrival) 10-78 Need assistance 10-79 Notify coroner 10-80 Car to car traffic 10-81 Prisoner in custody 10-82 Reserve lodging

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10-33 Emergency	10-83
10-34 Riot	10-84 If meeting _____ advise ETA
10-35 Major crime alert	10-85 Will be late
10-36 Correct time	10-86
10-37 Investigate suspicious vehicle	10-87 Pick up checks for distribution
10-38 Stopping suspicious vehicle (give dispatcher complete description before stopping)	10-88 Advise road supervisor no cars available; calls pending
10-39 Urgent-use light and siren	10-89 Officers Status
10-40 Silent run - no light or siren	10-90 Alarm sounding
10-41 Beginning tour of duty	10-91 Unnecessary use of radio
10-42 Ending tour of duty	10-92
10-43 Information	10-93 Blockade
10-44 Request permission to leave patrol for: J-1 Personal relief J-4 Meal	10-94 Drag racing 10-95 Bomb threat 10-96 Mental subject 10-97
10-45 Animal carcass in (lane at _____.)	10-98 Prison or jail break
10-46 Assist Motorist	10-99 Records indicate wanted or stolen
10-47 Emergency road repairs needed	
10-48 Traffic standard needs repair	
10-49 Traffic light out	
10-50 Traffic Accident J-1 Minor J-2 Injuries J-3 Road blocked J-4 Fatal	

2. In addition to the above 10-codes the following codes will be used:

- Signal 100 Robbery or hold up alarm
- J-4 When an officer is out of service for meal break, etc.

3. Criminal History response will be given as follows;

- J- 1 – Assault Police
- J- 2 – Armed and Dangerous
- J- 3 – Drugs
- J- 4 – Mental/Suicidal

4. If further description of the charge is requested, J-Codes will be used:

ARREST HISTORY (J-CODES)	
J-1 Traffic	J-11- CCW/Weapons

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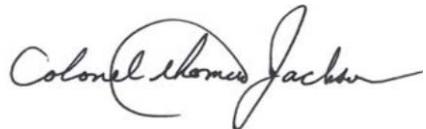
J-2 DWI/Liquor Violation	J-12 Sex Crimes
J-3 Stealing	J-13 Assault
J-4 Burglary	J-14 Murder/Manslaughter
J-5 Peace Disturbance	J-15 Resist/Assault Police
J-6 Robbery	J-16 False Information
J-7 Vehicle Theft/Tamp	J-17 Kidnapping
J-8 Forgery/Bad Checks	J-18 Arson
J-9 Poss Stolen Property	J-19 Gambling
J-10 Narcotics	J-20 Other

- G. Officers on special assignments are required to advise the dispatcher of their specific location (numerical address or cross street) and are not to give general locations (i.e. 10-6 in the area of W. Florissant Ave.).
- H. Prior to going into a business, officers are to advise the dispatcher of their location and reason for being at the business (i.e. Out at 1108 S. Florissant Rd., J-1).
- I. Officers assigned to the sectors containing City of Ferguson Parks will advise the dispatcher anytime they conduct a foot patrol.
- J. Officers exiting their police unit must log out on C.A.D. or notify the communication operator.
- K. The dispatchers shall identify the radio station by transmitting the call sign (KAG843) every thirty minutes on or near the hour and half past the hour.
- L. Dispatchers will not acknowledge the officers by just saying "Clear" or "10-4", when an officer's status changes, such as "F22 10-8", the dispatcher will repeat "F22 10-8 2100 HRS". This procedure is especially important when an officer calls out on traffic, or any on-view incident.
- M. The responsibility of insuring and enforcing proper radio procedures and discipline rests with the supervisors and commanding officers who shall continuously monitor and evaluate radio traffic.

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By order of:



COLONEL THOMAS JACKSON  
Chief of Police

Distribution  
All Department Personnel

MPCCF Reference 36.2, 36.3, 36.10, 36.11, 36.13, 36.15