

# POLICY AND PROCEDURES

NUMBER: 805

SUBJECT: Radio Procedures

ACA STANDARDS: 3-ALDF-3A-02; 3B-07

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## I. POLICY

The St. Louis County Department of Justice Services shall maintain a system of radio communications using base stations and transceivers, in accordance with the rules and regulations of the Federal Communication Commission (FCC). The system shall be utilized to ensure the orderly operation of the facility and to protect the safety and well-being of the staff, the inmates and the public using the Justice Center.

## II. RESPONSIBILITIES

All St. Louis County Department of Justice Services ' staff who utilize the radio communication system as part of their duties are responsible for the following procedures.

## III. DEFINITIONS

**Federal Communication Commission (FCC):** The Federal regulatory agency that sets the standards, rules and regulations for the general operation of publicly and privately owned base stations and transceivers. The FCC issues operational licenses to organizations and/or individuals, monitors the use of all radio units and governs all disciplinary action(s) against any organization or individual failing to abide by the FCC rules and regulations.

**10-Codes:** A series of uniform numerical codes used by law enforcement personnel to abbreviate radio transmissions. (See Attachment 1)

**[Base Station:** Central communication units in Master Control used for routine and emergency radio communications in the Justice Center. Master Control will monitor one (1) 800 MHz station for all radio transmissions. 800 MHz refers to a unique ranges of wave length.]

**Transceiver:** The portable two-way radio unit used by employees to communicate with each other and with Master Control.

**Call Signal:** The identification number assigned by the FCC to each base station.

#### **IV. PROCEDURES**

##### **A. Master Control**

- 1.** The St. Louis County Department of Justice Services ' base station shall be identified as Master Control, with the call signal KXX628 and shall be in operation twenty-four (24) hours a day.
  - a.** Officers operating a base station within the Justice Center shall have a working knowledge of the FCC rules and regulations, as they pertain to Justice Center radio operations.
  - b.** Officers assigned to Master Control shall have a working knowledge of the 10-Codes but will use these codes only if it will simplify radio transmissions. If the Master Control Officer is transmitting during an emergency situation and has a reasonable belief that use of the codes will jeopardize the orderly solution to the emergency, he/she may suspend their use until the situation is resolved.
  - c.** Master Control shall be responsible for transmitting the appropriate emergency codes during an emergency situation in order to expedite the appropriate response by staff.
  - d.** Master Control Officers shall have a working knowledge of the phonetic alphabet and will use it to avoid any misunderstanding when spelling difficult names or words during a transmission. (See Attachment #1)

- e. FCC Regulations require Master Control to 'clear' its facility base station unit at least once every thirty (30) minutes to ensure that the unit is functioning properly. This can be accomplished by ending any routine transmission with the call signal and the time, e.g., KXX628 clear, 1330". If Master Control makes no transmissions for thirty-five (35) minutes, the Master Control Officer will 'clear' the station in the same manner, transmitting the call signal and time.
  
- [f. Master Control will initiate a test of all transceivers in service, at the beginning of each shift, to ensure that they are functioning properly. After the announcement by Master Control, *each radio unit will be called upon to respond*, including all floors, Watch Commanders, the Infirmary Officer, ISC Officers, the ISC Security Officer, Maintenance, Laundry, Warehouse staff, and the Movement Officers. *Master Control will call each floor and ask all units to respond in sequence, e.g. "Units 402 through 407 please respond in sequence". (See Attachment 2) If a unit fails to respond, the next unit will respond to keep the radio check moving and Master Control will announce which unit did not respond, e.g. "No response from unit 405".* If a transceiver is not cleared, Unit Control will attempt to contact the officer by telephone. If contact is not made by telephone, officers will be dispatched to the area to assist the staff member. Transceivers that are not functioning properly will be replaced immediately. *When the radio check is completed, any units that did not respond are required to initiate a radio check with Master Control. The radio check will not clear until all units have responded.]*

B. Professionalism on the Radio

1. Transmitting and Receiving

- a. Prior to initiating a transmission, employees shall determine that the unit being called is clear to accept the message and that the communications system is not already in use.
  
- b. The proper call letters shall be used when initiating or clearing a transmission. This will indicate to other parties that the system is either in use or is clear for another transmission.

- c. All calls shall be acknowledged as promptly as possible. The party initiating the transmission will call the party two (2) times. If there is no response, the transmission will be terminated and the system will be cleared.
- d. All messages should be brief and concise. If a message is long and detailed, the employee should use another means of communication, e.g., the in-house telephone system, the intercom, the public address system or a memorandum. If it is necessary to engage in a lengthy communication, users will break the transmission periodically to allow for emergency communications.
- e. The following is a list of practices that employees will not engage in while using the communication system.

**DO NOT:**

- (1) Reflect personal emotions on the air.
- (2) Use profanity on the air.
- (3) Use the communication system for matters which do not pertain to jail business.
- (4) Speak too rapidly, too slowly, too loudly or too softly.
- (5) Move your head away from the radio when transmitting.
- (6) Cough or clear your throat while transmitting. (If it is necessary to cough or clear your throat, break the transmission until finished and then resume the transmission.)
- (7) Use improper grammar.
- (8) Hold the unit too far away or too close when transmitting. (Both will cause problems for the party receiving the message.)
- (9) Begin a transmission before another party has completed theirs.

2. Emergency Transmissions

- a. All stations using the communication system will yield to any unit attempting to transmit an emergency message.
- b. When transmitting an emergency message, employees will not be required to use 10-Codes if it is believed that use of the codes will confuse the situation or could jeopardize the resolution of the situation. Messages will be transmitted clearly and in language that is easily understood.
- c. All non-emergency communications will cease until the emergency message is completed and the situation has been resolved. Master Control will notify all stations when normal communications may resume.

C. Disregard of Regulations

- [1. If an employee displays disregard for the rules and regulations established by the FCC and St. Louis County Department of Justice Services, Master Control or the Watch Commander shall transmit a *message of “unnecessary use of the radio”* to the station involved.]
- [2. Master Control shall make a notation of the infraction and inform the Watch Commander. The Watch Commander shall submit a written report to the *Superintendent of Security* for review and possible disciplinary action.]
- 3. Serious violations may also be addressed by the FCC and could result in disciplinary actions against the facility and the individual.

D. Radio Inventory and Control

- 1. Each division within the Department will be responsible for the accountability and good repair of the radios issued.
- [2. A master list of all radios will be kept by the *Superintendent of Security*/designee, listing the following information on the Monthly Inventory form: (See Attachment 3)
  - a. *Make*
  - b. *Model*

- c. *Serial Number*
  - d. *JS Alias name*
  - e. *Assigned to/location]*
3. Each Division will complete a daily inventory for radios assigned to each of the three (3) shifts.
- a. At the beginning of each shift, all officers will either notify their immediate supervisor that they received the assigned radio or place this information in the Floor Activity Log. If there is a discrepancy, whether or not it is the assigned radio the Watch Commander will be notified and will track the radio(s) in question. The responsibilities will be as follows:
    - (1) Housing Unit Officers and Unit Control Officers will enter the information into his/her Floor Activities Log. If there is a discrepancy, the officer will notify the Housing Unit Supervisor who will notify the Watch Commander.
    - (2) Movement Officers and the Health Care Clinic Officer will inform the Watch Commander that they received their assigned radios. Any additional radios needed will be issued by the Watch Commander.
    - (3) Radios and chargers will be assigned to the Intake Service Center for the Intake Officers and the Intake Security Officer. The officers will reconcile their radios with the Intake Service Center (ISC) Shift Supervisor who will reconcile the number of radios assigned to his/her unit and he/she will place that information in the Supervisor's Shift Report. If there is a discrepancy, the Intake Shift Supervisor will notify the Watch Commander.
    - (4) The Transportation Supervisor/designee will conduct and log a daily inventory of all radios in Transportation. If there is a discrepancy, the Transportation supervisor/designee will notify the Watch Commander.

- [b. The Unit Managers, the ISC Supervisor, the Transportation Supervisor, and the Watch Commander will submit a monthly inventory to the *Superintendent of Security*, who will reconcile the numbers with the list of radios assigned and enter the information into the appropriate records.]
- 4. If a radio cannot be accounted for, the supervisor will notify the Unit Manager and initiate a search for the missing radio.
- [5. If after the investigation the radio cannot be accounted for or is determined to be stolen, the *Superintendent of Security* will complete an Incident Report, including any information available, *including* the serial number. If it was stolen, a police report will be completed *and the radio will be disabled by EOC's Radio Services Coordinator by calling 314-615-9558. The incident report and the police report* will be submitted to the St. Louis County Department of Procurement and Risk Management for possible replacement of the radio.]
- 6. Any staff member found guilty of theft of County property will be subject to disciplinary action, including possible termination.