Arizona Peace Officer Standards and Training
Basic Curriculum Model Lesson Plan

LESSON TITLE: COMMUNICATIONS AND POLICE INFORMATION SYSTEMS 3.9

SUBJECT: Communication and Police Information Systems

AZ POST DESIGNATION: 3.9

HOURS: 3

COURSE CONTENT: A description of the proper techniques for the use of the police radio, with emphasis given to the types of information that should be broadcast from a crime scene.

PERFORMANCE OBJECTIVES: Upon completion of this course of instruction, students using class notes, handouts and other support materials, within the allotted time, will:

    3.9.1   Identify the following procedures and techniques for transmitting and receiving information over the police radio:

        A.   Brief and concise transmissions.

        B.   Proper use of the phonetic alphabet.

        C.   Proper use of common radio codes.

        D.   Acknowledging the receipt of messages.

        E.   Ensuring message acknowledgment.

        F.   Legal requirements and compliance with applicable FCC rules and regulations governing radio operators.

        G.   Distinguishing routine from emergency transmissions and avoiding routine transmissions during emergencies.

    3.9.2   Identify the following as information that should be included in the crime broadcast from a crime scene involving one (1) or more suspect(s):

        A.   Type of incident and location.

B.   Nature and description of suspect(s).

C.   Weapons used, if any.

D.   Description of loss, if any.

E.   Direction of suspect's flight.

F.   Description of suspect's mode of transportation.

3.9.3   Identify the following items of information that should be included when reporting descriptions of persons over the police radio:

A.   Gender/Race.

B.   Estimated age.

C.   Estimated height/weight.

D.   Color and type of clothing.

E.   Color of hair/eyes/skin.

3.9.4   Identify that radio code 999 should only be used when an officer needs emergency assistance.

3.9.5   Identify the information contained in law enforcement information systems and the procedures and restrictions with respect to accessing each system.

A.   Arizona Law Enforcement Telecommunication System (ALETS).

B.   Arizona Crime Information Center (ACIC).

C.   Arizona Computerized Criminal Histories (ACCH).

D.   Law Enforcement Judicial Information System (LEJIS).

E.   National Crime Information Center (NCIC).

F.   National Law Enforcement Telecommunications System (NLETS).

G.   Offender-Based State Correctional Information System (OBSCIS).

       H.   Motor Vehicle Department (MVD) system.

DATE FIRST PREPARED:	August 2000	
PREPARED BY:	SME Committee	
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REVIEWED – **REVISED**:	SME Committee, Sgt. W. Wright,	DATE: December 2001
	Sgt. Katrina White and Tami L. De Ruiter	
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AZ POST - APPROVAL:	Richard Watling	DATE: June 2013
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AZ POST – APPROVAL:	Lori Wait	DATE: October 2021

INSTRUCTOR REFERENCES:

CLASS LEVEL:	Student
TRAINING AIDS:	Handouts.
INSTRUCTIONAL STRATEGY:	Interactive lecture, class discussion and group problem solving.
SUCCESS CRITERIA:	70% or higher on a written, multiple-choice examination.
DATE RELEASED TO THE SHARE FILE:	May 27, 2022

I.   **INTRODUCTION**

      A.   Instructor – (self) introduction.

      B.   Preview of performance objectives.

II.   **TRANSMITTING AND RECEIVING INFORMATION**   **P.O. 3.9.1**

      A.   Brief and concise transmission.   **P.O. 3.9.1A**

           1.   Normal rate of speed:

                  a.   Forty to sixty (40-60) words per minute.

                  b.   Not too fast or too slow.

           2.   "Break" <u>lengthy</u> transmissions.

                  a.   Possible emergency traffic waiting.

                  b.   Ties up the system.

           3.   Prepare transmission mentally prior to talking.

                  a.   Think before you speak.

                  b.   Three (3) C's (clear – concise – complete).

                  c.   Avoid multiple transmissions.

           4.   Normal speaking tone:

                  a.   Emotion will distort your voice.

                  b.   Remember the three (3) C's.

           5.   Depress the mike button for one (1) full second and then begin talking. ***INSTRUCTOR NOTE:*** *Briefly DISCUSS "Murphy's Law and an open mike. Murphy's Law says "anything that can go wrong, will go wrong". Many inappropriate conversations have occurred with everyone, because of stuck open microphones. Instructor can give examples that s/he has witnessed in his/her department.*

                  a.   Most common error by all officers.

                  b.   Causes dispatch to re-ask for information.

6.   Always keep conversations professional in nature.

    a.   Be courteous and aware of current transmissions.

    b.   Remember, reporters, news agencies and citizens have scanners and can, and will, monitor your transmissions.

    c.   Nothing you say on the radio is confidential or will remain a secret.

B.   Proper use of the phonetic alphabet.   **P.O. 3.9.1B**

1.   Keeps transmission clear.

2.   Letters of the alphabet may sound the same/similar over radio.

3.   Pronounce name first, then spell.

    a.   Dispatchers can spell common names.

    b.   Phonetically spell uncommon names and common names with uncommon spelling.

C.   Proper use of common radio codes.   **P.O. 3.9.1C**

1.   Ten (10) codes, used to reduce air time and allow for coded messages.

2.   Ensure certain phrases are transmitted clearly.

    a.   Check with your agency for current codes.

    b.   Codes can vary from agency to agency.

    c.   Memorize codes to "converse" with dispatch and other officers.

    d.   If using inter-agency channels _AVOID_ the use of radio codes and speak in plain English.

3.   If ten (10) code does not cover the situation, use "short talk."

D.   Acknowledging the receipt of messages.   **P.O. 3.9.1D**

1.   Acknowledging immediately with "10-4" or appropriate response.

2.   Sender understands the message was received and understood.

E.   Ensuring message acknowledgment.   **P.O. 3.9.1E**

1.   Do not assume your broadcasted messages have been received.

2.   Wait a few seconds then re-broadcast.

3.   Receiver should verbally acknowledge.

F.   Compliance with applicable FCC rules and regulations governing radio operators.

           P.O. 3.9.1F

1.   All radio transmissions are governed by the Federal Communication Commission (FCC). ***INSTRUCTOR NOTE:*** *Handout #1.*

2.   Legal requirements include:

a.   No foul language.

b.   No use of proper names.

       i.   Using an officer's name instead of unit number could compromise his/her own and his/her family's safety. ***INSTRUCTOR NOTE:*** *Although police often use proper names and addresses of suspects and citizens, it can be dangerous for them and their families and should be avoided.*

       ii.   Consider sending sensitive information over the MDT or by phone.

c.   Non-coded broadcasts discouraged.

d.   Superfluous, false or deceptive messages are prohibited.

e.   All transmissions are subject to administrative review, investigation or subpoena. ***INSTRUCTOR NOTE:*** *The instructor can offer an example (no names) from his/her department to illustrate this point.*

f.   You have no expectation of privacy when broadcasting over the radio or MDT.

g.   Base stations must transmit a station identifier every hour.

h.   All users are licensed under the Base Station license.

G.   Distinguishing routine from emergency transmissions and avoiding routine transmissions during emergencies. **P.O. 3.9.1G**

1.   Be aware of current calls in progress.

2.   Follow priority of radio broadcasts.

         a.   Emergency traffic has the highest priority.

         b.   Avoid routine transmissions during emergencies.

     3.   Broadcast emergency radio traffic as soon as possible.

III.   **INFORMATION FOR CRIME BROADCASTS**   **P.O. 3.9.2**

     A.   Type of incident.   **P.O. 3.9.2A**

         1.   Include location.

         2.   Ten (10) codes.

         3.   Brief, yet clear.

     B.   Nature and description of suspect(s).   **P.O. 3.9.2B**

     C.   Weapon(s) used, if any.   **P.O. 3.9.2C**

     D.   Description of loss, if any.   **P.O. 3.9.2D**

     E.   Direction of suspect(s) flight.   **P.O. 3.9.2E**

     F.   Description of suspect(s) mode of transportation.   **P.O. 3.9.2F**

         1.   Color.

         2.   Year.

         3.   Make.

         4.   Body style.

         5.   License plate – (state).

IV.   **INFORMATION WHEN REPORTING DESCRIPTIONS OF PERSONS**   **P.O. 3.9.3**

     A.   Gender.   **P.O. 3.9.3A**

         1.   Male.

         2.   Female.

B.   Race   **P.O. 3.9.3A**

  1.   Hispanic

  2.   Indian

  3.   Black

  4.   Asian

  5.   White

C.   Estimated age.   **P.O. 3.9.3B**

  1.   Twenty-five (25) to thirty (30).

  2.   Mid 40's, etc.

D.   Estimated height and weight.   **P.O. 3.9.3C**

  1.   Five feet, six inches (5'6") to five feet, nine inches (5'9").

  2.   One hundred and fifty (150) to 160 pounds.

E.   Color and type of clothing.   **P.O. 3.9.3D**

  1.   Red T-shirt.

  2.   Blue jeans.

  3.   White tennis shoes.

F.   Color of hair/eyes/skin.   **P.O. 3.9.3E**

  1.   Brown hair.

  2.   Blue eyes.

  3.   Light complexion.

G.   Describe from top to bottom.

  1.   Hair.

  2.   Eyes.

3.   Shirt.

4.   Pants.

5.   Shoes.

V.   RADIO CODE 999 **P.O. 3.9.4**

A.   When a bonafide emergency exists:

1.   Protect his/her own life.

2.   Need immediate response/assistance.

B.   Will get attention from all law enforcement officers who hear it.

C.   Other non-emergency situations with "three 9's": ***INSTRUCTOR NOTE:*** *These should be pronounced as words, not numbers, "nine hundred and ninety-nine"*

1.   License plates.

2.   Addresses.

3.   Sequential numbers.

D.   Have recruits bring radio code sheets from their respective agencies. ***INSTRUCTOR NOTE:*** *OPTIONAL: Instructor brings a video or audio tape from his/her agency of an actual transmission(s) which illustrates* *routine and emergency calls, phonetic alphabet, 10-codes and three (3) digit codes.*

1.   Discuss similarities.

2.   Discuss differences.

3.   Discuss the need for prior understanding on shared frequencies.

VI.   POLICE INFORMATION SYSTEMS **P.O. 3.9.5**

A.   Identify the information contained in the following law enforcement information systems and the procedures and restrictions with respect to accessing each system.

B.   The Arizona Criminal Justice Information System (ACJIS) is the computerized network available to Arizona law enforcement and other criminal justice agencies and provides access to a large

number of information systems 24 hours per day, 7 days per week via the ACJIS communications computer located at the Arizona Department of Public Safety. ***INSTRUCTOR NOTE:*** *Handouts #2 and #3*

C.   Arizona Law Enforcement Telecommunications System – (ALETS).   **P.O. 3.9.5A**

   1.   A message switching system.

   2.   Connects all terminals in the state.

D.   Arizona Crime Information Center – (ACIC).   **P.O. 3.9.5B**

   1.   Information on vehicles stolen in Arizona.

   2.   Records automatically forwarded to NCIC.

E.   Arizona Computerized Criminal History – (ACCH).   **P.O. 3.9.5C**

   1.   Arrest and disposition of information on offenders.

   2.   DPS Criminal History Records Unit enters data.

F.   Law Enforcement Judicial Information System – (LEJIS).   **P.O. 3.9.5D**

   1.   Maintained by Maricopa County.

   2.   Contains subject-in-progress information, currently for Maricopa County only.

G.   National Crime Information Center – (NCIC).   **P.O. 3.9.5E**

   1.   Houses national files on persons and property.

   2.   All Arizona agencies have access to the system.

H.   National Law Enforcement Telecommunications System – (NLETS).   **P.O. 3.9.5F**

   1.   Message switching system for interstate exchange of criminal justice information.

      a.   Administrative messages.

      b.   Vehicle registration.

      c.   Board and snowmobile registration.

      d.   Driver's license.

e.   Criminal history queries.

f.   FAA file queries.

g.   HAZMAT queries.

h.   Access to the ORION file.   ***INSTRUCTOR NOTE:*** *The Orion file contains the* <u>*originating agency identifier*</u> *of all NLETS user agencies.*

I.   Offender-Based State Correctional Information System (OBSCIS).   **P.O. 3.9.5G**

1.   Information provided by the Department of Corrections.

2.   Information on all persons either currently or formerly under DOC jurisdiction.

J.   Motor Vehicle Department (MVD).   **P.O. 3.9.5H**

1.   Driver's license information.

2.   Vehicle registration information.

K.   National Missing and Unidentified Persons System (NAMUS) ***INSTRUCTOR NOTE:*** *See 3.9 NAMUS Handout.*

1.   A national central repository and resource center for missing persons and unidentified decedent records. It is managed by the U. S. Department of Justice.

2.   It includes links to state clearinghouses, medical examiner and coroner officers, law enforcement agencies, victim assistance groups and pertinent legislation.

3.   Anyone can search this database using characteristics such as sex, race, distinct features and even dental information.

VII.   CONCLUSION

A.   Review of performance objectives.

B.   Final questions and answers.

C.   Instructor closing comment(s).