



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-10

Effective: 06/15/2021

Review: 06/15/2022

Replaces: 09/05/2019

2-10 USE OF EMERGENCY COMMUNICATIONS

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[9-1 Communications Division](#)

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

2-10-1 Purpose

The purpose of this policy to make an effective difference in the City of Albuquerque to provide high quality, professional, and effective communications, and to ensure responder safety, while striving to save lives and protect property. Furthermore, it is the purpose of this policy to recognize the Emergency Communications Center (ECC) as the vital link to emergency services through cooperation, continued education, and commitment to excellence.

2-10-2 Policy

It is the policy of the Albuquerque Police Department (Department) to coordinate the delivery of police services with requests from the community and Department personnel through the use of radio equipment.

2-10-3 Definitions

A. All Ops Dispatch Group

A Talk Group that is used by dispatchers to broadcast Priority 1 call for service information on all channels simultaneously. To ensure that Priority 1 calls are dispatched and responded to in an expeditious manner, the 800 MHz radio system has the capability of simulcasting on all Talk Groups. This feature can be useful in disseminating vital information and Priority 1 calls to all sworn personnel efficiently.



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B. Call Sign

Numbers or a combination of numbers and letters that identify Department personnel assigned to a sector, beat, or unit, or by assignment, which need to be readily identified during radio contact.

C. Interstate Identification Index (Triple I Requests)

Requests that are used to gather information on a person's previous arrest record and can only be requested by Department sworn personnel.

D. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data used by authorized Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.

E. Priority 1

Any immediate life-threatening situation with a great possibility of death or life-threatening injury, or any confrontation between people that could threaten the life or safety of any person where weapons are involved. The All Ops Dispatch Group will be used for all Priority 1 calls that are in progress or just occurred, which is up to a five-minute time delay.

F. Talk Group

Dedicated frequency or control channel for the assigned area command. Each area command is assigned one primary dispatch Talk Group.

7 **2-10-4** **General Procedures**

A. Use of Mobile Dispatch Terminal (MDT)

1. Department personnel shall:

- a. When operating City-owned police vehicles equipped with an MDT, use the MDT for all non-emergency communication activities including, but not limited to:
 - i. All non-emergency status changes;
 - ii. Self-initiated out-of-service activities;
 - iii. Routine car-to-car communications;
 - iv. NCIC and MVD inquiries;
 - v. When sworn personnel log themselves as back-up and en route after the initial officer has been voice dispatched;



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- vi. When clearing calls with lengthy remarks;
 - vii. Community policing events; and
 - viii. Any time an officer engages in a community policing function at a community-policing event, log out 10-75-1. When logged out (75-1), the officer is still be available for dispatch to high priority calls.
- b. Remain in their area commands and available for calls until the end of their shift, unless authorized by their chain of command; and
 - c. Log on to their MDT's in an out code status (10-75) before leaving their residence in a City-owned vehicle. Those without an MDT should do so by radio. Department personnel shall not log off until the end of their duty assignment.

2. Sworn personnel shall:

- a. Be responsible for logging themselves on by using their MDT at the start of their shift and log off at the end of their shift. ECC Dispatchers shall not log sworn personnel on or off, unless the officer has no MDT or their MDT is out of service;
- b. Log themselves out on breaks when cleared and back in-service; and
- c. While off-duty and en route to a court appearance, log on with a court-out status (10-92) and identify the specific court in attendance.

3. Supervisors may override ECC Dispatchers as to whom they dispatch on calls but only on a case-by-case basis. Supervisors shall make themselves aware of calls holding before changing any dispatch orders.

4. Acting Sergeants shall log on with the "A" designation for acting to clearly identify themselves.

B. Use of Radio Equipment

1. When using City-issued radio equipment for official business only, Department personnel shall:

- a. Use Ten-Codes when transmitting over Talk Groups;
- b. Make references to time in military time (24-hour);
- c. Use necessary language that is short and relevant;
 - i. When feasible, Department personnel shall give lengthy messages to ECC personnel by telephone, or Mobile Digital Terminal (MDT);
- d. Be professional when using voice transmission and when using their MDT;
 - i. Jokes, wisecracks, profanities, or voice inflections that reflect or indicate irritation, disrespect, or sarcasm shall not be used.
- e. Refrain from acknowledging transmissions unless they are understood; and
- f. When off-duty and need to transmit over a Talk Group, state their call sign followed by "X-ray" on the Talk Group.



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i. This shall alert Department personnel the officer is off-duty.

2. Ten-Codes

- a. All Department personnel shall use the Department-approved Ten-Codes when transmitting over the radio, unless extenuating circumstances necessitate plain language.
- b. ECC management personnel shall publish a Special Order with a list of all Ten-Codes.
 - i. When the Department creates a new Ten-Code or revises an existing Ten-Code, ECC management personnel shall publish a Special Order with an updated list of codes.

3. Phonetic Alphabet

- a. Department personnel shall use the phonetic alphabet for spelling out unusual names, persons, and locations, or when radio reception is poor.
- b. Sworn personnel shall use the following phonetic alphabet when spelling out a word over the radio:

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



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Z – Zebra

4. Talk Groups

- a. On-duty personnel shall remain on their assigned Talk Group unless they are actively using one of the non-dispatch Talk Groups.
 - i. When switching to a non-dispatch Talk Group, personnel shall notify the ECC Dispatcher.
- b. Department personnel shall seek prior coordination with an ECC supervisor when there is a need to use a Talk Group for a tact plan or special event.

5. All Ops Dispatch Group Transmissions (Simulcasting)

- a. The intent of an All Ops Dispatch Group transmission is to notify all sworn personnel utilizing a radio of emergency radio traffic. If other Talk Groups are restricted for emergency traffic, sworn personnel shall not use the All Ops Dispatch Group transmission.
- b. ECC personnel shall:
 - i. Use the All Ops Dispatch Group used for Priority 1 calls for service.
 - ii. Upon receiving a Priority 1 call, use the All Ops Dispatch Group and advise that this is an "All Ops" (area command) call;
 - iii. Use the All Ops Dispatch Group to designate a specific Talk Group as restricted for a specified situation(s);
 1. When the All Ops Dispatch Group is used, it signifies to all sworn personnel that the Talk Group has been restricted to only those personnel working the event/emergency. Sworn personnel who are not involved in the event shall cease transmitting when an All Ops Dispatch Group or 10-3 is broadcasted.
 - iv. Give out the call type for the call and the location; and
 - v. Switch back to their respective dispatch group.
- c. The responding officer shall:
 - i. Advise their respective Dispatcher that they are responding to an "All Ops" Priority 1 call outside of their area command;
 - ii. Switch to the All Ops Dispatch Group where the incident is occurring and advise the Dispatcher that they are responding to the call; and
 - iii. Remain on this dispatch group until the completion of the call.
- d. Sworn personnel shall not use the All Ops Dispatch Group use if one of the dispatch groups has been secured for an operation (e.g., SWAT activation).

C. Dispatches Considered Official Orders

1. Sworn personnel shall consider all dispatches by ECC personnel as official orders subject to review after the call has been responded to and handled. Supervisors may countermand a dispatch for justifiable cause.



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2. When dispatched to a call for service, the primary officer shall be responsible for ensuring that the calling party is contacted before returning into service. Contact shall not be necessary on calls that indicate "negative contact" or calls where the calling party's identity is not given.

D. NCIC Inquiries

1. The ECC shall assign trained Telecommunications Operators to handle NCIC administration functions.
2. Department personnel shall use the NCIC radio channel as a dedicated channel for transmissions concerning checks on persons, property, and vehicles.
3. When an NCIC hit is obtained on an entry, sworn personnel shall be advised of a possible hit and all pertinent descriptors shall be provided for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
4. 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 shall be of an official police nature.

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5. Misuse of NCIC Information

- a. Department personnel shall not intentionally misuse information obtained from the NCIC systems. Doing so may result in termination of NCIC privileges for the Department.
- b. Department personnel may face potential criminal charges for the misuse of NCIC information.
- c. Department personnel shall recognize that NCIC information is considered law enforcement sensitive information; therefore, they shall not disseminate NCIC information to unauthorized individuals.

E. Interstate Identification Index (Triple I Requests)

1. ECC personnel may fax the Triple I Request form to the requesting officer, with the appropriate information to be included on the form.

F. Authorized Out-of-Service Activities

1. While performing Chief's Overtime (COT) duties, sworn personnel shall log on to the system with Code 10-62-1 and specify their location and duration of the assignment.

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2-10-5

General Procedures for ECC Personnel



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A. Emergency Communications Center Facility

1. The ECC is a restricted area. An ECC supervisor or above shall permit access to the facility to authorized personnel only.
 - a. The ECC supervisor shall provide access to the ECC to authorized persons.
 - b. Department personnel requesting tapes, Computer-Aided Dispatch (CAD) printouts, and/or readouts shall be supplied such information by authorized personnel upon approval by the appropriate supervisor. An ECC supervisor may direct requesters to their substation terminal for a CAD printout.

B. Assignment of Call Signs

1. ECC personnel shall assign call signs to sworn personnel.
2. Commanding supervisory sworn personnel shall be responsible for notifying ECC, in writing, of any deletions and/or additions of subordinate sworn personnel within their particular command. This ensures sworn personnel are assigned a call sign at all times.
3. Department personnel who have been assigned a call sign shall be called by, and answer to, their assigned call sign.

C. Department Phone Numbers

1. When needed, ECC personnel shall give follow-up contact information to community members. This information shall include the duty station telephone number, duty hours, and days off.
2. The number, 505-242-COPS (505-242-2677), shall not be given as a contact number for personnel.
3. ECC personnel shall not give restricted ECC telephone numbers to community members.

7 2-10-6 **Other Agencies and Jurisdictions**

A. 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 shall be followed:



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- a. Sworn personnel who need to communicate with the Bernalillo County Sheriff's Office (BCSO) may use 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 as Event 1; and
- c. Sworn personnel who communicate with outside agencies who use an 800 MHz radio system may use the ITAC/ITACTA call groups. These are nationwide 800 MHz public safety frequencies.

B. Requests by Other Agencies (Cross Dispatches)

1. Requests for support services from other agencies shall be handled as follows:
 - a. Life-threatening emergencies shall be honored immediately; and
 - b. Non-emergency services requests shall only be honored if approved by either the ECC shift supervisor or the Field Services Bureau (FSB) supervisor in the area command.
2. Sworn personnel shall not be cross-dispatched to take reports in other area commands except for the following listed calls, which shall be given to the beat officer where the crime/incident occurred:
 - a. Calls received from hospital emergency rooms; and
 - b. Department Family Advocacy Center (FAC) calls.
3. Sworn personnel who are approached by community members to investigate crimes that occurred in another beat/area shall not advise the community member to return to the location where the crime occurred, but shall handle the call at that time.
4. If a follow-up investigation is needed, the Impact Team in the area command in which the crime occurred shall be notified by FSB personnel to handle the investigation.

C. Other Jurisdictions

1. Unless life-threatening emergencies exist, sworn personnel shall not be dispatched to the following locations/incidents without the permission of the appropriate on-duty area supervisor:
 - a. University of New Mexico;
 - b. New Mexico State Fairgrounds;
 - c. Kirtland Air Force Base (except for certain areas);
 - d. Raymond G. Murphy Department of Veteran's Affairs Medical Center; and
 - e. Locations outside the City limits.



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2. In those instances where life-threatening emergencies are believed to exist, immediate dispatch shall occur with the earliest possible follow-up notification to the appropriate on-duty area supervisor.