

## 102.00 - RADIO COMMUNICATIONS

### 102.01 How to Use the Radio

- (1) Wait until the air is clear before attempting to transmit. When clear, depress the mike button, pause one to two seconds, identify yourself by proper precinct or assignment number, release the mike button and wait for the dispatcher to acknowledge your call. Then again depress mike button, pause and continue with the transmission, keeping the mike button depressed continuously during each transmission.
- (2) Microphones in use are designed for close talking and should be held from ONE to NOT OVER TWO inches away from the mouth. The internal mike of the portable unit is located in the upper left corner of the speaker grill.
- (3) All portable police radios are equipped with an emergency identifier system. It is essential that you depress and hold this red button for a minimum of ten (10) seconds to avoid accidental triggering of an emergency signal. Pushing the red emergency button will summon help, aid and support CODE 10 to an officer's location. The system is to be used in situations where an officer fears bodily injury, and when an officer is unable to verbally use the radio to call for help. It is vital for the dispatcher to have the officer's correct location in order for emergency help to arrive.
- (4) No information other than that of an official nature is to be transmitted over the Police Department radio.
- (5) All members of the Department will use the proper designation in describing a person's race with all radio transmissions. The correct ethnic terms to be used are:
  - a. White
  - b. Hispanic
  - c. Black
  - d. American Indian or Alaskan Native
  - e. Asian or Pacific Islander
  - f. Unknown Race
- (6) During radio transmissions, all members are prohibited from using derogatory language relating to race, color, creed, national origin, age, sex or sexual orientation that might reasonably be regarded as offensive to any other person.

### 102.02 Duty Requirements - Radio Calls

- (1) Officers receiving calls near the end of their tour of duty shall be held responsible for the proper completion of the call. Officers on calls that require any considerable time shall be relieved by order of the sergeant or supervisory officer in charge of the relieving shift.
- (2) Officers shall remain IN SERVICE ON THE AIR until relieved by the oncoming shift. Officers going OUT OF SERVICE for any reason prior to the end of their tour of duty shall return in service via radio before being relieved by oncoming officers.
- (3) No officer shall willfully neglect or refuse to answer and execute all orders from the dispatcher.
- (4) All calls issued by the dispatcher shall be considered as an order from the Chief of Police. Questions of any call or orders are subject to review, only after responding to and handling such calls.
- (5) Officers IN SERVICE shall be attentive to radio transmissions and respond when called or be subject to a missed call. See OMS 17.40.
  - a. A solo officer equipped with a portable radio must respond after three (3) radio calls within two (2) minutes or be subject to a missed call.
  - b. A two-officer assignment equipped with radio, whether portable or non-portable, must respond after three (3) calls within one (1) minute or be subject to a missed call.
  - c. A solo officer equipped with a non-portable radio must respond after three (3) calls within five (5) minutes or be subject to a missed call.

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- (6) All patrol division and traffic operations assignments shall clearly list on the daily detail all command officers and supervisors. Any officer working in an acting capacity as a supervisor or command officer shall be clearly noted on the daily details.
- (7) All Patrol Division and Traffic Operations officers below the rank of sergeant will begin their tours of duty by going in service on the radio and end their shift by going out of service on the radio. Officers may use the telephone to notify the dispatcher that they are beginning or ending a shift only when a radio is not available.
- (8) All Patrol and Traffic Operations officers below the rank of Captain are required to be available by radio unless on a special assignment or out of service at a specific location where radio communication is not appropriate or possible. "Officers IN SERVICE should be attentive to radio." OMS 102.02 (5)
- (9) Whenever an officer is unable to come IN SERVICE within **twenty (20) minutes** of the beginning of a shift, a supervisor shall notify the dispatcher. This shall include long roll calls, reporting late to work, administrative duties at the station, or any other activity preventing the officer from calling IN SERVICE. If a roll call extends beyond **twenty (20) minutes**, a supervisor shall notify the dispatcher and shall monitor radio traffic.
- (10) Supervisors or command officers will personally notify the dispatcher and the appropriate neighboring precinct or traffic cars if they authorize an officer to report late for duty or leave early.
- (11) Neither Patrol Division nor Traffic Operations officers shall conduct non-essential Class 3 activities during the hour between the early and late roll calls for the Patrol Division District in which they are assigned. Non-essential Class 3 activities include such things as Code 7, minor car maintenance, personal errands, administrative duties at the station, etc.
- (12) If two radios are used for a single assignment, all call signs and radio logical identification numbers will be provided to the appropriate dispatcher.
- (13) The requesting of "Any Car" by dispatchers is to be avoided if at all possible. Instead, specific units and cover cars are to be assigned by the dispatcher. When calls are pending that require immediate or timely response by the police, and the precinct car is not available, the dispatcher shall assign the closest available unit. Impact Team Officers, Neighborhood Police Officers, Community Resource Officers, Mounted Patrol Unit Officers, Gang Unit Officers, METRO/SWAT Officers, Traffic Operations Officers, and Patrol and Traffic Operations supervisors may be dispatched to high priority calls unless on a special assignment or being held out of service at a specific location.
- (14) The specific sector sergeant is to be called rather than "Any Cruiser." This includes, but is not limited to, 911 hang up calls, robbery alarms, pursuit management, shootings, etc. If the appropriate sergeant is not available, another sergeant shall be called immediately.

### 102.03 Radio Talk Group Assignment

- (1) The police radio will broadcast on its allotted frequencies on a twenty-four (24) hour basis.
  - a. Dispatch 1 is designated as the primary talk group for use by District One patrol, administrative and support units, city-wide investigation and accident units assigned to District One.
  - b. Dispatch 2 is designated as the primary talk group for use by District Two patrol, investigative and accident units assigned to District Two. When only five Dispatch groups are in operation, Dispatch Two will also be used by District Five patrol and investigative and accident units assigned to District Five.
  - c. Dispatch 3 is designated as the primary talk group for use by District Three patrol, investigative and accident units assigned to District Three.
  - d. Dispatch 4 is designated as the primary talk group for use by District Four patrol, investigative and accident units assigned to District Four.
  - e. Dispatch 5 is designated as the primary talk group for use by District Five patrol, investigative and accident units assigned to District Five, and all Highway units of the Traffic Operations Bureau.
  - f. Dispatch 6 is designated as the primary talk group for use by District Six patrol, investigative and accident units assigned to District Six.
  - g. Clear 1 and Clear 2 are the talk groups used by officers for obtaining listings and clearances.

- (2) The assignment of talk groups to the various districts, bureaus, etc., will be determined by the Division Chief of Technology and Support.
- (3) An announcement will be made on all talk groups, both primary and secondary, in order to keep officers throughout the City advised of pertinent activity, such as:
  - a. Officers calling for help
  - b. Major crimes, stickups, etc
  - c. Chases
  - d. Descriptions of armed and/or dangerous persons
- (4) In the event of an emergency, the dispatcher will, as necessity dictates, assign additional units to any given dispatch or tactical talk group for the duration of the emergency and may temporarily change the dispatch assignment of any unit or group of units.
- (5) Cars with city-wide assignments shall monitor the talk group of the area in which they are working. The dispatcher, if unable to make contact on Dispatch 1, will attempt to make contact on the other dispatch groups or, in an emergency or under urgent circumstances, use the Police All Call function to check all talk groups.

#### **102.04 Police Radio Communications Center - Retention of Tapes**

- (1) In order to maintain the order, the quiet, and the supervision required, there will be no casual visitors or tours allowed inside the Communications Complex without the prior authorization of the Communications Bureau Commander.
- (2) Any person who has official business that must be conducted inside the Communications Complex will obtain permission to enter from the commanding officer of the Communications Bureau, or in the commander's absence, the sergeant or officer in charge on duty. There will be NO exceptions to this rule.
- (3) All telephone requests for police service arriving in the Radio Room and all radio transmissions on Dispatch Groups One (1) through Six (6) and the C.L.E.E.R. Channel shall be tape recorded.
  - a. All tape recordings shall be retained for a minimum period of six months.
  - b. Tape recordings may be retained in excess of six months only when a written request is submitted by:
    1. A Denver Police Command Officer
    2. A member of the City or District Attorney's Office or
    3. A member of another law enforcement agency with proper justification
    4. A member of the Internal Affairs Bureau
    5. A member of the Civil Liability Bureau
    6. Any member of the Homicide Unit
  - c. A command officer submitting a request to retain a tape for more than six months shall:
    1. Include the proper DPD case number if the tape is to be held in reference to a criminal case, and
    2. Forward a copy of the request to the Civil Liability Bureau
  - d. All other requests to retain tape recordings for more than six months shall be considered only when accompanied by a subpoena.

#### **102.05 Dispatching and/or Receiving Procedures**

- (1) All officers in the Patrol Division having radio contact shall be required to be in service and available for calls on the radio at all times, except as qualified in the following regulations.

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- (2) All officers in the Investigation Division assigned to radio equipped vehicles shall be available according to regulations and orders issued by the commanding officers in charge of the several bureaus, and with the approval of the Division Chief of the Investigation Division.
- (3) All calls shall be dispatched at once, except under the conditions cited in OMS 15.04 and 17.34.
- (4) In service calls, shall be qualified as such by dispatchers only.
- (5) Should officers receive an emergency call while in the process of handling an in service call, they will respond at once to the emergency. The officers may complete the minor call later, or, if the emergency situation results in a significant time delay, another car will be sent to complete the call.
- (6) Out-of-service activities, which impact officer safety, such as car or radio repairs, shall be conducted after notifying the dispatcher. Other out of service activities, such as eating, or other non-police functions shall be conducted only after it has been requested of the dispatcher.
- (7) All out of service activity is subject to the approval of the dispatcher or by order of a supervisory officer.
- (8) Officers shall respond to on-sight police activity without delay, and at their earliest convenience, notify the dispatcher of such action. Notification before leaving the vehicle is preferred so long as such notification does not affect the officer's efficiency by delay.
- (9) Officers who are dispatched to any police action WILL ADVISE THE DISPATCHER OF ANY CHANGES in address or location made in connection with the call. This information is essential should the officer require emergency assistance at a later time.
- (10) Officers responding to a radio-dispatched call will use Code 6 upon arrival at the scene. The dispatcher will make the appropriate CAD entry.
- (11) Officers will report back in service on the radio by depressing the mike button, pausing one or two seconds and transmitting, "Car \_\_\_\_\_ in service." If the dispatcher does not acknowledge the transmission, they should repeat the process until acknowledged. Officers will give no call disposition unless required.
- (12) Officers requiring clearances and/or listings will obtain the information on Clear 1 or Clear 2. Officers shall:
  - a. Notify the dispatcher on their assigned channel of their car number and location and advise that they will be on one of the clearance channels.
  - b. Switch to the appropriate clearance channel and, when the air is clear, state car number. The clerk will acknowledge by calling the car numbers in turn.
  - c. When requesting information, state what is needed first, such as ID check, driver's license check, listing on a plate, or clearance on property. When requesting ID and driver's license checks, follow the menu format on the computer by giving the last name first, first name, middle initial, and D.O.B. On license plate checks give type of plate first, then the plate number. State exactly what is needed, such as clearance and listing, if the VIN is needed, or TVB clearance.
  - d. Test Clearances or Test Inquiries are defined as those clearances requested when a subject, vehicle, or property is not in-sight or in-hand.
    1. "Test clearances" will not be given on the clearance channels but can be obtained by using the computer terminals located throughout the Department, including those at the district stations.
    2. Test clearances will only be given by NCIC personnel under exigent circumstances.
  - e. Only the most recent driver's license suspension information will be given.
  - f. Remain on Clear 1 or 2 until the information is received or you are instructed to return to your assigned channel.
  - g. If you are instructed to return to your assigned channel and await the requested information, do so, then advise the dispatcher that you are awaiting information from Clear. The dispatcher of your assigned channel will then give you the information requested.
- (13) Officers are directed to use the telephone rather than the radio, whenever possible, to obtain information, give information, or request information or routine assistance in handling a case.

- (14) The Individual Call feature (I-Call) of the radio system will only be used to pass information of an official nature that is too sensitive for general broadcast or when such broadcast could endanger the safety of officers or citizens. Use of I-Calls will be monitored by command personnel. Excessive or inappropriate use of the I-Call feature by department personnel may result in disciplinary action.
- (15) Officers will not inquire for specific ordinance sections to cover violations. Members are expected to have this information on their persons and such information will not be furnished by the dispatcher.
- (16) After a stickup or other major police case, officers shall not use the radio for any reason other than an emergency until the dispatcher announces the normal operations are being resumed. Officers shall at no time request assistance or information on minor matters when it is obvious that important matters are being handled, nor shall they call the Communications Bureau for information on the important or serious happening being handled.
- (17) Communications Bureau personnel will dispatch an officer to make a report on a traffic accident when the damage to the property or vehicle of any person exceeds the minimum damage criteria established by Statute when an injury or fatality is involved, or when a driver is reported to be under the influence of drugs or alcohol. An officer shall also be sent when there are other problems requiring police intervention, such as a failure, on the part of any involved party, to provide proof of identity or insurance.
  - a. Citizens reporting non-injury accidents involving property damage in excess of the minimum damage criteria established by Statute shall be advised to:
    1. Remove their vehicles, if possible, from a hazardous roadway position to the nearest safe parking location.
    2. Notify the Communications Bureau of the new location if it is not close to and visible from the original accident scene.
  - b. If citizens report a non-injury traffic accident with no vehicle or property damage in excess of the minimum damage criteria established by Statute and police intervention is not required, an officer will not be dispatched unless demanded by the citizen.
    1. Citizens shall be advised to exchange complete information regarding personal and vehicular identification.
    2. Citizens shall further be advised that if damage to any vehicle or property is later determined to exceed the minimum damage criteria established by Statute, each driver must make both a counter report and a Colorado Report of Motor Vehicle Accident, Form DR-2301, in accordance with the Motor Vehicle Financial Responsibility Act, C.R.S. §42-7-202.
    3. Citizens shall be directed to any District Station or Police Headquarters to complete reports. Generally, citizens reporting private property accidents shall be advised to file a counter report and police officers shall NOT be dispatched if:
      4. There is no personal injury or fatality, or
      5. The accident is not a hit-and-run
      6. There is no intoxicated driver involved
  - c. Accident Alert Procedures
    1. Accident Alerts shall be implemented whenever insufficient police units are available to respond to the volume of traffic accidents reported to the Communications Bureau due to:
      - a. Severe weather and road conditions
      - b. Any Emergency Tactical Alert phase
      - c. Other circumstances and conditions when insufficient police units are available

2. Implementing Accident Alert may be required during times when there is an extraordinary temporary demand for police services and when there are not sufficient police resources to respond to the demand. Command officers and supervisors must be mindful of the fact that the decision to implement accident alert has a significant impact on the level of service that we provide to the public. The impact and importance of the implementing the accident alert procedure, whether the alert needs to be citywide or specific to a district, and how long the alert remains in effect cannot be overstated. The decision to implement Accident Alert procedures rests with the on-duty Traffic.
3. Operations Bureau commander, after consultation with the on-duty commander of the Communications Bureau. If no on-duty traffic command officer is available, the Captain of the Traffic Operations Bureau will be contacted by the on-duty Communications Bureau commander or supervisor. The decision to implement Accident Alert will be made by the Captain of Traffic Operations in conjunction with the Radio Room command officer or supervisor. In making the decision to implement Accident Alert Procedures the following factors must be considered:
  - a. Magnitude and expected duration of the event or weather incident resulting in need for Accident Alert
  - b. Accident call load
    1. Deployment of on-duty traffic officers
    2. Area affected; city wide or contained to a district
4. If no traffic command officer or supervisor is available, the decision to implement Accident Alert rests with the on-duty Communications Bureau commander.
  - a. Traffic Operations Bureau supervisors must attempt to remedy the situation by reassigning traffic officers to those areas or districts experiencing a larger volume of accidents prior to the implementation of Accident Alert.
  - b. District commanders may request an Accident Alert by contacting the Communications Bureau supervisor. The Communications Bureau supervisor will contact the on-duty Traffic Operations command officer, or the Traffic Operations Bureau Captain to insure that all available traffic officers have been redeployed to the requesting district to assist prior to approving an Accident Alert.
  - c. When sufficient police units are again available to respond to accidents, the on-duty Traffic Operations Bureau commander shall immediately notify the Communications Bureau to discontinue Accident Alert procedures. If no Traffic commander or supervisor is available, the decision to discontinue the Alert rests with the on-duty Communications Bureau commander. The Communications Bureau commander must review the duration of the accident alert and insure that it is removed as soon as possible but no later than the end of their shift, or that the log reflects the need to continue the alert and the name of the on-coming Communications Bureau commander then responsible for determining the duration of accident alert.
5. When an Accident Alert is implemented the Communications Bureau will adopt the following procedures:
  - a. Police units will be dispatched only to accidents involving death or injury, street closures, City property, City vehicles, on-duty City personnel, or when a driver is reported to be under the influence of drugs or alcohol. An officer shall also be sent when there are other problems requiring police intervention, such as a failure, on the part of any involved party, to provide proof of identity or insurance.
  - b. Any officer dispatched to an accident must handle the accident following normal procedures as though there was not an Accident Alert in effect.

- c. Complaint clerks receiving accident calls will complete a CAD entry with the complainant's name, address and location of the accident. The complaint clerk will then ascertain if injuries are involved or other conditions requiring police intervention exist. If no police officers are sent, the complainant shall be advised to file a Counter Report, and that no further police action will be taken.
- (18) On the following types of calls for service, Communications Bureau personnel and patrol personnel will take action as indicated:
  - a. Private property parking complaints:
    - 1. Police officers will be dispatched to these calls on an in-service status. If another call with priority that requires a police officer is received, the private parking complaint will be handled after the priority call.
    - 2. Communications Bureau personnel shall advise the caller or complainant that a patrol vehicle will respond in-service as soon as possible
  - b. Abandoned or apparently abandoned vehicles
    - 1. The telephone service clerk of the Communications Bureau will accept the information from the caller or complainant and clear the license number according to regular procedure.
    - 2. Unless the vehicle is found to be wanted, the precinct car in which the vehicle is located will be dispatched as in-service. The responsibility for the completion of the call will remain with the precinct officer.
  - c. Gas Drive-Offs - If a gasoline retailer calls the police and reports a gas drive-off, he/she will be asked if there is a pre-pay or deposit-first policy in effect at the station. If not, no police officer will be sent to the scene unless there is another violation such as disturbance, threats, etc. The District CRO or the Communication Center will make a Counter Report available to them. No follow-up investigation will be conducted and these reports will be for record only.
- (19) Request for police assistance from officials of counties adjacent to Denver for EMERGENCY ASSISTANCE will be processed immediately.
  - a. Dispatcher will notify their supervisors on each call where officers are sent out of the City.
  - b. When Denver officers are sent out of the City on emergency assistance calls, their commanding officer will be notified. The supervisory officer of the officers responding will be dispatched to cover the call.
  - c. Except as directed by the Chief of Police, Denver Police Officers will not respond to routine police actions outside the City.
- (20) If a possible explosive device is located, the police radio should not be used within 100 feet of the object. See OMS 107.02(3)
- (21) Recovery of Stolen Vehicles - See OMS 104.36
- (22) Detectives who make a request via the dispatcher for non-urgent assistance (such as order-ins, attempt pickups, attempts to locate a car or a witness, etc.) by on-duty patrol officers will be available by police radio to the officer assigned to assist them. The intent of this procedure is to enhance officer safety and to avoid, whenever possible, the need for an officer to call a detective on the telephone to receive or pass on information that can be easily broadcast on the police radio. Conversations too lengthy for the main dispatch channel shall be conducted on the citywide channel or the appropriate car-to-car channel. Sensitive information may be conveyed with the I-call feature or by direct telephone contact if necessary. See OMS 102.05(14).

#### **102.06 Phonetic Alphabet for Radio Transmissions**

- (1) All members of this Department will use the phonetic alphabet for all radio transmissions, LETS messages, and telephone conversations where the use of phonetics is appropriate.
- (2) The "phonetic alphabet" should be used for spelling out unusual names of persons and locations. They should always be given as:  
"A" - Adam, "B" - Boy, - never "A" as in Adam or "B" as for Boy, etc

**102.07 Radio Call Codes - 24 Hour Clock**

- (1) These Radio Call Codes will be used over the air:
- a. **Code 1** - Call the Dispatcher
  - b. **Code 2** - Call your station
  - c. **Code 3** - Report to your station
  - d. **Code 4** - Used by dispatchers to notify officers requesting clearances of persons, property or vehicles, and driver's license checks that the person or property is clear, and in the case of driver's license checks, the license is valid.
  - e. **Code 5** - Used by dispatchers to alert officers requesting clearances of people that the person(s) in their custody may be wanted. When the dispatcher has information that the person is wanted or a mental subject, the dispatcher will alert the officer by airing the following transmission, "Car \_\_\_ are you clear to copy information?" No further information shall be aired by the dispatcher until the officer replies, "I'm clear, go ahead with the information." The Dispatcher will then give the officer in the field a Code 5. No further information will be aired by the dispatcher until the officer in the field requests it, thereby enabling the officer to restrain the person if, in the officer's opinion, the circumstances warrant such action.
  - f. **Code 5A and 5D** - Dispatchers having information that the person is wanted and may be armed and / or dangerous, the dispatcher will alert the officer by airing the following transmission, "Car \_\_\_ are you clear to copy information?" No further information shall be aired by the dispatcher until the officer replies, "I'm clear, go ahead with the information." The dispatcher will then give the officer a Code 5A or Code 5D and will immediately dispatch a car to cover the officer having the wanted person in custody. No further information will be aired by the dispatcher until the officer in the field requests it, thereby enabling the officer to restrain the person if, in the officer's opinion, the circumstances warrant such action.
    1. **Code 5A (5 Adam)** - Indicates the person is wanted with a possibility of being armed and dangerous.
    2. **Code 5D (5 David)** - Indicates the person is wanted with the possibility of being Dangerous: examples include a violent history, known to resist arrest, etc.
  - g. **Code 6** - Officer's arrival at the scene
  - h. **Code 7** - Out of service for eating and coffee breaks only. Officers shall ask the dispatcher if they are clear for a Code 7 and give their location. If the car is clear, the dispatcher will acknowledge and hold the car on the air at that location.
  - i. **Code 9** - Proceed directly and without delay to the call, obeying all traffic regulations. No emergency equipment will be utilized
  - j. **Code 10** - Emergency run, siren and red light operating
- (2) Twenty-four (24) Hour Clock  
The twenty-four (24) hour, standard military time will be used by this Department for all communications. After 12 Noon, add 1 for each hour expended, for example, 1:00 p.m. = 1300 hours, 5:00 p.m. = 1700 hours.

**102.08 Use of NCIC and CCIC**

- (1) The purpose of this procedure is to establish a uniform system to retrieve certain information on file within the Denver Police Department or available to the Denver Police Department on the established computer systems. The Denver Police Department will use the National Crime Information Center, Colorado Crime Information Center, and the Denver Crime Information Center as basic parts of the Communications Bureau and the Identification Section.
- (2) Inquiries of these systems may be made via radio, telephone, in written form, or via MDT, according to the following procedures:
- a. Inquiries may be made only when the subject, vehicle or property is in-sight or in-hand. Any other situation is considered a "test inquiry" and must be so identified. See OMS 102.05(12)d.

- b. When requesting a warrant or want check (search), be advised that NCIC requires an exact date of birth for a match and that CCIC will search three (3) years on either side of a given date of birth for a match. If there is reason to believe that the DOB supplied is not the true date of birth, request a complete CCIC check be made on the name.
  - c. Radio inquiry is limited to Denver Police, sheriffs, other qualified personnel dispatched, or having radio communications with Denver Police dispatchers. Inquiries are to be made on clearance channels in the manner described in OMS 102.05(12). Any information that can be retrieved from Department files and/or any information that can be accessed by the use of the NCIC or CCIC systems may be requested. ]
  - d. Telephone inquiry is available to officers identifying themselves by name, badge number, and assignment. The following information is available from Identification Section files and/or the NCIC and CCIC systems: ]
    - 1. All wants and warrants entered by U.S. Criminal Justice Agencies.
    - 2. All U.S. motor vehicle registrations
    - 3. County Court moving and parking violations
    - 4. Stolen, missing or recovered guns
    - 5. Stolen articles by identifying numbers. When clearing bicycles, weapons and other items, do not confuse the serial number with the model number
    - 6. Stolen, recovered, impounded or repossessed vehicles
    - 7. Stolen license plates
    - 8. Stolen securities by serial number
    - 9. Motor vehicle registration for all counties in the state
    - 10. Driver's license information, includes motorcycle endorsements and driving restraints
  - e. Written inquiry is available to any officer of an officially constituted law enforcement agency.
  - f. Officers of the Denver Police Department as well as any law enforcement officer appearing at the Identification Section in person may be required to complete a form provided by the bureau requesting the specific information required. The LETS system may also be used to make these inquiries.
  - g. Information may be obtained by calling the Identification Section, Auto Theft, Traffic Violations, and Warrants. Information not available by telephone or radio will include criminal histories teletype messages sent or received.
  - h. Officers desiring some special need on the computers shall request a terminal operator to come to the counter, or specific requests and information can be given to any Identification Section personnel who will personally handle and take to the teleprocessing room.
  - i. Routine pick-ups, messages, etc., shall be left in the NCIC box at the counter.
- (3) When an officer has a wanted party in custody, he shall first notify the dispatcher, then transport the subject to the nearest District Station or to the ID Section for warrant verification prior to jailing. This does not apply to arrests made on Open Items Warrants. See OMS 104.09(5).
  - (4) All personnel should be advised that the NCIC system is covered under the Federal Privacy Act of 1974, which contains criminal penalties for violations. This Act provides in part that, "any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty ...". Personnel shall not use the CCIC/NCIC system to obtain information, criminal or otherwise for personal use, gain, benefit, or remuneration. This includes police officers, CSA employees, and any other person.
  - (5) In addition to listings and clearances normally available through the CCIC computer terminals, other types of information are obtainable. State of Colorado Division of Motor Vehicle Master files by written request will assist officers in identifying hit and run vehicles and provide officers with investigative leads to aid in felony searches.
    - a. Information available through master files includes:
      - 1. Past and present addresses from driver's license applications

2. Alias names
  3. Handwriting samples
  4. Physical descriptions
  5. Right index fingerprints
  6. Pictures
  7. Social Security numbers
  8. Names of Guardian or Parents and addresses
  9. School bus licenses
  10. Chauffeur licenses
  11. Character references including place of employment.
  12. Military extensions can provide current and past known addresses.
  13. Filed along with driver's license applications are common law marriage certificates giving name of spouse and maiden name.
  14. Driver's license information is accessed by soundex (sound - alike) correct spelling is unnecessary for a manual search.
  15. Traffic violation files are searchable by license plate number as well as name of defendant.
  16. Complete VIN information as compiled by the National Automobile Theft Bureau is maintained for identification of vehicles.
  17. Temporary permits are filed numerically by month of issuance.
  18. Master Files maintains complete city directories for aid in locating businesses within a particular area of identifying addresses and ownership of business concerns.
  19. In the area of hit and run vehicles, Master Files can aid in identifying vehicles by possible license number combinations if only a partial plate number is known.
- b. In emergency cases, where information is urgently needed, contact Master Files by phone or at terminal DMV.
- c. Certain license plate numbers are not available for listings through CCIC terminals. If a listing is needed on these types of plates, contact Master Files by phone.
1. Exemption plates
  2. Transporter
  3. Mobile Home Dealer
  4. SME Dealer
  5. Consular Corps
  6. Depot Tags
  7. Apportioned Plates
  8. Mobile Home Decals and SME tabs
- (6) The Denver Police Department shall maintain unique terminal identifiers for all computers, which access the NCIC/CCIC system. This policy is inclusive of the Mobile Data Terminals.
- a. There will be no circumstance whereby any terminal may share an address with another.
  - b. NCIC and CCIC operating procedures command the use of one unique identifying number per computer.
- (7) The security of the information obtained from NCIC/CCIC is vital. Personnel must ensure that unauthorized individuals do not have access to information on the NCIC/CCIC system.
- a. If personnel are using MCT(s), they will log off NCIC/CCIC when not in use or when the vehicle is unoccupied for an extended period.

- b. Officers will close or block their MCT(s)' screen when an arrestee, citizen, or "ride-a-long" is in or near the vehicle.
- c. Unless authorized through prior written approval from the Chief of Police, personnel will not access the criminal justice database from outside a law enforcement facility.
- d. Any information available via the NCIC/CCIC system will be limited to criminal justice purposes only. Personnel will not use criminal justice information for personal reasons, including curiosity inquiries or non-criminal justice investigations.

#### **102.09 Requesting Emergency Medical Services**

- (1) In all cases, the mode of response by emergency medical services will be determined by the description of the injury, illness, and/or incident received by the dispatcher.
- (2) Officers requesting emergency medical assistance either "Code 10" (emergency) or "Code 9" (non-emergency) should, whenever possible, provide the dispatcher with the necessary information describing the type of injury or illness requiring medical care.
  - a. "Code 10" - (emergency) should always be requested involving the following conditions:
    - b. Asphyxiation caused by drowning, electric shock, or inhalation of poisonous gases.
    - c. Unconscious persons.
    - d. Hemorrhaging or serious wounds resulting from bullets, knives, broken glass, machinery, etc.
    - e. Poisoning through ingestion, inhalation, skin contact, or injection.
    - f. Heart attacks, strokes, and paralysis.
    - g. Childbirth.
    - h. Serious burn cases, shock, falls, and any injury that represents an immediate threat to the victim's life.
    - i. Under circumstances where good public relations or the reputation of the public services of the City and County of Denver are jeopardized, "Code 10" may be requested.
    - j. "**Code 9**" - (non-emergency) may be requested if the officer believes:
      - 1. The condition of the patient would not be jeopardized by a wait of a few minutes.
      - 2. The condition of the patient does not justify the hazard to traffic and other persons along the route the ambulance must travel.

#### **102.10 Alarms**

- (1) The four types of alarms to which officers will respond are:
  - a. Hold-up
  - b. Intrusion (burglar/silent)
  - c. Local (audible/ringer)
  - d. Police Alert (panic)
- (2) An Alarm Subscriber Notification Card, DPD 681, will be filled out completely by the responding officer on every false alarm, and left in a conspicuous place. ]
- (3) If it appears that an emergency entry will be necessary in response to a hold-up or police alert alarm, such forced entry will be made without delay.
  - a. A supervisor will be called to the scene.
  - b. A Forced Entry Report, DPD 460, will be completed and forwarded to the Civil Liability Bureau.
- (4) On all alarms checked, the responding officer will notify the dispatcher of the disposition of the alarm using one of the following codes:
  - a. Class 1 - owner/employee inside

- b. Class 2 - no apparent reason/equipment malfunction
- c. Class 3 - good alarm
- d. Class 4 – cancellation

**102.11 Voice Logger System**

(1) Policy

- a. The Voice Logger system for remotely pulling Communications Center Data tapes has been placed in various locations throughout the department.
- b. This system will allow investigators and designated persons to pull Data tapes of calls and dispatch tapes from the Communications Center at remote locations throughout the Denver Police Department.
- c. Bureaus having a voice logger system shall use their respective system to acquire communication tapes rather than referring requests to the Communications Center.
- d. Use of the Voice Logger System is limited to official investigations.
- e. All recordings made with the Voice Logger system are considered part of an ongoing investigation and are to be treated accordingly.
- f. Any copying, misuse, distribution, or unauthorized use of these systems or recordings is prohibited and will result in disciplinary action.

(2) Accessing the Voice Logger System

- a. Data from the Voice Logger System shall be located with the CAD incident number.
  - 1. The CAD number will identify the position number where the call was taken and the Dispatch channel that dispatched the call.
- b. Each Division Chief with a Voice Logger system will identify those people in their command authorized to use the system. Each person having access to the Voice Logger system shall be issued a user name and password by the CAD administration team at the Communications Center.
  - 1. Instructions for use of the Voice Logger System shall be available at every remote location providing accessibility.