

**CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES**

5.0 PUBLIC SAFETY COMMUNICATIONS LANGUAGES

5.1 Fire and EMS Phrase Word Brevity Code

Standard plain language phrases offer a means to improve the understanding between agencies using different codes. In addition, use of a phrase word brevity code for local operations can reduce misunderstanding from numerical code misuse and permit new personnel to be rapidly integrated into system communications. The phrase word brevity code will be employed by all fire and ambulance services.

<u>PHRASE WORD</u>	<u>ENGLISH MEANING</u>
Use Caution	Caution: dangerous condition is suspected to exist.
Unreadable	Radio signal is too weak to receive.
Out of Service	Unit, vehicle or person is not working, and not available for service.
In Service	Unit, vehicle or person is working, and available for service.
Available	Leaving the emergency scene and available or ready for call.
Not Available	Unit cannot accept another assignment but may be "on radio."
In Quarters	In station, off the air, available for call.
Prepare to Copy	Dispatcher is about to give lengthy message.
Go Ahead	You have been given clearance to transmit your message.
On the Scene	You are on the scene. First unit should advise condition following arrival.
OKAY (Received)	Message received and understood.
Say Again	REPEAT your message.
Stand By	Stop transmitting and wait for further instructions.
Cancel	Cancel your present assignment.

**CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES**

PHRASE WORD	ENGLISH MEANING
Off Radio	Unit is not capable of being contacted by radio, but may be “available.”
On Radio	Unit is capable of being contacted by radio, but not necessarily “available.”
Responding	Unit is on the air enroute to assigned location.
Under Control	Situation is under control when no further assistance is anticipated.
Telephone	Call by telephone specified number or person. (Tel. # or person.)
Priority	When transmitted, means that the following transmission must have immediate attention.
Affirmative	Yes.

Additional terse phrases may be added as needed.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

5.2 APCO Ten Signal Aural Brevity Code

The APCO Ten Signal Aural Brevity Code listed below is recommended for use as a code for police communications.

10-1	Signal Weak	10-31	Pick Up
10-2	Signal Good	10-32	___ Units Needed (Specify)
10-3	Stop Transmitting	10-33	Help Me Quick (Emergency)
10-4	Affirmative (OK)	10-34	Time
10-5	Relay (To)	10-35	Reserved
10-6	Busy	10-36	Reserved
10-7	Out of Service	10-37	Reserved
10-8	In Service	10-38	Reserved
10-9	Say Again (Repeat)	10-39	Reserved
10-10	Negative	10-40	Stopping Vehicle
10-11	On Duty	10-41	Stopping Suspicious Person
10-12	Stand By (Stop)	10-42	Advise if ___ is on station or available for a call
10-13	Existing Conditions	10-43	General Alarm (Prepare to Copy)
10-14	Message/Information	10-45	Motor Vehicle Accident
10-15	Message Delivered	A.	Property Damage
10-16	Reply to Message	B.	Personal Injury
10-17	Enroute	C.	Fatal
10-18	Urgent (Quickly)	D.	Hit & Run
10-19	(In) Contact	10-46	Holding Subject-Rush Reply
10-20	Location	10-47	Send Ambulance to Scene
10-21	Call ___ by Phone	10-48	Wrecker Needed
10-22	Disregard	10-49	Return to Your Station
10-23	Arrived at Scene	10-52	Visitors Present
10-24	Assignment Completed	10-55	Prisoner in Custody
10-25	Meet	10-97	Radio Check:
10-26	Estimated Arrival Time	A.	Voice Weak-Talk Closer to mike
10-27	License/Permit Inform	B.	Voice Loud-Talk Farther from mike
10-28	Ownership Information		
10-29	Records Check/Warrant		
10-30	Danger/Caution		

The numbering, sequence, words or word phrasing of signals from 10-1 through 10-34 may not be altered, nor may the reserved signals 10-35 through 10-39 be otherwise implemented except by APCO. While any user may employ signal numbers upward beginning with 10-40 as may best suit the user's needs, all signals employed by police users of the ECC will be identical to maintain consistency.

5.2.1 Special Codes

Several special codes have been developed to deal with certain situations and to provide police personnel with special instructions without detailed explanations or long use of airtime.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

- Code 1 **Proceed Normal** - Proceed to location of complaint or request for assistance using normal driving habits and obeying all traffic regulations.
- Code 2 **Urgent** - No red light and siren - Proceed to location of complaint or request for assistance without unnecessary delay.
- Code 3 **Emergency** - Life threatening situation - Proceed as quickly as possible (warning lights and/or siren) with due regard for safety.
- Code 4 **No further assistance needed** - Officer arrives on scene of complaint or request for assistance and finds he can handle it alone or a sufficient number of officers have responded and no additional personnel is needed.
- Code 5 **Surveillance** - Vehicle and/or officer is maintaining a watch either from a fixed location or while moving.
- Code 30 **Officer needs help** - Officer himself is in danger and requires immediate assistance - all units will respond without delay. Officer requesting assistance must give location.

5.3 Phonetic Alphabet

The phonetic alphabet should be used for spelling out unusual names of persons and locations. The names used after each letter have been found to be the most understandable over the air. They should always be given as 'A' - Alpha, 'B' - Bravo ... never 'A' as in Alpha or 'B' as in Bravo.

(A)	ALPHA	(N)	NOVEMBER
(B)	BRAVO	(O)	OSCAR
(C)	CHARLIE	(P)	PAPA
(D)	DELTA	(Q)	QUEBEC
(E)	ECHO	(R)	ROMEO
(F)	FOXTROT	(S)	SIERRA
(G)	GOLF	(T)	TANGO
(H)	HOTEL	(U)	UNIFORM
(I)	INDIA	(V)	VICTOR
(J)	JULIET	(W)	WHISKEY
(K)	KILO	(X)	XRAY
(L)	LIMA	(Y)	YANKEE
(M)	MIKE	(Z)	ZULU

**CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS
STANDARD OPERATING PROCEDURES**

5.4 2400 Hour Time

Twenty-four hundred hour time is preferred and will be used over the common 12-hour time. The use of the 2400 time prevents the problems of determining AM and PM which letters are often misunderstood over the air.

<u>2400 HOUR TIME</u>	<u>12 HOUR TIME</u>
2400	Midnight (twenty-four hundred)
0001	One minute after midnight
0015	Quarter past midnight (zero zero one five)
0045	45 minutes past midnight (zero zero four five)
0100	One o'clock in the morning (zero one hundred)
0130	One thirty AM (zero one three zero)
0200	2 AM (zero two hundred)
1000	10 AM (ten hundred)
1100	11 AM (eleven hundred)
1200	NOON
1201	One minute after noon (twelve zero one)
1215	Quarter past noon (twelve fifteen)
1300 (add 100 to 1200)	1 PM (thirteen hundred)
1345 (add 0045 to 1300)	1:45 PM (thirteen forty-five)
1400 (add 200 to 1200)	2 PM (fourteen hundred)
2200 (add 1000 to 1200)	10 PM (twenty-two hundred)
2300 (add 1100 to 1200)	11 PM (twenty-three hundred)

5.5 Pronunciation of Numbers

Numbers are an important part of your message reading. Their confusion and miscopying can lead to much trouble, both for the ECC and others to whom your messages are addressed.

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

Numbers should be repeated first individually as integers, and then as the whole number. Example: 1,234,567, is transmitted; 1, 2, 3, 4, 5, 6, 7 (pause) one million, two hundred thirty-four thousand, five hundred sixty-seven. Following is the correct pronunciation of numbers:

- 1 - “WUN” with a strong W and N
- 2 - “TOO” with a strong and long OO
- 3 - “TH-R-EE” with a slightly rolling R and long EE
- 4 - “FO-WER”with a long O and strong W and final R
- 5 - “FIE-YIV”with a long I changing to short and strong Y
- 6 - “SIKS” with a strong S and KS
- 7 - “SEV-VEN” with a strong S and V and well-sounded VEN
- 8 - “ATE” with a long A and strong T
- 9 - “NI-YEN” with a strong N at the beginning, a long I and a well-sounded YEN
- 0 - “ZERO” with a strong Z and short RO

5.6 Declaring Communications Center Emergency Status

- 5.6.1 The Communications Center may find it necessary to restrict radio traffic during a major emergency and/or incident. To declare emergency operating conditions, the Communications Center will simulcast on the appropriate channel(s) an alert tone and the following message:

“Centre County Communications is declaring a communications emergency. Restrict all transmissions to emergency traffic only.”

- 5.6.2 **ALL** field units are **REQUIRED** to comply with the following restrictions during a declared emergency:

- 1. NO routine radio traffic.
- 2. NO signing responding, available, in quarters, etc. by any responding Chiefs and/or mobile units.
- 3. Units responding to the central incident **MAY** sign on scene.
- 4. All **NECESSARY** radio traffic will be kept to a minimum.

- 5.6.3 Should the emergency last for a prolonged period of time the Communication Center may, at times, broadcast the following reminder:

CENTRE COUNTY 911/EMERGENCY COMMUNICATIONS STANDARD OPERATING PROCEDURES

“Centre County Communications is operating under emergency conditions on this frequency for all Centre County units. Restrict all transmissions to emergency traffic only.”

- 5.6.4 At the termination of the emergency, the Communications Center will broadcast the following message:

“Centre County Communications is terminating the emergency conditions for all Centre County units. You may resume normal communications.

- 5.6.5 Due to the serious nature of any such emergency, violations will be noted and a field incident complaint form will be completed by the duty Shift Supervisor.

5.7 Field Unit Requesting Priority

At any time, and especially during heavy radio traffic periods, a field unit may require communications priority.

- 5.7.1 To request priority, the field unit will call the Communications Center as follows:

“Centre County, [unit ID]...PRIORITY”

- 5.7.2 The Communications Center will immediately respond to the calling unit, determine the unit’s requirements, and proceed accordingly. If the Communications Center determines the calling unit does indeed have higher priority, the Communications Center may restrict traffic for all other units and assign priority to the requesting unit as follows:

“Network units, Centre County...[unit ID] has priority on this channel.”

- 5.7.3 On police channels this may also require a 10-3. All field units will comply by reducing their radio traffic and giving the requesting unit priority.

- 5.7.4 Due to the serious nature of such a request, violations will be noted and a field incident complaint form will be completed by the duty Shift Supervisor.