



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-10

Effective: 09/05/19 Review: 09/05/20 Replaces: 03/10/16

2-10 USE OF EMERGENCY COMMUNICATIONS

Related SOP(s): None

2-10-1 Purpose

It is the purpose of the Emergency Communications Center (ECC) to make an effective difference in the City of Albuquerque by providing high quality, professional and effective communications, and to ensure responder safety, while striving to save lives and protect property. Through cooperation, continued education and commitment to excellence, we are the vital link to emergency services.

2-10-2 Policy

It is the policy of the Department to coordinate the delivery of police services with requests from citizens and Department personnel utilizing radio, telephone, and digital communications equipment.

2-10-3 Rules

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A. Use of Equipment/Radio

City communications equipment is to be used for official business only, as follows:

1. The Ten Code shall be used when transmitting.
2. All references to time shall be in military (24-hour) time.
3. The necessary language shall be short and relevant.
4. When feasible, lengthy messages shall be given to the ECC by telephone, Mobile Digital Terminal (MDT), or on a non-dispatch channel.
5. Personnel shall be professional when using voice transmission and when using their MDT. Jokes, wisecracks, profanities, or voice inflections that reflect or indicate irritation, disrespect, or sarcasm shall not be used.
6. Transmissions should not be acknowledged unless they are understood.
7. Every officer in a uniformed field assignment must have access to radio communications equipment.



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B. Department Phone Numbers

1. When needed, follow-up contact information will be given to citizens. This information will include the duty station telephone number, duty hours, and days off. The number 242-COPS will not be given as a contact number for personnel. No restricted ECC telephone numbers will be given to citizens.

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C. Assignment of Unit Call-Signs

1. The ECC is responsible for the assignment of all call signs.

N/A

- a. Call-signs are numbers or combination of numbers and letters that identify a particular officer assigned to a sector beat or unit or other individuals, by assignment, which need to be readily identified during radio contact

2. Commanding officers will be responsible for notifying, in writing, the ECC of any deletions and/or additions of subordinate officers within their particular command. This will ensure officers are assigned a call sign at all times.

3. Personnel who have been assigned permanent call sign shall be called by, and answer to, their assigned unit call number.

4. Personnel who call out on the air off-duty will identify themselves as their existing call sign followed by "X-ray." This will help Communications the dispatchers and the assisting officers understand that the officer is off-duty.

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D. Unit Location Response

1. When any unit is called by the dispatcher, the unit will promptly respond with his/her call-sign and location.

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E. Use of Alert Tone/All Ops Transmissions

1. ECC is to utilize the alert tone to designate a specific talk group (assigned radio frequency) as restricted for a specified situation(s). When the alert tone is utilized, it signifies to all personnel that the specific talk-group has restricted voice transmission to only those personnel working the event/emergency. Personnel not involved in the event should cease transmitting when an alert tone or 10-3 is broadcast.



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2. ECC will utilize the All Ops talk-group when possible. The intent of an All Ops transmission is to notify all personnel utilizing a radio of felony crime of emergency radio traffic. If other talk groups are restricted for emergency traffic, the All Ops transmission will not be utilized.
3. The alert tone is utilized for the following types of incidents:
 - a. Robberies (armed or strong-arm) – in-progress or just-occurred
 - i. Carjacking
 - ii. Home invasion
 - iii. Commercial robbery
 - b. Hold-up alarms
 - c. Shootings
 - d. Stabbings
 - e. Vehicle pursuits
 - f. Commercial or residential burglary – in-progress or just-occurred

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F. Calls Considered Official Orders

1. All calls by the ECC shall be considered as official orders being subject to review only after the call has been responded to and handled. Supervisors may countermand a dispatch for justifiable cause.
2. When dispatched to a call for service, the primary officer will be responsible for ensuring that the calling party is contacted before returning into service. Contact will not be necessary on calls that indicate "negative contact" or calls where the calling party's identity is not given.

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G. Authorized Out-of-Service Activities

1. All units with MDT's should routinely log on the system 10-75 status while off duty, especially while traveling to and from work.
2. While performing Chief's overtime duties, units will log on the system with Code 10-62-1 and specify their location and duration of the assignment.
3. All sworn personnel will log on to the Computer Aided Dispatch (CAD) system in an out code status (10-75) before leaving their residence in a city-owned vehicle. This



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will be done via the MDT. Those without an MDT will do so by radio. Personnel will not log off until they return at the end of their duty assignment. Off-duty officers en route to a court appearance that will extend into the officer's normal on-duty status will log on in a court-out status (10-92) and identify the specific court in attendance.

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H. Other Jurisdictions

1. Unless life-threatening emergencies exist, units will not be dispatched to the following locations/incidents without the permission of the appropriate on-duty area supervisor.
 - a. University of New Mexico
 - b. State Fairgrounds
 - c. Kirtland Air Force Base (except for certain areas)
 - d. Veteran's Administration Hospital
 - e. Locations outside the city limits
2. In those instances, where life-threatening emergencies are believed to exist, immediate dispatch will occur with the earliest possible follow-up notification to the appropriate on-duty area supervisor.

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I. Requests by Other Agencies/Cross Dispatches

1. Requests for support services from other agencies will be handled as follows:
 - a. Life-threatening emergencies will be honored immediately.
 - b. Non-emergency services requests will only be honored if approved by either the ECC shift supervisor or the Field Services Supervisor in the area command.
2. Officers will not be cross-dispatched to take reports in other area commands with the following exception: Calls received from hospital emergency rooms and the Family Advocacy Center will be given to the beat unit where the crime/incident occurred.
3. Officers who are approached by citizens to investigate crimes that occurred in another beat/area will not advise the citizen to return to the location where the crime occurred, but will handle the call at that time.



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4. If a follow-up investigation is needed, the Area Impact Team in which the crime occurred will be notified to handle the investigation.

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J. Required Use of MDT

1. Department personnel operating police vehicles equipped with MDT shall use the MDT for all non-emergency communication activities including, but not limited to:
 - a. All non-emergency status changes;
 - b. Self-initiated out-of-service activities;
 - c. Routine car-to-car communications;
 - d. National Crime Information Center (NCIC) and MVD inquiries;
 - e. Officers will log themselves as back-up en route after the initial officer has been voice dispatched;
 - f. On-sight events (optional);
 - g. When clearing calls with lengthy remarks; and
 - h. Community Policing Events. Any time an officer engages in a community policing function, the officer shall log out 10-75-1. When logged out 75-1, the officer would still be available for dispatch to high priority calls.
2. Supervisors and/or officers shall not avoid calls by negotiating with Radio Dispatchers as to handling and holding calls. Officers will be expected to remain in their Area Commands and available for calls until the end of their shifts.
3. Officers will be responsible for logging themselves on by using the MDT at the start of their shift and log off at the end of their shift. Radio Dispatchers will not log officers on or off unless the officer has no MDT or their MDT is out of service.
4. In order to provide officers a primary and clearly identified first line supervisor, the Sergeant or Acting Sergeant will log on with the "A" designation for acting.
5. Officers with MDTs will log themselves out on breaks (10-60 and 10-61) when cleared and back in service.
6. Supervisors may override dispatchers as to whom they dispatch on calls but only on a case-by-case basis. Supervisors will make themselves aware of calls holding before changing any dispatch orders.

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K. ECC



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1. The ECC is a restricted area. Access to the communications center will be provided to authorized personnel only.
 - a. Unauthorized persons shall not be permitted within the ECC without the permission of the Control Supervisor.
 - b. Persons requesting tapes, CAD printouts, and/or readouts will be supplied such information by authorized personnel upon approval by the appropriate supervisor. A Communications supervisor may direct requesters to their substation terminal for a CAD printout.
 - c. Master tapes and certain other original information will not be removed except by written order and signed receipt, due to its evidentiary and confidential nature.

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L. Dispatch Talk Groups

1. Each area command is assigned one voice communications dispatch talk group. On-duty units are required to keep their voice communications equipment on the area talk group unless they are actively using one of the non-dispatch talk groups. Prior coordination with ECC Control is required when there is a need to utilize a talk group for a tact plan or special event.

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M. Data Room Services

1. NCIC is a nationwide computerized system containing criminal justice information concerning files such as stolen property, MVD information and wanted persons of a nationwide interest. Department personnel utilize the NCIC radio channel as a dedicated channel for transmissions concerning checks on persons, property, and vehicles.
2. The ECC assigns trained Telecommunications Operators to handle the NCIC administration functions.
3. In addition to Department personnel, other civilian certified personnel may receive full NCIC information. These personnel are identified in the appropriate CAD file. All messages handled on the system must be of an official police nature.

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N. Confirmation of Inquiry



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1. When an NCIC hit is obtained on an entry, the unit will be advised of a possible hit and all pertinent descriptors will be provided for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
2. Interstate Identification Index (Triple I Requests)
 - a. Triple I checks are used to gather information on a person's previous arrest record and can only be requested by Department sworn personnel.
 - i. The Triple I request form may be faxed to the requesting unit with the appropriate information to be included on the form.

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3. Misuse of NCIC

- a. Intentional misuse of information obtained from the NCIC systems may result in termination of NCIC privileges for the ECC
- b. Individuals may face potential criminal charges for the misuse of NCIC information.
- c. All NCIC information is considered law enforcement sensitive information and shall not be disseminated to unauthorized individuals.

O. Communication with Other Public Safety Agencies

1. For Department personnel to communicate with other area public safety agencies utilizing the Department's 800 MHz radio system, the following procedures will be followed:
 - a. Officers needing to communicate with the Bernalillo County Sheriff's Office may utilize the BCSO talk groups, which are programmed in all Department radios.
 - b. The New Mexico State Law Enforcement network talk group is also programmed in all Department radios. (Event 1)
 - c. Officers communicating with outside agencies who utilize an 800 MHz radio system may utilize the ITAC/ITACTA call groups. These are nationwide 800 MHz public safety frequencies.

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P. Phonetic Alphabet

The phonetic alphabet shall be used for spelling out unusual names, persons, and locations, or when radio reception is poor. When spelling out a word, use only the



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phonetic alphabet; example: John Doe -John, Ocean, Henry, Nora, David, Ocean, Edward.

A – Adam	H – Henry	O – Ocean	V - Victor
B – Boy	I – Ida	P - Paul	W - William
C - Charles	J – John	Q - Queen	X - X-ray
D – David	K - King	R - Robert	Y - Young
E – Edward	L – Lincoln	S - Sam	Z - Zebra
F - Frank	M – Mary	T - Tom	
G - George	N - Nora	U - Union	

Q. All OPS Dispatch Group (Simulcasting)

1. To ensure that priority one calls are dispatched and responded to in an expeditious manner, the 800MHz-radio system has the capability of simulcasting on all talk-groups. This feature can be useful in disseminating vital information and priority one calls to all officers efficiently.

a. ECC dispatcher duties:

Upon receiving a priority one call, i.e., hold up alarm, shooting, stabbing, the dispatcher will utilize the “All Ops” dispatch group and advise that this is an “All Ops” (Area Command) call. The dispatcher will give out the basic information on the call and the location. The dispatcher will then switch back to their respective dispatch talk-group.

b. Responding officer duties:

An officer who is responding to an “All Ops” priority one call outside of their area command will advise their respective dispatcher that they are responding to the call. The officer will then switch to the talk-group where the incident is occurring and advise the dispatcher that they will be responding. The officer will remain on this talk-group until the completion of the call.

c. The “All Ops” talk-group will not be utilized if one the call groups are secure for an operation, i.e., SWAT activation.

R. Codes



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TEN CODE****

10-1		Receiving Poorly		27-5C	Commerical Burglary - 3	10-46		Wrecker - 6 (only if used as an advised
10-2		Receiving Well		27-5E	Burglary ETS Activation - 1	10-47		Drunk Driver - 2
10-3		Stop Transmitting		27-5R	Residential Burglary - 3	10-48		Use Caution
10-4		O.K./Understood	27-6		Theft, Fraud, Embezzlement - 3	10-49		Any Traffic
10-5		Relay Message		27-6M	Theft - Metal - 3	10-50		No Traffic
10-6		Busy on Non-Dispatch Activity	27-7		Auto Theft - 3	10-51		Message for Delivery - 3
10-7		Out of Service		27-7E	Emergency Alarm-BAIT Activation - 1	10-52		Audible Alarm - 3
10-8		In Service		27-7F	Found (Located) Stolen Vehicle - 3	10-53		Silent Alarm - 2
10-9		Repeat Transmission		27-7W	Warm-up Stolen Vehicle - 3	10-54		Traffic Stop - 2
10-10		Periodic Watch - 3	27-8		Shooting - 1	10-55		Ambulance Call - 1
10-10-0		Welfare check - 3	27-9		Stabbing - 1	10-56		Arrived at Scene
10-11		Animal Call - 3	10-28		Missing Person - 3	10-57		Narcotics - 2
10-12		Check M.V.D. Revocation	10-29		Wanted Check or Broadcast - 3	10-58		DOA - 1
10-13		Advise Weather/Road Conditions	10-30		Juvenile - 2	10-59		Bomb Threat - 1
10-14		Escort - 3	30-1		Physical Abuse of a child - 2		59-1	Bomb Squad Activation - 1
10-15		Family Fight/Domestic Violence - 2	30-2		Sexual Abuse of a child - 2	10-60		Coffee Break*
	15-1	Domestic Relations Escort - 3	30-3		Child Neglect - 2	10-61		Lunch Break*
10-16		Prisoner in Custody/Pick Up - 2	10-31		Suspicious Person or Vehicle - 2	10-62		Logged on/Off Duty Officer*
10-17		Pick Up/Deliver Items - 3	31-1		E911 Hang up call - 2		62-1	Chief's Overtime - 5
10-18		Drunk - 3	31D		Suspicious/Intoxicated Subject - 2	10-64		Crime Scene Investigation - 4
10-19		Return To*	31T		Mass Casualty Threat - 3	10-65		Kidnapping, Abduction, Hostage - 1
10-20		Location	10-32		Fight In Progress - 2	10-66		Nature Call*
10-21		Telephone	10-33		Fire - 1	10-69		Sniper - 1
10-22		Send Blood Technician	10-34		Officer or Meet Officer*	10-70		Hazardous Material Incident - 1
10-23		Sex Offense - 2	10-35		Prowler - 2	10-74		Tactical Plan - 3
10-24		Direct Traffic - 3	10-36		Time of Day	10-75		Miscellaneous Out Code*
10-25		Contact - 3	10-37		Shoplifter - 3		75-1	Community Activity*
10-26		Check Auto Registration	10-38		Vandalism - 3		75-2	Training Student*
10-27		Investigation Of - 3		38M	Damage transformers, etc.-Metal - 3		75-3	Training Instructor*
	27-U	Use of Force (Disp 24, 25, 26) - 3	10-39		Disturbance - 2	10-76		Send S.W.A.T. Team - 1
	27-0	Forgery/Check/Credit Card - 3		39-1	Loud Music - 3		76-1	Tactical Assist - 1
	27-1	Homicide - 1		39-2	Loud Party - 2		76-K9	K9 Tactical Call - 1
	27-2	Criminal Sexual Penetration - 1		39-3	Shots fired - 3	10-80		Demonstration - 2
	27-3	Robbery - 1		39-4	Aggressive Driver/Road Rage - 1	10-81		Civil Disturbance/Riot - 1
	27-3A	Auto Car Jacking - 1		39-5	Pan Handlers - 3	10-82		Cover Assistance - 1
	27-3C	Commerical Armed Robbery - 1	10-40		Behavioral Health Issue - 2	10-83		Officer In Trouble - 1
	27-3E	Emergency Alarm-ETS Activation - 1	10-41		Neighbor Trouble - 3	10-88		True Alarm
	27-3I	Individual Armed Robbery - 1	10-42		Request Dispatch Times/ Reports	10-89		False Alarm
	27-3R	Residential Armed Robbery-Home Invasion - 1	10-43		Rescue Call - 1	10-90		Vehicle Maintenance*
	27-4	Aggravated Assault/Battery - 1		43-1	Suicide - 1	10-91		Vehicle Fuel*
	27-5	Burglary - 3	10-44		Traffic Accident No Injuries - 2	10-92		Court*
	27-5A	Auto Burglary - 3	10-45		Traffic Accident Injuries - 1	10-99		Officer Held Hostage - 1

* ALL UNDERLINED CODES ARE EVENTS, ALL CODES WITH AN ASTERISK (*) INDICATES OUT-CODES AND CANNOT BE AN EVENT, REMAINING CODES ARE STATUS CHANGES OR INFORMATION, THE NUMBER TO THE RIGHT OF EVENTS INDICATES INITIAL PRIORITY.

**Any call can be created into a BOLO when applicable, therefore, BOLOS are no longer listed.