

# **DANE COUNTY LAW RADIO COMMUNICATIONS PROTOCOL**

## **Edition 3.0**

Police Dispatch & Radio Protocols Workgroup  
Dane County Public Safety Communications

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## **DANE COUNTY LAW RADIO COMMUNICATIONS PROTOCOL**

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# **DANE COUNTY LAW RADIO COMMUNICATIONS PROTOCOL**

## **4. INTRODUCTION**

The radio communications protocol was developed at the direction of the Dane County Public Safety Communications with the following goals in mind:

- Establish a 'best practice' guide for uniform countywide law radio communications;
- Facilitate effective and professional communications by establishing standards for dispatching all levels of calls for service;
- Improve officer safety.

Effective radio communications for all public safety responders is essential; it provides responders with valuable safety and response information, and it helps dispatchers gain an understanding of the situation. 'Painting a picture' is an important part of the communications link between dispatchers and responders.

Due to the nature and dynamics of law enforcement dispatch, it was decided that all interested parties (communications staff and law enforcement) would be better served by having a consolidated and coordinated radio communications protocol. A protocol development team made up of representatives from Dane County Public Safety Communications and law enforcement agencies representing the City of Madison, Dane County Sheriff, University of Wisconsin, City of Monona, City of Verona, and Village of DeForest, worked for more than a year to create this protocol. Some previously established documents used to guide and assist law communications are referenced or included in recognition of the achievements of other committees.

Subsequent updates have included participation from law enforcement agencies from across Dane County.

## 5. LAW COMMUNICATIONS PROTOCOL

### 5A RADIO DISCIPLINE AND ETIQUETTE

The primary responsibility for maintaining organization, smooth flow of communications, and efficient exchange of information belongs to the dispatcher.

Radio communications should be professional, concise, and articulate at all times. Remember that “air time” is a valuable commodity that should not be wasted. To the extent possible, plan and organize thoughts before communicating them via radio.

Lengthy radio broadcasts by police officers should be interrupted by an announcement of ‘break’ and a brief pause in order to give others with priority radio traffic an opportunity to communicate. After a brief pause, announce “continuing” and proceed with the transmission.

Because PSCC console radios are designed with a ‘talk-over’ feature, dispatchers are able to talk over any officer calling and still be heard by other officers in the field. This ‘talk-over’ feature eliminates the need for dispatchers to announce ‘break’ during a lengthy broadcast. Please note the ‘talk-over’ feature does not interrupt an officer with an accidental open microphone because that officer’s radio is in transmit mode, not receive mode. During those incidents, it is acceptable to announce there is an open microphone; however, the officer with the open microphone will not hear the announcement.

When receiving a message, the dispatcher should **repeat a summary of only the key points** such as location, suspect/vehicle description (during active incidents), 10-95 time, etc. The dispatcher shall include the radio number of the unit calling during the acknowledgement of the radio traffic. This will confirm the dispatcher has heard the message correctly. Repeating also provides other officers with an opportunity to confirm the information aired and react accordingly.

A unit calling dispatch should wait for an acknowledgment before proceeding with radio traffic. Units should use radio number when acknowledging dispatch. Reporting a status change is acceptable without waiting for an acknowledgement. (See 5R - Data Requests for additional data-related etiquette.) Waiting for an acknowledgement helps eliminate missed radio traffic and ensures the dispatcher is prepared to act. It is understood that exigent circumstances may prevent a unit from waiting for an acknowledgement from dispatch before airing important radio traffic. In such cases the unit should consider declaring ‘Emergency Traffic’ before airing the information.

**Routine telephone calls shall not be made by primary law dispatchers.**

**5B BEGINNING AND ENDING TOUR OF DUTY**

At the beginning of a tour of duty, a **single** resource (one or two-person squad) should announce his/her call sign and indicate whether or not they are available for calls. If applicable, the unit should announce a squad number. If the officer does not have his/her assigned portable radio, they must check in using the spare portable and notify dispatch of the portable ID they are using. This will allow dispatch to verify the radio ID. Officers who have the ability to indicate a contact cell phone number should do so via the mobile data computer log-in screen. The dispatcher should acknowledge the unit's status.

<i>(unit)</i>	<i>"3 David 1"</i>
<i>(dispatcher)</i>	<i>"3 David 1 go ahead"</i>
<i>(unit)</i>	<i>"10-41squad C411"</i>
<i>(dispatcher)</i>	<i>"Copy, 3 David 1 squad C411"</i>

At the conclusion of a tour of duty, an officer should announce his/her call sign and indicate off-duty. The dispatcher should acknowledge the unit's status.

<i>(unit)</i>	<i>"3 David 1"</i>
<i>(dispatcher)</i>	<i>"3 David 1, go ahead"</i>
<i>(unit)</i>	<i>"3 David 1, 10-42"</i>
<i>(dispatcher)</i>	<i>"Copy 3 David 1 10-42"</i>

Each individual officer should be responsible for his/her own duty status, including beginning and ending tours of duty on the radio. If one officer is calling on behalf of a group of others, the officer should forewarn the dispatcher so the dispatcher can prepare for a list of numbers. When airing the shift change, the officer should announce the list of oncoming units first, pause between lists, and announce the units going off duty. To avoid lengthy/complicated broadcasts, special detail teams should check in over the phone.

When a dispatcher begins their shift, he/she should carefully review the incident and equipment monitors and check the status of units that have been at the same location for a lengthy period of time. The dispatcher should avoid clearing the CAD of units without confirmation that the unit is off-duty. If the status of an officer is unknown, and the dispatcher is unable to reach the officer, the OIC for that officer's agency should be consulted for further follow up.

## 5C CALL PRIORITIZATION

Priority Dispatch (EPD) automatically assigns a default priority (Omega, Alpha, Bravo, Charlie, Delta, Echo) to call codes. The priorities can be upgraded or downgraded by the calltaker or dispatcher as necessary. Dispatchers will be responsible for the final priority of calls based on workload, call comments/remarks, etc.

Dispatchers should view incoming calls for service as soon as possible upon receipt of the call, and review pending calls for service regularly for updated information. If more than one call is pending for any given department, dispatch must notify the officer of all Echo, Delta and other calls that the dispatcher feels may require immediate attention.

## 5D DISPATCHING CALLS FOR SERVICES

Routine calls for service should be assigned to a patrol officer by giving basic information in the following format:

- Full address/Location (including **common place name**, and closest cross street/intersection if appropriate)
- Incident type
- Brief description of situation.
  - Description should include information such as: weapons, officer safety tag on location, suspect description, vehicle information, direction of travel, injuries, history of calls at the location, etc.

<i>(dispatcher)</i>	<i>“3 David 1”</i>
<i>(unit)</i>	<i>“3 David 1, (current location)”</i>
<i>(dispatcher)</i>	<i>“3 David 1, 545 W Doty St, apartment 1, B&amp;E report”</i>
<i>(unit)</i>	<i>“3 David 1, copy”</i>

Dispatchers should assign one patrol officer for routine calls for service. Below are some examples of single officer calls:

<i>Cold Scene Crimes</i>	
<i>Incidents w/Suspect Not On Scene</i>	<i>Beat Information</i>

For calls that may present an elevated level of danger to officers (calls involving contact with a suspect or suspicious person/circumstance), the dispatcher will assign 2 officers.

Below are some examples of two officer calls:

*Domestics*

*Traffic Crash w/ Injury*

*Incident w/ Suspect On Scene  
Disturbance*

*Noise Complaint  
Suspicious Death Investigation*

Officers working on low or routine priority calls should be redirected to priority calls, when necessary.

If, at any time, the dispatcher sees a reason for additional resources (i.e. second patrol unit, supervisor, K9, EMS), those resources should be dispatched as soon as possible. When in doubt, the dispatcher should err on the side of caution and send two officers. Although not recommended, the responding officer may, at his/her discretion, disregard backup.

<i>(dispatcher)</i>	<i>“3C1”</i>
<i>(unit)</i>	<i>“3C1, (current location)”</i>
<i>(dispatcher)</i>	<i>“3C3”</i>
<i>(unit)</i>	<i>“3C3, (current location)”</i>
<i>(dispatcher)</i>	<i>“3C1, 3C3 with fire, northbound Park St. south of Regent St for an injury accident”</i>
<i>(unit)</i>	<i>“3C1 copy”</i>
<i>(unit)</i>	<i>“3C3 copy”</i>

As the dispatcher receives call updates, that information should be passed on to the patrol officer as soon as possible. Patrol officers should continually refresh their Mobile Data Computer (MDC) to gather new information expeditiously

<i>(dispatcher)</i>	<i>6630</i>
<i>(unit)</i>	<i>6630, (current location)</i>
<i>(dispatcher)</i>	<i>6637</i>
<i>(unit)</i>	<i>6637 (current location)</i>
<i>(dispatcher)</i>	<i>6630, 6637, B&amp;E in progress, 1025 W Badger apt 2</i>
<i>(unit)</i>	<i>6630 copy</i>
<i>(unit)</i>	<i>6637 copy</i>
<i>(dispatcher)</i>	<i>6630 and 6637, caller outside sees two suspects inside the garage now. Both are wearing dark clothing.</i>
<i>(unit)</i>	<i>6630 copy</i>
<i>(unit)</i>	<i>6637 copy</i>

Calls which include a request for specific resources (female officer, Spanish-speaking officer, etc.) should be assigned to the officer responsible for the location of the call who will then determine the need for additional resources. Language translation requests made by the investigating officer should be aired for any available and qualified officer to assist and not directed at any specific individual officer. This will help to lessen the undue burden on officers with special skills.

## 5E SELF-ASSIGNING/SELF-INITIATING CALLS

The initial dispatch of any incident shall occur over the radio. This will not preclude an officer from viewing a pending call and reacting to it.

Officers who self-initiate calls via MDC do not need to notify dispatch unless the incident involves a vehicle contact or may involve officer safety issues. Local agency personnel who self-initiate case numbers via an office computer should use their assigned office radio number (5280, 7180, etc).

When an officer assigns himself/herself to a call, and the dispatcher is aware of a problem with the location noted in CAD, the dispatcher shall verify the location with the officer and update the location appropriately in CAD.

## 5F 911 DISCONNECTS

Landline and Voice Over Internet Protocol (VOIP) disconnects should be dispatched as priority calls until proven otherwise. The dispatcher should assign two units to the disconnect. It will be the primary unit's option to disregard the second unit.

Phase 2 wireless disconnects will be assigned to one officer. The officer will be given the location indicated by the mapping software in PSCC.

*(dispatcher) 4347*  
*(unit) 4347, (current location)*  
*(dispatcher) 4347, Phase 2 cell disconnect plots in the area of 7986 Highway 14, cross of Cleveland Rd, Town of Cross Plains. Sounds of a television in the background.*  
*(unit) 4347, copy*

Officers will be updated if better location and/or additional information becomes available.

*(dispatcher) 4347*  
*(unit) 4347 (current location)*  
*(dispatcher) 4347, on call back the caller at Hwy 14/Cleveland Rd is reporting a two-car crash, PDO and no blockage.*  
*(unit) 4347 copy*

Phase 1 wireless disconnect calls (not abandoned) will be aired for the jurisdictional (district, precinct, municipality) officers, indicating the location of the tower, the direction/sector of the tower, and any description of what was heard prior to the disconnect. Patrol officers will normally make the determination on the need for further follow-up investigation. A dispatcher should bring any obvious signs of a disturbance heard during the call to the attention of a PSCC supervisor immediately.

*(dispatcher) Attention, East City units, a Phase 1 disconnect from the west sector of the tower at 4727 Spaanem Ave. Nothing heard.*

(The call is then assigned to CAD unit CELL1, CELL2, etc)

**The dispatcher will only report factual information gathered by the call taker during the call and subsequent call back.**

## **5G SILENT DISPATCHING**

Silent dispatching of calls for service will not normally occur. However, the dispatcher should be aware of officer safety information and scanner information associated with an address and consider silent dispatches when appropriate. The following are examples where silent dispatching could be appropriate:

- |                                |   |
|--------------------------------|---|
| Juvenile Alcohol Party         | Scanner Info associated w/residence or suspect  |
| Bomb Threats                   | Alarm malfunction/work at business or residence |
| After hours work at a business | Drug information                                |

The dispatcher should avoid delivering access, alarm code information, and key holder names (if available) over the radio unless exigent circumstances exist and there is no other practical way to deliver the information in a timely manner. Access and alarm information may be included in the call remarks or comments areas of the CAD and will normally be accessible by patrol officers via mobile data terminal.

## 5H ALARMS

### 5H1. VARDA Type

A Varda-type alarm is a portable alarm that, when activated either by the victim or the suspect, transmits a message announcing the name assigned to the alarm. The message is broadcast instantly over a main law radio channel and should be enough information for both the dispatch and the law enforcement officer to know the location and nature of the alarm.

The following is an example of the type of message that will be broadcast over the radio:

*“Varda Madison 1200” (Some may include the word ‘emergency’)*

*“Varda William 300” (Some may include the word ‘emergency’)*

An activation of a Varda alarm normally indicates there is a crime in progress and should be assigned to the appropriate jurisdictional officers immediately.

Officers should acknowledge the alarm on the radio as they begin their response. Varda alarm address information should **NEVER** be aired by the dispatch or the responding officers, resulting in a ‘silent dispatch’ of sorts. The dispatch should assign at least 2 patrol units to investigate the alarm.

<i>(dispatcher)</i>	<i>4347</i>
<i>(unit)</i>	<i>4347 (current location)</i>
<i>(dispatcher)</i>	<i>4309</i>
<i>(unit)</i>	<i>4309 (current location)</i>
<i>(dispatcher)</i>	<i>4347 and 4309 copy Varda William 300?</i>
<i>(unit)</i>	<i>4347 copy</i>
<i>(unit)</i>	<i>4309 copy</i>

VARDA alarm activations should be aired on the other main PSCC law dispatch channels as appropriate.

<i>(dispatcher)</i>	<i>“All units information, VARDA William 300 has been activated”</i>
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If an officer is not familiar with the alarm, details will not be given over the radio. In such cases the MDC or a telephone should be utilized. If a dispatcher is not familiar with the alarm, and nothing appears in CAD, the dispatcher should immediately have someone contact the appropriate jurisdictional OIC to obtain the information.

## 5H2. COMMERCIAL HOLD UP/PANIC/MANUALLY ACTIVATED

Upon receipt of any manually activated alarm in any jurisdiction for which PSCC dispatches, a call for service shall be generated and sent to the law dispatcher. Immediately after the call is sent to the appropriate dispatcher, the call taker receiving the alarm call shall call the business, ascertain the validity of the alarm, and update the active call appropriately. No voicemail should be left by dispatch.

The dispatcher shall select the ‘Hold Up’ tab on the radio screen, generate a 2-4 second tone using alert 2 (warble) and announce the alarm (see Appendix II for channel selection). The announcement should include the district/area, address/common place name, and cross street if possible. The dispatcher should assign at least two officers to the alarm.

### **[Select HOLD UP tab on radio console and activate Alert Tone 2 for 2-4 seconds]**

*(dispatcher)*                    *“Attention West City units, 5445 University Ave, Stop& Go, Holdup Alarm.”*

### **[Return radio to the original dispatch original channel by unselecting the Hold Up tab]**

*(dispatcher)*                    *“3A2”*  
*(unit)*                            *“3A2, (current location), copy”*  
*(dispatcher)*                    *“3A1”*  
*(unit)*                            *“3A1, (current location), copy”*

Upon confirmation of an emergency (crime in progress/just occurred), officers should be updated and a tactical channel should be considered.

If it is determined that the alarm is false, the call taker will gather the name and description of an employee who can speak with responding officers. The employee should be instructed to exit the building, with hands in clear view, through a door designated by the dispatcher, employee, or officer. This will allow responding officers to safely identify the employee and confirm the alarm status.

Residential Panic/Duress Alarms will be handled in the same manner as a residential burglary alarm. 2 officers will be assigned and unlike a Commercial Panic/Duress alarm the residential version does not require and alert tone activation.

### 5H3. RADIO ALARMS

Portable radios on both the City of Madison and the DaneCom radio systems may be equipped with radio alarms that can be manually activated by police officers. Upon activation, the alarm will sound in dispatch at all radio consoles, outlining the affected radio channel in red.. No audible alarm will be heard by officers on the air. The alarm activation will be accompanied by ten (10) seconds of open air which can be monitored for signs of a problem. All radios have individual identification which will be displayed on the radio console . Once it has been determined whose radio alarm has been activated, the radio alarm should be toned and-announced as follows:

**[Select HOLD UP tab on radio console and activate Alert  
Tone 2 for 2-4 seconds]**

*(dispatcher)*                    *“Attention West City units, 3A2’s radio alarm has been activated. 3A2 was last at a traffic stop on Gammon at Schroeder.”*

***[Return radio to the original dispatch original channel by  
unselecting the Hold Up tab]***

*(dispatcher)*                    *“3A3”*  
*(unit)*                            *“3A3, (current location), copy”*  
*(dispatcher)*                    *“3A1”*  
*(unit)*                            *“3A1, (current location), copy”*

Radio alarms will activate on the officer’s main dispatch channel. Subsequently, the alarmed radio will revert to the main dispatch channel.

**RADIO ALARMS FOR AGENCIES NOT NORMALLY DISPATCHED BY PSCC:** PSCC shall immediately notify the appropriate dispatcher/agency of the alarm activation. If it is determined that the officer from the agency is in need of assistance the PSCC dispatcher will activate the alert tone on the holdup tab and notify all agencies that an officer is need of assistance

## **5I TACTICAL CHANNELS**

Tactical channels are effectively radio channels designed to allow officers the ability to freely communicate without interference from primary channel radio traffic. Tac channels for incidents in progress may be assigned by a dispatcher or requested by responding officers. Primary tactical channel designations are as follows: DP05 (MPD channel 1), odd-numbered channels (7, 9, 11 in that order); DP04 (MPD channel 3) even-numbered channels (8, 10, 12 in that order) The channel assignments will help to avoid overlapping incidents. The tactical channels for DaneCom will be DA LTAC 13,14,15. If these channels are in use DANETAC2,DANETAC1 VTAC12, VLAW31 and VTAC 13 can be used. If all other TAC channels are in use, or if there is poor radio reception, VCALL 10, Fitch-Rona PS, McFarland PS, and Sun Prairie PS channels may be used.

Tactical channels may be the result of a crime in progress where a call taker is still talking to a caller on the phone. The tac channel dispatcher will update the responding officers on important issues such as officer safety and suspect information (name, description, vehicle, direction of travel, etc). The tac channel dispatcher will also track responding officer locations and actions, make necessary phone calls, request additional resources, and run basic data requests. A tactical channel can evolve into situations involving vehicle/foot pursuits and suspect apprehensions, so dispatchers should remain alert and ready to act at any time.

Resources such as New World, Spillman, CAD, mapping programs, and others may be utilized as necessary to gather and provide intelligence for responding officers.

Tactical channels may also be used to coordinate responses to large-scale events such as fires, crashes, searches, etc.

It is possible that PSCC may not always have dispatchers available to staff tac channels, depending on the current workload. Officers assigned to a tac channel without a dispatcher should be advised of the situation and to return to the main channel for any requests.

## 5J VEHICLE/PERSON CONTACTS

Vehicle and person contacts have a potential for elevated risk and can change rapidly. Therefore, it is crucial that patrol officers call out all contacts over the air. The following information should be provided:

- Unit number
- Specific Location of the contact
- License plate information, or, if no license plate displayed
- Vehicle/contact description
- Reason for the contact, number of occupants/persons being contacted, if appropriate

If all necessary information is not provided by the officer, the dispatch should request it; and, if time allows, run the license plate as appropriate.

*(unit)*                      *2A11 Traffic*  
*(dispatcher)*            *2A11, go ahead*  
*(unit)*                      *2A11 on Whitney east of Odana with Wisconsin*  
                                     *345JPT*  
*(dispatcher):*            *2A11 Whitney east of Odana*

When an officer self-initiates a traffic stop via CAD, the officer should notify dispatch via radio as follows (or something similar):

*(unit)*                      *6637*  
*(dispatcher)*            *6637, go ahead*  
*(unit)*                      *6637, traffic on the CAD*  
*(dispatcher)*            *6637 copy, traffic stop on Kingston*

If there is any indication of potential problem or suspicious circumstance, a backup unit should be dispatched. The contact shall be logged in CAD by the dispatcher and, if appropriate, a case number assigned. Subsequent updates shall also be logged in CAD, including plate, time of contact, other pertinent information.

If a patrol unit fails to provide a status, the dispatcher will prompt a status check from the unit involved with the contact within 3 minutes. If a patrol unit announces a status of 10-2, or another patrol officer arrives on scene, additional status checks may be unnecessary.

If an officer chooses to self-initiate a vehicle contact on their MDC and not notify dispatch via radio, status checks should not be expected. If an officer self-initiates a vehicle contact, the officer should, at the very least, notify dispatch that they have self-initiated a contact on CAD by using the phrase "Traffic on the CAD". Dispatchers shall check the status of officers involved in self-initiated contacts when the dispatchers become aware of the contact.

# 5K EMERGENCY RADIO TRAFFIC

**\*\*Any time radio traffic is restricted on a main law dispatch channel, the channel marker will be activated for the duration of the event\*\***

Either a patrol officer or a dispatcher can initiate emergency radio traffic.

If a patrol officer requests emergency radio traffic, for any reason, the dispatcher will activate the channel marker on the channel and announce “Emergency Traffic on Channel (identify specific channel names), routine traffic on Channel (switch to channel designated by dispatcher)” and assign additional resources if needed.

The dispatcher can also initiate emergency radio traffic at his/her discretion if there is any indication of an immediate officer safety issue, or other emergency situation.

Emergency radio traffic and the application of the channel marker should be used for situations such as:

- |  |   |
|--|---|
| <i>Fights with Officer on Scene</i>          | <i>Resisting Subject</i>                                      |
| <i>Sounds of Struggle from Officer Radio</i> | <i>Officer Failing to Respond to Dispatch While on a Call</i> |
| <i>Foot Pursuit</i>                          | <i>Vehicle Pursuit</i>  |
| <i>High Risk Traffic Stop</i>                | <i>Stolen Auto/Stolen Plate</i>                               |
| <i>One at Gun Point</i>                      | <i>One at Taser Point/Taser Deployment</i>                    |
| <i>Forcing Entry</i>                         |   |

<i>(Unit)</i>	<i>“7102, one at gunpoint”</i>
<i>(dispatcher)</i>	<i>“Emergency traffic on channel 1, routine traffic switch to channel 5”</i>

***(initiate channel marker)***

<i>(dispatcher)</i>	<i>“7102 advise status when you can?”</i>
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(The above example presumes 7102 is at a known location and already had backup present).

If an officer is alone and requests emergency assistance/backup, 2 officers and a supervisor should be dispatched to the last known location, channel marker activated, and, if not known, request the reason for assistance. The air is then held until backup arrives and advises status. Units enroute should not transmit non-emergency traffic, including requests to be assigned to the call.

The channel marker can be removed when the officer(s) on scene advise routine traffic (which can be prompted by dispatch). An officer stating that their status is 10-2 does not necessarily mean the marker should be removed from the channel.

(unit) 5F1, I need 10-33 backup at 3033 Darbo  
 (dispatcher) "Emergency traffic on channel 1, routine traffic on channel 3"

(unit) **(initiate channel marker)**  
 "4F10, 5F2"  
 (unit) "4F10, copy"  
 (dispatcher) "5F2, copy"  
 (unit) "5F1, status?"  
 (unit) "5F1, a large crowd fighting"

## 5L VEHICLE PURSUITS

Upon the initiation of a vehicle pursuit the pursuing officer shall explicitly announce he/she is involved in a "10-80" or "pursuit" and provide the communications center with:

- **Clear identification by the officer that this is a pursuit**
- Location and direction of travel
- Vehicle description (CYMBALS)
- Speed
- Reason for pursuit
- Description of occupants, if available
- Road, traffic, weather conditions
- Officer safety information, if applicable

Phrases such as "trying to catch up to", "following a speeding vehicle", "vehicle not stopping", etc **will not be** considered an indication that an officer is involved in a pursuit.

The Dispatcher shall immediately activate the channel marker, announce "Emergency Traffic", confirm that a patrol supervisor, if available, is monitoring and assign a backup. The dispatcher will then advise the pursuing officer to go ahead with updates, and refer to the Pursuit Checklist in Appendix III.

(dispatcher) "Emergency traffic channel 1"

**-activate channel marker-**

(dispatcher) "8437, go ahead"  
(unit) "8437, northbound 51 from Siggelkow, green Prius, plate 345AZE, possible 55, speed of 90 mph, one occupant, roads dry"  
(dispatcher) "8410 and 8432, copy?"  
(unit) "8410, copy"  
(unit) "8432, copy"  
(dispatcher) "8437, go ahead"

Radio channels to be used will be based on availability to the police units involved in the pursuit. Agencies that are dispatched by the Dane County Public Safety Communications (PSCC) will stay on the patrol channel on which the pursuit was initiated. In the case of a pursuit initiated on a channel other than a primary channel, that secondary channel may be patched at the request of either law enforcement or dispatch.

Due to the extraordinary dangers presented during a vehicle pursuit, the pursuing agency should never be told to switch radio channels during the pursuit unless absolutely necessary.

A PSCC dispatcher **not involved** in the pursuit will activate Alert Tone 1 and broadcast the pursuit using Hold Up multi-select (See Appendix II) except the pursuit channel. **This broadcast will be advisory only and will not be considered a blanket request for mutual aid.**

PSCC will establish a patch between the County's VHF trunked DaneCom radio system and the City of Madison's trunked 800 MHz radio system, advise officers of the patch, and instruct them to monitor only.

(dispatcher) "Information all units, McFarland Pd is involved in a 10-80, northbound 51 from Siggelkow, green Prius, plate 345AZE, possible 55(or other reason for the pursuit), speed of 90 mph, City channel 7 is patched with County channel 1 to monitor only at this time. This is not a request for mutual aid at this time"

Maintaining radio communications on an agency's native radio channel via radio console patch will also allow those agencies not dispatched by PSCC to communicate with PSCC by portable radio should the officers exit their vehicles.

If the pursuit channel is one of the primary dispatch channels, other essential business not related to the pursuit will be conducted over an alternate channel designated by the PSCC. (Dane County units will be advised of emergency traffic DALAW 1 or DALAW 3 will be moved

to a channel designated by PSCC. MPD will be advised of emergency traffic on channel 1 (or 3) and routine traffic will be moved to a channel designated by PSCC.. All other jurisdictions dispatched by PSCC will be advised to move to one of the following available channels as directed by PSCC.

PSCC will contact each of the other five communications centers within the County not included in the simulcast alert (FIPD, MIPD, SNPD, STPD, UWPD, MOPD, CAP PD and WSP) to inform these departments of the pursuit, and reason for pursuit, as appropriate. Additionally, notifications for jurisdictions outside of Dane County will take place as appropriate. Each communications center will be responsible for monitoring the pursuit as needed to ensure its preparedness, should the pursuit travel into its jurisdiction. **Simple notification of a pursuit does not constitute a mutual aid request. Assistance must be requested verbally or by TTY by the involved agency in order to be considered mutual aid.**

Agencies not dispatched by the PSCC will normally initiate the vehicle pursuit on their respective radio channel. The agency involved in the pursuit should contact the PSCC as soon as practical if mutual aid will be requested/required, and should share any available information about the vehicle pursuit. PSCC will establish a radio patch with the requesting agency channel and a channel(s) designated by PSCC for the mutual aid response. PSCC may assume the radio communications for the duration of the pursuit, if requested or appropriate.

WSP will remain on their own channel and monitor if possible.

The function of the PSCC will be to facilitate the communications for the pursuit from the time PSCC is made aware of the pursuit until the pursuit is resolved. The initiating agency will retain supervisory authority over the pursuit at all times during the pursuit. It is expected that a supervisor for the initiating agency (if available) will actively monitor, direct and control the pursuit. PSCC will log all details of the pursuit to its CAD system and on the radio recording system.

The channel marker can be removed when the officer(s) on scene advise routine traffic (which can be prompted by dispatch). An officer stating that their status is 10-2 does not necessarily mean the marker should be removed from the channel.

## 5M FOOT PURSUITS

Foot pursuits pose a substantial risk to patrol officers. When a patrol officer becomes involved in a foot pursuit, the dispatcher will announce emergency traffic and activate the channel marker on the affected channel and assign a backup unit, if needed. Another uninvolved dispatcher will simulcast the current information to other appropriate channels and jurisdictions. **Simple notification of a foot pursuit does not constitute a mutual aid request. Assistance must be requested verbally or by TTY by the involved agency in order to be considered mutual aid.**

The dispatcher should receive or prompt frequent updates on location of the foot pursuit. Additionally, the dispatcher will provide a brief echo of location and suspect description provided by the patrol officer. If the patrol officer fails to respond or sounds of a struggle are heard, the dispatcher should direct other units to the last known location for the officer.

(Unit)	"6637 Foot Pursuit"
(Dispatch)	"Emergency Traffic On Channel 1"
(Dispatch)	"6637 Your Location and Description of Suspect"
(Unit)	"Suspect is North on Pheasant Ridge from Deer Valley he is a Male White Brown Hair White T-Shirt and Blue Jeans"

The channel marker can be removed when the officer(s) on scene advise routine traffic (which can be prompted by dispatch). An officer stating that their status is 10-2 does not necessarily mean the marker should be removed from the channel.

## **5N HIGH RISK VEHICLE CONTACTS**

A High Risk Vehicle Contact is initiated when a substantial safety risk to officers is presumed based on information regarding the occupants of a vehicle (weapons information, felony warrant with caution indicator, etc). High-risk vehicle contacts are dynamic and pose a substantial risk to officers and citizens.

If a patrol officer announces that s/he is following a stolen vehicle, or a vehicle involved in dangerous or violent offense, the dispatcher should immediately:

- Announce emergency traffic
  - All other jurisdictions dispatched by PSCC will be advised to move to one of the following available channels as directed by PSCC-The tactical channels for DaneCom will be DA LTAC 13,14,15. If these channels are in use DANETAC2,DANETAC1 ,VTAC 12, AND VLAW31 can be used. If all other TAC channels are in use, or if there is poor radio reception, VCALL 10, Fitch-Rona PS, McFarland PS, and Sun Prairie PS channels may be used.
- Activate the channel marker
- Assign additional officers in that area to respond and assist
- Provide a brief echo of updates in location and other information
- In the case of a unit following an above-described vehicle, an uninvolved dispatcher will simulcast the information to other channels or jurisdictions following the SIMULCAST 5O.2 Emergency Information procedure.

When the officers are in place and a stop is affected. Officers will advise their status and progress as conditions allow.

The channel marker can be removed when the officer(s) on scene advise routine traffic (which can be prompted by dispatch). An officer stating that their status is 10-2 does not necessarily mean the marker should be removed from the channel.

## **5O SIMULCAST PROCEDURE**

- **5O.1 Routine information**

Getting information to officers in the field is extremely important, particularly if there is weapons/officer safety information associated with a person or vehicle. A patrol unit will request to air information on particular channels or to include multiple jurisdictions. The dispatcher should patch the affected channels and announce to units that a patrol unit will be airing information regarding a stolen vehicle, missing juvenile, etc. The patrol unit will then air that information. At the patrol unit's request, a dispatcher or call taker will relay the information to possible affected non-PSCC users as soon as possible. This request will be made on the data channel.

The dispatcher will be responsible for simulcasting information that comes into the PSCC via teletype phone from non-PSCC users. The dispatcher will multi-select the affected channels

and air the information. The dispatcher will advise units that they should prepare to copy information related to.... The dispatcher will then air the information. Examples of information simulcast by officers or dispatchers, and aired on MPD and Sheriff primary law channels, include:

Missing Juveniles

Amber Alerts (issued by WI or another state)

Weapons/Officer Safety Information

Missing/Endangered Adults

At-Large Suspect Information

Stolen Vehicle

*(dispatcher)*

*Units prepare to copy an attempt to locate for Monona Police regarding an armed robbery that occurred earlier today in their city. (pause) Air the ATL... Dane County/Madison Police clear (time).*

- **50.2 Emergency information**

Simulcasting can also be used in conjunction with alert tones. When a dispatcher receives a call for service that requires the alert tones, (weapons, echo response, weather, vehicle pursuits) the dispatcher will activate the proper alert tone on the appropriate channels and simulcast the information. (see Appendix II)

## **5P MUTUAL AID**

Mutual aid requests can be made by radio, teletype, or telephone, and may require OIC approval. The requesting agency should advise if an emergency response is required and if an officer from the requesting agency will be responding or is on scene (should that not be obvious). Mutual aid, by Wisconsin State Statute, can be initiated by PSCC in an emergency situation. If a dispatcher believes any police officer is involved in a situation where additional emergency law enforcement assistance is needed, that dispatcher should send additional law enforcement resources immediately. Unless a specific request is made, a mutual aid request is satisfied by sending the closest law enforcement officer(s) to stabilize the situation. If an officer or deputy requests emergency assistance the dispatcher will restrict radio traffic to emergency traffic only. Another law dispatcher will then activate the alert tones on the holdup tab and give the officer's or deputies location and the request for assistance. If needed the PSCC will patch city and county channels until the situation is stabilized.

## 5Q C.A.P.M.A.R.

CAPMAR (Capitol Area Police Mutual Aid Response) is a pre-planned, automatic mutual aid response system for law enforcement events (MABAS for police). It is designed to provide extra law enforcement personnel and equipment at the scene of law enforcement emergency throughout Dane County. CAPMAR responses will only be requested when a law enforcement emergency has caused an agency to exceed its capabilities and resources.

CAPMAR is a new concept for the Dane County Law Enforcement community. At the time of the completion of this document the process for requesting and dispatching a CAPMAR response was still being discussed, and the specific process will be included in a future update to this document.

## 5R DATA REQUESTS

Data requests vary in complexity and the time to complete some requests may be lengthy. When an officer calls into data they should use their unit number and wait for a response before proceeding with their request.

When requesting driver status/wanted status information, the format should be as follows:

- State being queried
- Last name ('common spelling' if appropriate, spelling if necessary)
- First name ('common spelling' if appropriate, spelling if necessary)
- Middle Initial
- Sex/race
- Date of Birth

Phonetic spelling should be done at a normal conversational rate and should include the phonetic designator (Adam, Baker, Charlie, etc).

**\*In-Progress Responder Request:** If an officer needs information or assistance immediately, that request can be made on the primary channel. Examples of this would include suspect/vehicle descriptions from previously reported crime or a tow request on an extremely chaotic crash scene. In short, if the officer believes his/her safety may be compromised by switching channels, the request can be made on the primary channel.

**\*Routine Responder Request:** Routine requests for information, driver/vehicle/warrant checks, city/county services, and tow trucks should be made on the data channel. Any other routine requests not mentioned here should be made on the data channel to keep air free on the primary channel. Whenever practical, patrol officers will call the data operator by phone to enter stolen vehicles, missing juveniles, or missing/endangered adults.

## **5S WEATHER-RELATED BROADCASTS**

When PSCC becomes aware of important weather-related information, a dispatcher will simulcast that information to patrol units (see Appendix V). The dispatcher will inform patrol units of severe weather watches and warnings and, if appropriate and available, will provide the current location, direction of travel, ETA, and type of weather associated with the storm.

## **5T DETOX CONVEYENCES FROM HOSPITAL EMERGENCY ROOMS**

**Subject Conveyed to Emergency Room by Another Law Enforcement Agency** – If a law enforcement agency conveys an individual from their jurisdiction to an Emergency Room for medical treatment, and that person needs transportation to Detox after being medically treated. It is the responsibility of the agency that conveyed the individual to the hospital in the first place to convey the incapacitated subject to Detox. This applies even if the officer/deputy has returned to their jurisdiction, and applies to jurisdictions outside of Dane County.

**Subject Conveyed to Emergency Room from Detox** – If a person who has been admitted to Detox is conveyed to an emergency room for medical treatment, it is the responsibility of Detox to arrange for that subject to be conveyed back to Detox after they have been medically treated.

**Subject Conveyed to Emergency Room by Other Means** – If a subject was conveyed to an emergency room from another jurisdiction by a non-law enforcement agency, officers from that specific jurisdiction should respond (if requested) to evaluate the subject and determine whether he/she is incapacitated by alcohol. If the subject is deemed incapacitated by alcohol he/she will be placed under protective custody and conveyed to Detox. This includes subjects conveyed to an emergency room by an ambulance from other jurisdictions.

## 6. RADIO CHANNELS

### 6A Channel (Talk Group) Use and Assignment Guide

Operationally, most radios cannot scan between trunked and conventional)

#### Zone Z-Universal

Channel	Talk Group	Trunked/Conventional	Intended Use
1	DA LAW1	Trunked	Primary Dispatch Channel
2	DA LAW2 TK	Trunked	Simulated Talkaround for DALAW1
3	DA LAW3	Trunked	Primary Dispatch Channel
4	DA LAW4 TK	Trunked	Talkaround for DALAW3
5	Agency Specific	Agency Specific	Agency Specific
6	Agency Specific	Agency Specific	Agency Specific
7	MARC 1	Conventional	Coordination freq. for all incidents - Repeater
8	MARC 2	Conventional	Coordination freq. for all incidents - Simplex
9	VLAW 31	Conventional	Law Analog Tactical - 1st Backup to DA LTACs (New Name For WISPERN)
10	DA John	Trunked	Joint Tactical Channel Fire/Ems/Law
11	DANETAC 1	Conventional	Joint Tactical Channel Fire/Ems/Law
12	DANETAC 2	Conventional	Joint Tactical Channel Fire/Ems/Law
13	DALTAC 13	Trunked	Tactical Channel
14	DALTAC 14	Trunked	Tactical Channel
15	DALTAC 15	Trunked	Tactical Channel
16	VCALL 10	Conventional	Countywide Emergency VHF Channel

#### Zone E – Events

Talk Group	Trunked/Conventional	Intended Use
DA LAW1	Trunked	Primary Dispatch Channel
DA LAW2 TK	Trunked	Talkaround for DALAW1
DA LAW3	Trunked	Primary Dispatch Channel
DA LAW4 TK	Trunked	Talkaround for DALAW3
DA CAPMAR	Trunked	Response until arriving at staging area
MARC 1	Conventional	Coordination freq. for all incidents - Repeater
VTAC 12	Conventional	County Wide Tactical - Analog - 2nd backup for DALTACS
VLAW31	Conventional	L. E. Primary Analog Tactical New Name For WISPERN
DA EVENT V	Trunked	Lettered to avoid confusion with MPD Events
DA EVENT W	Trunked	Lettered to avoid confusion with MPD Events
DA EVENT X	Trunked	Lettered to avoid confusion with MPD Events
DA EVENT Z	Trunked	Lettered to avoid confusion with MPD Events
DA LTAC 13	Trunked	Tactical Channel
DA LTAC 14	Trunked	Tactical Channel
DA LTAC 15	Trunked	Tactical Channel
VCALL 10	Conventional	Countywide Emergency VHF Channel

## **Appendix I Plain Language**

The use of plain language to describe an incident is strongly recommended over the use of ten codes. Although ten codes are widely used and accepted among local law enforcement, ten code meanings differ from location to location. Ultimately, the use of ten codes should be avoided if possible. This list should be reviewed annually by the radio protocol committee with the goal being to reduce and/or eliminate the use of ten codes in the future.

In an effort to help reduce the use of ten codes the dispatchers will begin using plain language when acknowledging the officers transmission. Dispatchers will have exceptions when using ten codes in lieu of plain language per operations protocol.

Example:

*(unit) 1Charlie1*

*(dispatch) 1Charlie1 go ahead*

*(unit) 1Charlie1 10-23*

*(dispatch) 1Charlie1 copy on scene*

Because other ten codes may at times be used by officers dispatchers shall remain knowledgeable, or have quick access to all ten codes so that they can effectively communicate with officers in the field during times of crisis.

If ten codes must be used, the following is a list of acceptable codes and their associated plain language definitions:

Signal good/good status	10-2
Acknowledge/OK/Good copy	10-4
Busy unless urgent	10-6
Out of service	10-7
In service	10-8
Repeat	10-9
Complainant	10-17
Respond quickly (not emergency)	10-18
Location	10-20
Call by phone	10-21
Disregard	10-22
On scene	10-23
Request driver's license information	10-27
Request vehicle registration information	10-28
Check for wanted status	10-29
Person with gun	10-32
Emergency	10-33
Begin tour of duty	10-41
End tour of duty	10-42
Vehicle crash	10-50
Intoxicated driver	10-55
Intoxicated person	10-56
Conveyance/escort	10-59
In contact with (complainant, suspect, witness, etc)	10-61
Chase in progress	10-80
Subject in custody	10-95
Mental subject	10-96
Wanted person/stolen vehicle	10-99

**Appendix II  
Alert Tone and Multi-Select Channels**

**Alert tone Use**

**Alert tone 1:** Weather warnings  
(Steady Tone) Officer not answering the radio  
Vehicle Pursuits

**Alert tone 2:** Weapons offenses (initially or while enroute, these  
(Warble; High/Low) types of calls would include weapons that are being  
used to causing great bodily harm or death  
  
Hold up/Panic/Manually Activated Alarms from a  
business

**Alert tone 3:** Echo level medical  
(Beep, beep, beep)

<b><u>Multi-Selects</u></b>	<b><u>County/VHF</u></b>	<b><u>City/800 Trunking</u></b>
<b>Hold Up Alarm:</b>	<b>DALAW 1 DALAW 2 DALAW 3 DALAW 4</b>	<b>MPD A01, A03, A05,A16 Capitol PD Monona PD UWPD</b>
<b>Echo Level Response:</b>	<b>DALAW 1 DALAW 3</b>	<b>MPD A01, A03</b>
<b>ATL/BOLO:</b>	<b>DALAW 1 DALAW 2</b>	<b>MPD A01, A03</b>

## Appendix III Pursuit Checklist

<b>PURSUIT CHECKLIST</b>
Officer announces/declares pursuit (versus vehicle not stopping/yielding)
Restrict radio traffic (routine traffic moves to alternate channel)
Activate channel marker
Location and direction of travel
Reason for pursuit
Plate number and vehicle description
Speed, road conditions, traffic conditions, weather conditions
Officer safety issues
Mutual aid requested/authorized?
Assign additional officers
Patch channels as appropriate
Notify other law dispatchers so they can alert their officers
Supervisor from originating jurisdiction monitoring
Number of occupants
Monitor pursuit with brief echo of details
Log times, locations, notable events
Create CAD incident
Use map resources to follow pursuit
Spikes/stop strips/PIT/other actions authorized?

## **APPENDIX IV COMMUNICATIONS TECHNIQUES**

### **Short-Specific**

Before transmitting, know what you are going to say; don't make it up as you go along. Choose precise terms to communicate the desired message as clearly and briefly as possible without wasting airtime.

### **Pause Slightly Before Speaking**

Once you "key" the transmitter (push the transmit button), PAUSE one second before speaking. This ensures that you do not begin speaking before electronically the radio is ready to transmit your message and receiving units are ready to hear your message.

### **Indicate Objective**

Assignments should indicate an objective to the action. The officer(s) should know exactly where to go, whom to contact, and what the problem is. Dispatchers should

indicate what to do -- not how to do it. Officers should be specific about where they are, address, cross street, direction of travel, and what assistance/resource is needed.

### **Clear Tone -- Self Control -- Effective Rate**

Speak clearly at a practiced rate, not too fast or too slow. Deliberately control your emotions and excitement. If you do not consciously control your voice, it will become garbled under stress.

### **Well Timed/Spaced**

Prioritize your messages. Do not use up valuable airtime with unimportant messages and insignificant details. Let critical messages go first. Maintain an awareness of the overall situation and how you fit into it.

Do not interrupt conversations unless you have EMERGENCY TRAFFIC. Listen before transmitting and wait until a message transaction has been completed.

Pause between consecutive or lengthy messages ('break'). This will make it clear when one has been completed and another message started, or that there is more information to follow. It will give other units a chance to get on the air with important messages.

## **APPENDIX V DEFINITIONS**

**ANALOG** - Analog voice transmission is a method of conveying speech using a continuously varying signal. Analog voice radio systems are relatively simple, inexpensive when compared to other types of systems, and have been in use since the early 20th century.

Although time-proven and highly reliable, an analog radio transmission will steadily degrade as the distance from the transmitter increases. Analog radio transmissions are also more susceptible to noise, which eventually overpowers the steadily weakening signal until it can no longer be understood.

**CHANNEL** - a radio channel is a communications pathway connecting a group of users. Channels are selected by the radio user, and often have names/labels that remind the user of their intended use. Once the user selects the desired channel, the radio and/or system determines the method by which the voice information will be conveyed. This is generally transparent to the user, and could be Analog or Digital, Conventional or Trunked, Simplex or Repeated, or some combination.

**CONVENTIONAL RADIO SYSTEM** - in a Conventional radio system, the radios operate on predetermined, fixed frequencies. In the case of radios with multiple channels, each channel has a specific frequency definition that is pre-programmed into the radio. The user manipulates a zone and/or channel selector (dial or buttons) on the radio control panel to pick the appropriate channel, which corresponds to the proper radio frequency. Conventional radio systems may be simplex, or may use repeaters. They may also be either analog or digital.

**DIGITAL** - Digital voice transmissions, unlike analog, are conveyed with mathematical precision. In a digital voice system, all speech is reduced to a stream of the binary numbers 0 and 1. This stream of numbers is reconstructed on the receiving end and synthesized back into a voice that humans can understand. Because of the mathematical nature of a digital signal, degradation over the communications path can be detected (and often even corrected) at the receiving end. Digital radio transmissions are also affected by noise, but tend to remain recoverable until the signal is very weak. However, when signal recovery is no longer possible, a digital signal will abruptly cease. Thus, digital transmissions tend to be "all or nothing" in this regard. Digital systems can be problematic in situations with a high level of background noise, such as firefighting, as the digital "vocoder" does not always process the non-verbal background sounds correctly. Digital radios are also more complex, and therefore more costly, than analog radios.

**REPEATER** - A radio repeater is a combination of a radio receiver and transmitter that receives a weak or low-level signal and simultaneously retransmits it at a higher level or higher power, so that the signal can cover longer distances without degradation. Repeaters are often located on tall towers or buildings to maximize their range.

Repeater radio systems require at least two frequencies to function, a "talk-in" or input frequency, and a "talk-out" or output frequency. This is normally transparent to the user, who simply selects the appropriate zone and/or channel on their radio.

Repeated radios systems may be either analog or digital.

**SIMPLEX** - Simplex is the most basic type of radio system. In a simplex system, a radio transmission originates with one radio, and is conveyed to the receiving radio without using a repeater or other infrastructure. In a simplex system, only one radio frequency is needed. Simplex is sometimes referred to as "car to car" or "direct". Simplex is often preferred for communications between users inside heavily reinforced buildings, as the signal strength from a nearby user's radio may be stronger than one originating from a distant repeater. Even so, the range of a simplex radio transmission is typically very limited - as little as a few hundred feet inside such a structure. Even outdoors, the range may only be a mile or two. Simplex radios systems may be either analog or digital.

**TRUNKED RADIO SYSTEM** - In a trunked radio system, the system automatically picks the radio frequency, not the radio user, from a pool of frequencies used by the trunking system.

Just as in a conventional radio system, The user selects the group of users that he/she wishes to talk to by selecting a zone and/or channel position on their radio. However, the actual frequencies used for any particular transmission are automatically determined by the trunking system. This arrangement makes more efficient use of individual radio frequencies, by allowing an overall smaller total number of frequencies to be shared by many users.

While more spectrum efficient, trunked systems rely on a central controller and complex infrastructure to function properly. They are therefore more complex and expensive than a conventional radio system. In a trunked radio system, repeaters are always used. Simplex operation is not possible. Trunked radio systems may be either analog or digital.

**CATEGORIES OF CALL TYPES-** The Dane County Communications Center uses the following designators to prioritize call types.

**ECHO** – Most incidents involving firearms or other weapons that could cause significant injury or death. This would also include medical calls where a patient is not breathing.

**DELTA** – These types of calls are urgent and requires a rapid police response. Types of calls would include but are not limited to:

- Injuries requiring immediate medical attention
- Crimes in progress
- Incidents involving physical danger or risk to the public
- Incidents where the potential for violence exists without police intervention
- Death investigations

**CHARLIE** – These types of calls do not typically require immediate police response, they typically include minor crimes with no suspect present. These are incidents not involving violence or risk to the public. Incidents with no potential risk for escalation. If a dispatcher believes that that a specific call could escalate and has some criteria listed above in the DELTA call type that call should then be upgraded and dispatched immediately.

**BRAVO** – Bravo calls would be categorized as a routine call. There is no potential for risk to the public and an immediate police response is not needed.

**ALPHA** – Alpha level calls would be considered low priority where timeliness of a police response is not an issue. Some examples would be phone messages and information calls for a specific beat of jurisdiction.

## Appendix VI Med-Flight

### Request for Helicopter EMS (HEMS)

**Purpose:**

To provide general guidelines for the appropriate utilization of Helicopter EMS (HEMS) during routine daily operations.

**Policy:**

Helicopter EMS activation should be considered in Time Critical Diagnoses (TCDs) when the transport time to definitive care is prolonged, as well as situations when advanced resources and skills may help improve the patient's chances of survival.

Depending on the situation and resources present, it may be prudent to begin transport by ground ambulance and arrange for a rendezvous at an existing airfield or helipad rather than establish a scene Landing Zone (LZ) and wait for HEMS. Please see the next page for a listing of local airfields and hospital-based helipads that would not require establishment of an LZ by Fire or Law Enforcement.

A helicopter may be considered for request under the following circumstances but not limited to:  
Patient meets Level I Trauma Center criteria under the Destination Determination Protocol AND ground transport time is estimated to be greater than 15 minutes

Patient is critically ill or injured AND entrapped with extrication expected to last greater than 20 minutes

Patient has unstable Vital Signs (VS) and ALS intercept would further delay arrival at definitive care  
Patient has field diagnosed ST-Segment Elevation MI and is not expected to make the goal first medical contact-to-balloon time of <90 minutes without HEMS assistance

Patient requires specialized medical attention in the field that is beyond the scope of the EMS Providers present on scene or available at the time of the emergency (i.e. field amputation, pediatric intubation)

Mass Casualty Incident with multiple critically ill or injured patients, when activation would not put the responding HEMS unit at increased risk (i.e. active shooter without neutralized threat)

**Procedure:**

When considering air transport, the following terminology should be referenced when speaking with HEMS Dispatch:

**“Status Inquiry”** or **“Inquiry”** - contact asking whether HEMS is available to fly or not based on current weather conditions, aircraft availability and crew status. An aircraft will NOT be reserved based on an “Inquiry”, and if another flight “Request” is received before final decision is made the second “Request” WILL be accepted by HEMS.

**“Stand-by”** - for all calls *within the borders of Dane County*, an aircraft will be pulled out and prepared for flight, but WILL NOT lift off until final decision is made regarding HEMS use. Anyone in Public Safety may put a helicopter on “Stand-by”. If another flight request is received before final decision is made, the second “Request” will NOT be accepted by HEMS.

**“Request”** - final decision has been made by the EMS Provider(s) on scene to transport the patient by air, and the helicopter will launch to the scene or rendezvous point as soon as possible.

The highest credentialed EMS Provider on scene will determine if a HEMS unit is appropriate for the patient. That EMS Provider will request the Dane County 9-1-1 Center to contact Helicopter EMS and “Request” dispatch of the closest, most appropriate HEMS unit. A safe landing zone (LZ) must be established per protocol prior to HEMS arrival. The highest quality patient care should be continued per Dane County Protocols until HEMS arrival, at which time care may be transitioned to the HEMS patient attendant. Patients coming from a Hazardous Materials (HazMat) scene need to be fully decontaminated prior to HEMS transport. This includes contamination with various fuels as well as ingestions of volatile substances which may cause off-gassing.

**Under NO circumstances should patient transport be delayed to use a helicopter.**

There are multiple Helicopter Landing Zones (LZs) in and around Dane County that do NOT require Fire or Law Enforcement establishment. If appropriate for the situation, weather and patient condition, these locations may be considered for rendezvous with the HEMS unit and transfer of patient care. This will take clear communication from the EMS Providers on scene and coordination through the Dane County 9-1-1 Center and the HEMS Dispatcher. Please see the following page for a list of airfields and helipads in the greater Dane County area that may be considered.

Helicopter EMS (HEMS) Landing Zones

Sauk Prairie Airport

St. Mary's Sun Prairie Helipad

Sugar Ridge Airport

Elert Airport

Middleton Airport – Morey Field

Verona Airport

Mathaire Field

Blackhawk Airfield

Sauk Prairie Hospital Helipad

UW at The American Center Helipad

Waunakee Airport

Jana Airport

Stoughton Hospital Helipad

Lodi Lakeland Airport

Edgerton Hospital Helipad

Syvrud Airport