


CHAPTER 7
DISPATCH RADIO COMMUNICATIONS
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CHAPTER 7

DISPATCH RADIO COMMUNICATIONS

1. POLICY.

a. The information contained in this chapter provides policy for the technical and operational functions of communications centers (CC), field units, and Area offices. The following procedures apply to all systems operated by this Department. Information concerning the equipment and management of the systems is contained in Highway Patrol Manual (HPM) 60.2, Telecommunications Management Manual. The CHP radio communications system (frequency pair) information is contained in Annex A.

b. Permissible Communications. Permissible radio communications for stations operating in public safety service include:

- (1) Communications directly relating to public safety and the protection of life and property.
- (2) Communications essential to official police activities.
- (3) Communications pertaining to public safety and essential to other official activities of the licensee.
- (4) Test messages are permissible but must be identified as such to avoid confusion with operational radio traffic.

2. FEDERAL COMMUNICATIONS COMMISSION REGULATIONS.

a. Frequency Identification. The Federal Communications Commission (FCC) rules and regulations require station identification, by assigned call-sign, of all operational radio frequencies controlled by a CC, local Area office, air operations, or a commercial vehicle enforcement facility. These rules require each station or system be identified by the transmission of the assigned call-sign during each transmission or exchange of transmissions, or once every 30 minutes during periods of continuous operation. Penalties for FCC violations include fines, loss of license, or both.

- (1) The Public Safety Dispatcher (PSD) shall complete a signal "10-11, [REDACTED] request every 30 minutes to comply with FCC guidelines. This requires both the Area-specific frequency identifier and

the departmental radio frequency to be identified over the air. Clearing the Area-specific identifier after a broadcast does not meet the FCC guidelines.

(2) The PSD shall use discretion when requesting a field unit to signal 10-11, assuring the unit is available and that the timing is appropriate.

3. STANDARD RADIO OPERATING POLICY.

a. Personnel. Standard radio operating procedures conform to the rules and regulations of the FCC, CHP, and other agencies. Only trained personnel shall perform dispatching duties.

b. Headsets. It is departmental policy that a headset should be used when operating a CHP dispatch radio console, and to aid in the prevention of repetitive motion injuries. Appropriate usage of a headset is defined as follows:

(1) Headsets should be used for monitoring CHP primary radio traffic anytime two or more radio consoles or telephone service desk positions are staffed within the same room.

(2) Headsets should be worn, not be placed on top of desks, and picked up only when used for verbal transmissions. Headsets shall not be attached to any object for use as a boom microphone.

(3) It is the PSD's responsibility to ensure headsets are routinely cleaned and maintained in good operating condition. Repair of damaged headsets should be coordinated through the PSDS or designee.

4. ALTERNATE DISPATCH SITES.

a. Channel Sharing.

(1) Purpose. The purpose of channel sharing is to provide continuity of radio operations in the event radio transmissions cannot be answered at the primary CC and/or to monitor radio traffic at an adjacent CC. Channel sharing shall be restricted to specific frequencies.

(2) Acceptable Use. Situations for utilizing channel sharing include, but are not limited to, the following:

(a) Incident sharing on primary channels between CCs within the same Division and adjacent CCs.

(b) During training to monitor a busier radio channel at an adjacent CC.

(c) Statewide monitoring. This shall only be utilized by the Emergency Notification and Tactical Alert Center (ENTAC).

(d) Scheduled events (e.g., evacuations, fire drills, staff meetings).

(e) Exigent circumstances. Use of channel sharing for personnel shortage requires Area commander approval. Critical staffing levels typically do not qualify as exigent circumstances.

(3) Verification.

(a) Upon activation of channel sharing, the PSD assuming dispatch responsibility shall broadcast to all units there has been a change in dispatch location.

(b) When the primary CC has resumed operations, another broadcast shall be made.

(4) Each CC should have Standard Operating Procedures (SOP) to address Area-specific concerns regarding enabling and disabling channel sharing.

(5) Limitation of the technology. Channel sharing will not function when:

(a) The primary CC is completely without power (both generator and uninterrupted power supply systems have failed).

(b) The Local Area Network or Wide Area Network have failed.

b. Area Base Stations.

(1) Purpose. Non-dispatch offices are equipped with a local base station and a remote-control console. Base stations are intended to provide limited radio capability for operations when the CC is unable to function and for office-to-office communications when no other method is available. In such instances, Areas should have current and readily accessible reference materials including, but not limited to, a rotation tow roster, duty roster, and allied agency telephone roster, in order to immediately assume dispatch responsibilities.

(2) Permitted Uses/Procedures. It is not intended that base stations be a routine alternative to the dispatch system. Therefore, the use of these stations is restricted to the following:

(a) Backup situations when circumstances prevent primary or alternate CCs from performing the normal dispatch functions, such as evacuations.

5. BLUE FREQUENCY—COMMON STATEWIDE TACTICAL FREQUENCIES.

a. Purpose. The Blue frequency pair was initially designed to permit mobile communications on a statewide basis and point-to-point communication between CHP offices when other means may not be available. Usage of the Blue frequency provides:

(1) Fleet flexibility for coordination efforts during civil disturbances, natural disasters, pursuits, and other multi-Area routine or emergency situations.

(2) Communications capability for any CHP vehicle, whether or not that vehicle is in its primary area of operation.

(3) Communications with allied agencies and guest users authorized to use the Blue frequency for emergency situations or coordination of joint operations. For those agencies and their call signs, refer to Chapter 8, Authorized Radio Codes and Call Signs, of this manual.

(4) Tactical communications for special events/circumstances or details.

b. Periodic Testing. To assure the ability to operate on the Blue frequency at any given time, periodic on-the-air tests should be conducted with each assigned vehicle. This practice will also familiarize PSDs and officers with the Blue frequency coverage patterns, which may be significantly different than primary coverage areas.

6. GENERAL DISPATCH PROCEDURES.

a. Operating Policy.

(1) The PSD shall not leave the radio dispatch console unattended. Exceptions to this policy may be logistically necessary in smaller CCs with only one PSD on-duty. In these specific situations, the PSD shall:

(a) Use sound professional judgment when making the decision to go "10-7, Out-of-service."

(b) If necessary, request a field unit respond to the office to provide coverage on the radio.

(2) Radio transmissions from field units should be responded to without delay. Every attempt to handle field unit requests shall be made. If the PSD is busy performing other required duties of a higher priority, the PSD shall acknowledge the unit and advise of the delay.

(3) To avoid interference with other stations and/or units, the PSD shall monitor all appropriate frequencies before transmitting. The PSD's responsibilities may include monitoring and repeating traffic from other stations which may impact the field units within their dispatch area.

(4) All PSDs shall dispatch at a practical and reasonable pace, and shall:

- (a) Be professional.
- (b) Speak clearly.
- (c) Be cognizant of voice tones and inflections.
- (d) Choose words carefully, not using slang or inappropriate terms, such as: “deuce,” “gang banger,” “juvies.”
- (e) Use only CHP-approved codes and descriptors of persons and/or vehicles.

(g) Dispatch pending calls within a reasonable time frame of receipt.

(5) The PSD shall not attempt to direct field units in the performance of their duties and shall not engage in arguments or disagreements over the radio.

(a) If an improper request is received, the PSD should acknowledge the request and notify the PSDS or designee for guidance. If the PSDS or designee is not immediately available, the PSD should complete the request to the best of their ability and notify the PSDS as soon as possible thereafter. The PSDS or designee should follow-up with the field supervisor.

(6) The PSD shall exercise patience and tolerance. Communications can be difficult between field units and PSDs as a result of technical or atmospheric conditions.

b. Field Unit Status Procedures. Procedures for ensuring field units indicate they are in service are as follows:

c. Dispatching Priority. The following priority guideline has been established for prioritizing radio dispatch responsibilities.

(1) Urgent radio traffic.

(d) Dispatching of domestic or highway violence incidents and/or crimes in progress.

(2) Priority field unit radio traffic.

(3) A 9-1-1 emergency telephone call.

(4) Dispatching emergency service providers.

(5) America's Missing: Broadcast Emergency Response (AMBER) Alert, Blue Alert, Silver Alert, and Yellow Alert broadcasts.

(6) Officer safety broadcasts and broadcasts of reckless, or possible intoxicated, drivers (e.g., California Vehicle Codes [CVC] 23103, 23109, and 23152).

(7) Routine radio traffic.

(8) Routine telephone calls including freeway call box calls. These calls may be interrupted to answer radio traffic or emergency telephone lines. The caller should be courteously instructed to hold the line.

d. Civilian's Report of Off-Roadway Traffic Crash, Incident, or Vehicle. In an effort to diligently locate a reported vehicle off-roadway due to a crash or otherwise, and which may no longer be visible due to terrain or topography, the PSD shall relay all pertinent information/details to responding units, including but not limited to any location information such as GPS coordinates, if available. The PSD may assist in locating these types of crashes by dispatching additional resources and services as requested. It is important to remember that when a civilian reports a crash, incident, or off-roadway vehicle, the location provided, or the location of the caller may not be an accurate location of the incident.

(1) When a unit responds to a report of an off-roadway crash and advises "Unable to locate," "Gone on arrival," or otherwise indicates the incident cannot be found, the PSD may advise or ask the on-duty field supervisor or designee the following questions:

(a) "Did you request the reporting party be recalled to obtain any further details on the exact location of the incident?"

(b) "Do you want the reporting party to respond back to the scene to further assist in locating the incident?"

(c) "Did the reporting party or parties return to the scene?"

(d) "Would you like dispatch to check on an available airship or allied agency for assistance in locating the incident?"

(e) "Did any allied agencies respond to assist with locating the incident? If so, which agencies?"

(2) The PSD shall appropriately document all information, including any location information, for the reported incident, if available, and the subsequent search results pertaining to locating efforts of such incidents in the CAD incident log. Any information relayed by a field unit to dispatch, resulting from a follow up search, shall be entered in a new CAD log or as an update to the original CAD log. If the additional information is entered into a new CAD log, it must reference the log number of the original CAD log. If a new CAD log is opened, it should be appended or linked to the original CAD log.

e. Degree of Response. The PSD shall dispatch a minimum of one field unit to each call. Although one unit will be assigned to most incidents, some incidents may require a higher degree of response. The type of incident, Area SOP, officer safety,

and consultations with the on-duty supervisor should be taken into consideration when determining the degree of response.

f. All-Points Bulletin/Emergency Broadcasts.

(1) All radio broadcasts such as those of an informational nature,

(a) Be-On-the-Lookout, All Points Bulletin (APB), officer safety alerts, AMBER Alerts, Blue Alerts, Silver Alerts, and Yellow Alerts shall be directed to specific field units. If the PSD does not receive an acknowledgement of the radio broadcast from a field unit after two attempts, the field supervisor or designee shall be notified. All broadcasts shall be documented in a CAD incident log with the Area or Channel name the broadcast was completed on and the call- sign of the unit that acknowledged it. If no units copy the broadcast, a "negative response" should be documented in the CAD incident log.

(2) Radio broadcasts which are an officer safety risk (e.g., Blue Alerts, AMBER Alerts, armed subjects) shall also be broadcast on the Blue frequency. The CC controlling the Division units shall be responsible for the broadcast. The PSD should attempt to obtain acknowledgement, however, due to field units switching frequencies this may not always be achievable.

(3) The PSD shall repeat pertinent APB broadcasts and other emergency messages to successive shifts as they come on duty and as often during the shift as necessary to appropriately inform all units. All broadcasts shall be documented in the appropriate CAD incident log. These APBs can only be canceled by the originating command. The PSD receiving information regarding crimes in progress, violence, and/or armed suspect(s) shall:

(a) Broadcast the information to all units and relay to adjacent CCs when the route of escape could possibly travel through adjoining Areas.

(b) Rebroadcast the information throughout the shift, as necessary.

(c) Request acknowledgement from specific field units in the immediate vicinity.

(d) Repeat the broadcast to field units which have been out of service.

(e) Document the time and Area each time an APB is broadcast.

(4) Supplemental information concerning the crime will be broadcast in the same manner as above.

(5) An APB or emergency message cancellation shall be made to any channel receiving the initial broadcast. The broadcast shall include the authority for the cancellation.

g. Unencrypted Radio Communications.

(1) Purpose. The Federal Bureau of Investigation and the California Department of Justice have established policies and procedures related to the usage and protection of Criminal Justice Information (CJI) that govern the usage of the California Law Enforcement Telecommunications System (CLETS). These policies limit the amount and type of information that can be broadcast over unencrypted radio channels and are meant to protect CJI.

(2) Procedures.

(a) California statute typically defines Personally Identifiable Information (PII) as an individual's first name, or first initial, and last name in combination with any one or more specific data elements. The most common data elements encountered during field operations include a DL number, ID number, or other unique ID number issued on a government document commonly used to verify the identity of a specific individual.

(b) To ensure compliance with statutory protections to ensure PII and CJI are not inadvertently broadcast over the radio, the following shall be adhered to when communicating on departmental radio frequencies:

1 Whenever possible, uniformed personnel should use an available computer (MDC or tablet) or terminal to perform records checks for situations when immediate information is not needed for public or officer safety purposes.

2 To ensure the protection of PII during routine radio traffic, only enough information to complete the request should be given over the radio in a single continuous transmission. Any further information should be relayed in a separate transmission or sent to the field units via MDC or tablet, when possible.

3 Whenever possible, address information should be limited to the city and first three characters of the address in order to not provide full address information over the radio.

(c) Procedures for dispatchers and field units for registration and wants checks on vehicles, guns, or property typically are not impacted. Information contained in these CLETS returns do not contain PII.

(d) The largest impact will be noticed on DL and ID checks, as these transactions can contain PII and confidential information.

1 Procedures when querying a DL/ID by number:

2 Procedures when querying a DL/ID by name and date of birth:

(e) Additional information such as address, date of birth, and physical descriptors should only be provided when requested.

(f) If there is increased concern for officer or public safety, only enough information should be broadcast to aid in identifying and or locating a potential suspect. Once the suspect is apprehended, dispatchers and field units should be cognizant of CJI and PII broadcast limitations.

h. Relaying Confidential Information (10-36).

i. Checking Vehicle License Plate for Wants (10-29).

(2) Vehicle ID numbers or license plate numbers as well as location shall be confirmed and repeated by the PSD at least once during the initial request by the field unit. If a 10-29 request returns 10-36, the PSD shall repeat the field unit's location when advising the vehicles status.

(3) There are several methods of acknowledging the requests and advising the field unit of information from the CLETS return. The following are departmental guidelines and recommendations:

(a) No Wants or 10-29 Clear. Examples of replies on a "no wants" or "10-29 clear" return can be given as follows:

(b) Wanted Return. Examples of replies on a wanted return can be returned as follows:

k. Stolen Vehicle Reports. All CC personnel should be familiar with their local Area SOP and the procedures detailed in HPM 81.2, Vehicle Procedures Manual, before accepting or processing any report of a stolen vehicle or license plate.

I. Checking Persons for Wants (10-29).

(1) Communications center personnel should be familiar with the process of running a 10-29 on a subject. This term can be used for multiple types of requests (person, vehicle, or object). The PSD should use their knowledge of local SOP and familiarize themselves with the allied agencies warrant procedures for their jurisdictional areas.

(2) When querying an 11-27 by name, the PSD can simultaneously check the CLETS databases by including the subject's gender in the appropriate CAD command field. The return will include a limited wanted person's check within the Wanted Persons System (WPS) and the National Crime Information Center (NCIC). Returns will include any matches to the queried name. Systems queried for response are limited to Missing/Wanted persons, Supervised Release File (SRF), and California Restraining and Protective Order System.

(3) Querying the WPS and the NCIC using the first and last name, date of birth, and gender will result in a return including hits from the following:

- (a) Wanted/Missing Persons.
- (b) California Restraining and Protective Order System.
- (c) Supervised Release File.
- (d) Violent Crime Information Network.
- (e) Armed and Prohibited Persons System.
- (f) Mental Health Firearms Prohibition System.
- (g) Violent Gangs and Terrorist Organization File.
- (h) Terrorist Screening Center (Terrorist Watchlist).
- (i) California Sex and Arson Registry System.
- (j) Immigration Violator File.

(4) The PSD should recognize some of the databases queried do not always include a response. Several of the databases will return no data if no match is available. [REDACTED]

(5) Actions taken based on a warrant shall be handled appropriately. The PSD shall locate any warrants in the CLETS that resulted in an arrest by the CHP due to confirmation of extradition by the originating agency.

(6) A positive hit from the SRF requires a Contact Message summarizing the encounter with the subject queried. The PSD shall request the necessary information from the field unit to complete the Contact Message.

m. Escort and Emergency Transportation Requests.

(1) Commanders shall establish procedures governing the disposition of requests for emergency medical and life-saving transportation. Refer to General Order (GO) 100.72, Emergency Transportation and Escorts.

(2) Emergency life-saving transportation and transportation of medical supplies, such as blood, serum, or antitoxin, will be provided where time is critical and alternative transportation is unavailable.

(3) Emergency escorts to expedite movements of supplies and personnel during an emergency will be provided in accordance with Section 21057 CVC.

n. Requests for Transportation. All reasonable steps should be taken to accommodate citizens in need of transportation assistance for reasons of personal safety.

(1) The PSD shall request a field unit to respond when such requests originate within CHP jurisdiction and resources are available. When departmental resources are unavailable, a response shall be coordinated with local allied agencies. The PSD shall also advise the on-duty field supervisor. Any PSD/Public Safety Operator receiving a transportation request shall not promise a ride to the requester.

(2) Requests for assistance originating outside of CHP jurisdiction should be referred to the appropriate allied agency. If the allied agency refuses to respond, the CHP, at a uniformed supervisor's discretion, may respond to assist providing the need for personal safety.

(3) Division chiefs and/or Area commanders should meet with allied agency representatives to evaluate and determine appropriate responses to transportation requests.

(4) Areas shall incorporate departmental and Area transportation policy and procedures into their SOP.

o. Traffic Bulletins.

(1) Traffic bulletins fall into two categories:

(a) Sigalert. Restricted to unplanned actual or impending event or circumstance which may cause a delay of 30 minutes or more to a large number of motorists.

1 Examples:

a Traffic accident.

b Spilled load.

c Flooding.

d Unexpected traffic congestion resulting from unplanned events.

2 When any of these conditions exist, a Sigalert should be issued. When a Sigalert has been issued, field units shall provide the CC with real-time closure updates as lanes are reopened.

(b) Traffic Advisory. Preplanned events or situations of a continuing nature that may impact traffic for extended periods of time.

1 Examples:

a High winds.

b Construction.

c Traffic congestion resulting from special events.

2 When any of these conditions exist, a traffic advisory message should be issued.

(2) Media Notification Procedure.

(a) Areas issuing Sigalerts or traffic advisories shall include:

1 Exact location, direction, and lanes affected.

2 Approximate duration.

3 Cause of the condition.

(b) Communications centers shall document all information accordingly in the CAD incident log and make necessary notifications as established by local policies and procedures in accordance with HPM 90.1, Media Relations Manual, and GO 100.46, Reporting of Highway Conditions.

1 All Areas shall ensure there are local policies and procedures in place for making necessary media notifications.

p. Highway Emergency/Weather Advisory Bulletin.

(1) Significant weather conditions and/or highway emergencies which may adversely impact the safety of the motoring public, resources, or operations of adjoining CHP Areas, allied agencies, or other state or local government organizations shall be reported by using the Highway Emergency/Weather Advisory Bulletin (HEWAB) format.

(2) The HEWAB format screen is available through the CAD system. The screen utilizes a fill-in-the-blank administrative format with optional and mandatory entry fields.

q. Tow Trucks.

(1) Each Area's SOP should contain policies and procedures, an approved listing of the tow services, their hours of operation, equipment available at each company, instructions pertaining to Area and rotational assignments, and Freeway Service Patrol.

(2) Owner requests for tow services should be honored, if possible, consistent with regard for life and property. Automobile club members (e.g., AAA, National Automobile Club, or Good Sam) may request their authorized service. An owner's request for a specific tow company is not a CHP rotation tow and the company shall not be taken out of the rotation.

(3) Under certain conditions, field units or owner requests will not follow rotational tow assignments. For example:

(a) During a major traffic crash on the freeway, a field unit may request the nearest tow truck by name rather than rotation. If this occurs, the PSD shall make appropriate documentation in the CAD incident log with the specific request.

(b) When reliable information is received that a tow service is needed to preserve lives and prevent additional crashes, injuries, or congestion (e.g., person trapped in a vehicle or vehicles in precarious or potentially dangerous positions), the nearest available tow service will be dispatched immediately after appropriate authorization has been made from the field supervisor.

(4) The PSD shall be familiar with the Department's criteria and local Area policies and procedures relative to appropriate rotation tow policy. The PSD shall appropriately use and understand the four CAD cancellation codes for tow trucks. The appropriate usage of these codes is essential to ensuring appropriate rotation policies are followed. (Refer to Chapter 6, Relationships with Allied Agencies for specific information on cancellation codes.)

r. Attempts to Locate Missing Persons or Runaways. The policy of the CHP is to refer all persons notifying the Department of a missing person or runaway to the appropriate law enforcement agency. (Refer to HPM 100.69, General Law Enforcement Policy Manual, Chapter 6, Missing Persons, for further information regarding classifications, definitions, statute codes, and law enforcement requirements.)

(1) The responsibility for determining whether an overdue person 21 years of age or older is considered a missing person lies with the reporting party. All persons under the age of 21 who are reported to the CHP as overdue shall be considered missing persons.

(a) The Department shall conduct a preliminary investigation and take necessary action when the missing person is younger than 21 years of age and the local agency is unable to respond.

(2) When the Department is informed of overdue persons, missing persons, or runaways, the information shall be conveyed to the appropriate CHP field units along with the probable route of travel as an attempt to locate (ATL) message.

(a) Upon receipt of an ATL message, field units shall take steps necessary to reasonably determine the person's presence or absence on CHP-patrolled roadways along the probable route of travel.

(3) Area commanders shall coordinate the implementation of this policy with appropriate law enforcement agencies and shall develop local procedures as necessary.

s. Attempts to Contact. Attempts to contact fall into two categories: emergency service and public service. Attempts to contact from the CHP or other law enforcement agencies shall be broadcast without question. When a vehicle license

plate number is provided, CC personnel shall query CLETS prior to initiating an attempt to contact on overdue parties. This will determine if the vehicle in question has been stored. Emergency attempts to contact will be broadcast as soon as possible. The information will be relayed to appropriate Areas via radio, CAD, telephone, or email.

t. Signals and Signs—Railroad and Traffic. When advised of a damaged sign, signal, or call box, the PSD shall document the information in a CAD incident log and report the damage as soon as possible to the appropriate agency responsible for repair and replacement. The field unit on scene should provide information including, but not limited to, pole numbers, type of damage, and exposed wires. If additional details about the damage are not provided, the PSD shall initiate the request for details with the field unit. Incidents of this nature posing a safety risk to other field units, such as malfunctioning signals, shall be broadcast by the PSD.

u. Civil Defense Warning. When a Civil Defense Warning is received, it shall be relayed by the Sacramento CC via CAD, telephone, or fax to the appropriate CCs.

7. HIGH PRIORITY INCIDENTS.

a. Notification Tones. The radio consoles are equipped with two notification tones which serve different purposes.

(1) Alert Tone. A preemptive tone used before other-than-routine radio traffic such as officer safety broadcasts, lengthy broadcasts, broadcasts for crimes in progress, or any instance when the PSD needs to gain the attention of field units. When the alert tone button is pressed, the radio console will broadcast a series of three short tones over the selected frequency. The PSD shall proceed with the broadcast after the final tone.

(2) Event In Progress Tone.

(a) Purpose. The purpose of the EIP tone is to advise field units and stations an incident requiring radio frequency clearance is in progress and to hold radio traffic unless involved in the event or in another emergency situation.

(b) The PSD shall not take it upon themselves to discontinue the EIP tone during an emergency. They may discontinue the EIP tone only after they have received permission from a field supervisor or the involved field unit.

(c) At the conclusion of an incident, the PSD shall deactivate the EIP tone and clear the frequency by transmitting the specific station call sign with notification the frequency has been cleared and field units can resume

routine radio traffic. For example: “47-10, Sacramento, Code 4, westbound 80 at Reed Avenue. All units can resume normal traffic, Sacramento clear WRG698 at 1300 hours.”

(d) The EIP tone shall be deactivated as soon as a Code 4 message is received or when it is determined the situation has stabilized and the PSD is prepared to handle routine radio traffic.

(e) Situations for activating the EIP include, but are not limited to, the following:

- 1 11-99 and other “officer needs assistance” type calls.
- 2 Pursuit or failure to yield.
- 3 High-risk enforcement stop.
- 4 When the need to maintain radio clearance for public or officer safety (Code 33) exists.
- 5 Wrong way driver.
- 6 Departmental aircraft emergency.
- 7 Civilian on the air.
- 8 At the request of a field unit.

(f) Event In Progress 1. The EIP 1 will generate an audible notification tone in the PSDS’s office. No audible tone is transmitted to the field units.

(g) Event In Progress 2. The EIP 2 will generate an audible notification tone in the PSDS’s office. The radio console will begin the EIP sequence which transmits an audible tone over the air.

b. 11-99 Initiated Alert. The following procedure has been established to ensure field units self-initiating an 11-99 are dispatched appropriately:

c. Aircraft Emergency Procedures. Additional departmental policy regarding aircraft emergency procedures can be found in HPM 100.7, Air Operations Manual, Chapter 2, Operations.

(1) Precautionary Landing. A precautionary landing is a voluntary landing initiated because of a real or suspected problem. Under these circumstances, a flight crew member shall notify dispatch that a precautionary landing is being made and provide the location.

(a) Communications center personnel shall:

1 Ensure they have the location of the landing.

2 Initiate a Code 33, unless otherwise advised by a flight crew member.

3 Notify ground units, a field supervisor, and, if appropriate, other departmental aircraft, unless otherwise advised by a flight crew member.

4 Notify the PSDS or designee, and an aerial supervisor.

5 Be aware that this situation may escalate to a “mayday” or forced landing.

(2) Mayday. A forced or emergency landing is normally involuntary and may occur because of engine power loss, other mechanical malfunction, or incapacitation of a flight crew member, which directly and immediately affects

the safety of continued flight. Under these circumstances, a flight crew member will transmit “mayday, mayday, mayday” and provide the aircraft’s location.

(a) Communications center personnel shall:

- 1 Ensure they have the location of the emergency landing.
- 2 Initiate a Code 33, unless otherwise advised by a flight crew member.
- 3 Notify ground units, a field supervisor, fire and/or medical personnel, and, if appropriate, other departmental aircraft, unless otherwise advised by a flight crew member.
- 4 Notify the PSDS or designee, and an aerial supervisor.
- 5 Notify local allied agencies of the emergency landing.

d. Roll Call.

e. Civilian on the Air.

8. AMERICA'S MISSING: BROADCAST EMERGENCY RESPONSE ALERT.

a. Department Policy. All communications personnel shall be familiar with the Department's role in the event of a child abduction incident. Detailed policies, procedures, and responsibilities are included in HPM 100.28, California Emergency Alerts Manual, Chapter 1, AMBER Alert.

b. Communications Centers Responsibility.

(1) **A CC shall not, under any circumstances, initiate an AMBER Alert or activate a Changeable Message Sign without the expressed approval from ENTAC.**

(2) Upon receiving an initial report of a child abduction incident, CCs shall obtain as much information as possible regarding the incident, including the investigating agency's contact number, and immediately relay the information to ENTAC.

The ENTAC will assist in coordinating the use of departmental resources.

(3) For confirmed child abductions, CCs shall ensure appropriate broadcasts are initiated to field units for which they have responsibility, and information is provided to adjacent CCs.

(4) Communications centers may be requested by ENTAC to assist with the activation of the Emergency Alert System (EAS). The EAS broadcasts shall not be initiated without the approval of ENTAC.

c. Dissemination of Information.

(1) The following are methods an AMBER Alert may be disseminated:

(a) Changeable Message Signs. The signs may be activated through coordination and notification of ENTAC personnel to local Traffic Management Centers or California Department of Transportation offices. These messages may display basic suspect vehicle information.

(b) Wireless Emergency Alerts Program. The Wireless Emergency Alerts (WEA) will allow consumers with WEA-capable smartphones and feature telephones to automatically receive free AMBER Alert messages, along with National and Imminent Threat Alerts, which include an audible tone followed by a text-like message. When a subscriber with a WEA-enabled cell phone is within range of the activated cellular tower, they will receive the AMBER Alerts even if the wireless customer is not from the area. The program is an “opt-out” program, meaning subscribers do not have to enroll in the program to receive alerts.

(c) Public Safety Dispatcher Broadcast. The PSD who receives AMBER Alert information shall thoroughly read the information and, if appropriate, make notification to the on-duty PSDS or designee. Then, if authorized by ENTAC, the PSD shall broadcast the information.

9. BLUE ALERT.

a. Policy. All communications personnel shall be familiar with the Department’s role in the event of an attack upon a law enforcement officer. Detailed policies, procedures, and responsibilities are included in HPM 100.28, Chapter 3, Blue Alert.

b. Communications Centers Responsibility.

(2) During a Blue Alert, CCs shall ensure appropriate broadcasts are initiated to field units for which they have responsibility, and information is provided to adjacent CCs.

10. SILVER ALERT.

a. Policy. All communications personnel shall be familiar with the Department's role in the event of a reported missing person, who is age 65 or older, developmentally disabled, or cognitively impaired, and where certain requirements are met. Detailed policies, procedures, and responsibilities are included in HPM 100.28, Chapter 4, Silver Alert.

11. YELLOW ALERT.

a. Policy. All communications personnel shall be familiar with the Department's role to establish a quick response system following a hit-and-run incident. Detailed policies, procedures, and responsibilities are outlined in HPM 100.28, Chapter 5, Yellow Alert.

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ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM

NORTHERN DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Humboldt	16–Humboldt 95–Crescent City 105–Garberville	Green
Redding	36–Red Bluff 37–Redding 53–Cottonwood CVEF 90–Trinity River	Red
Susanville	20–Quincy 38–Susanville 60–Alturas	Amber
Ukiah	7–Clear Lake 18–Ukiah	White
Yreka	41–Yreka 52–Mount Shasta 84–Dunsmuir CVEF	Purple

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

VALLEY DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Chico	35–Oroville 39–Williams 43–Yuba Sutter 93–Willows 104–Chico	Brown
	13–South Lake Tahoe 70–Gold Run 80–Truckee 109–Donner Pass CVEF	Gray
Sacramento	42–Grass Valley 44–Placerville 45–Auburn	Green
	46–North Sacramento	Gold
	47–Woodland 58–East Sacramento 112–South Sacramento	Black
	107–Sacramento CC	N/A
Stockton	94–Amador 49–San Andreas 103–Tracy 62–Stockton	White

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

GOLDEN GATE DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Golden Gate	17–Santa Rosa	Emerald
	19–Contra Costa	Maroon
	21–Napa	Grape
	22–Solano 127–Cordelia CVEF	Turquoise
	24–San Jose	Ruby
	25–Hayward 443–Castro Valley 126–Nimitz CVEF	Aqua
	118–Dublin 128–Mission Grade CVEF	Khaki
	32–San Francisco	Pink
	34–Marin	Violet
	91–Redwood City	Amber
	96–Oakland	Bronze
	119–Golden Gate CC	N/A

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

CENTRAL DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Bakersfield	69–Bakersfield	Brown
	102–Fort Tejon 117–Buttonwillow 129–Grapevine CVEF	Turquoise
Fresno	40–Porterville 67–Visalia	Pink
	65–Fresno	Silver
	68–Hanford 88–Coalinga	Maroon
Merced	30–Los Banos 57–Oakhurst 63–Mariposa 64–Merced 66–Madera 140–Chowchilla River CVEF	Orange
	48–Modesto 61–Sonora	Yellow

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

SOUTHERN DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Los Angeles	15–Central Los Angeles	Black
	56–West Valley	Teal
	77–South Los Angeles	White
	78–Newhall 89–Antelope Valley 130–Castaic CVEF	Tan
	79–West Los Angeles	Pink
	81–Baldwin Park	Orange
	82–East Los Angeles	Yellow
	83–Santa Fe Springs	Gold
	98–Altadena	Brown

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM *(continued)*

BORDER DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency	
Border	87–San Diego 142–Otay Mesa CVEF	Orange	
	108–El Cajon	Gold	
	92–Oceanside 132–San Onofre CVEF 134–Rainbow CVEF	Tan	
	115–Temecula	Brown	
	124–Border CC	N/A	
	El Centro	85–El Centro 116–Winterhaven 141–Calexico CVEF	Maroon
Indio		6–Blythe 76–Indio 97–San Gorgonio Pass 131–Desert Hills CVEF	Red
		Orange County	55–Westminster 121–Border Investigative Services Unit, City of Orange
	86–Santa Ana		Purple
	113–Capistrano		Green
138–Orange County CC	N/A		

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

COASTAL DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Monterey	8–King City 27–Monterey	Black
	23–Hollister-Gilroy 26–Santa Cruz 139–Gilroy CVEF	Green
San Luis Obispo	3–Buellton 9–Templeton 14–Santa Maria 28–San Luis Obispo	White
Ventura	29–Santa Barbara	Green
	31–Ventura 54–Moorpark 137–Conejo CVEF	Purple

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (continued)

INLAND DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Barstow	12–Victorville	White
	73–Barstow	
	106–Morongo Basin	
	114–Needles	
	147–Mountain Pass Joint Port of Entry	
Bishop	59–Mojave	Gold
	71–Bridgeport	
	72–Bishop	
Inland	74–Riverside	Turquoise
	75–San Bernardino	Copper
	101–Arrowhead	
	123–Rancho Cucamonga	Beige
	125–Inland CC	N/A

ANNEX A

CALIFORNIA HIGHWAY PATROL RADIO DISPATCH SYSTEM (*continued*)

PROTECTIVE SERVICES DIVISION

Communications Centers	Radio Prefix & Area	Primary Frequency
Capitol	300–Capitol Protection Section	UHF1

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