

**Course Outline**

**COURSE:** JLE 301                      **DIVISION:** 50                      **ALSO LISTED AS:**

**TERM EFFECTIVE:** Spring 2016                      **CURRICULUM APPROVAL DATE:** 11/09/2015

**SHORT TITLE:** DISPATCH RADIO COMMUNICATIONS

**LONG TITLE:** Dispatch Radio Communications

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
5	18	Lecture:	2.28	41.04
		Lab:	9.14	164.52
		Other:	0	0
		Total:	11.42	205.56

**COURSE DESCRIPTION:**

This course is designed for students to enhance skills, specifically focusing on radio communications. Students will study codes and departmental procedures and will respond to calls ranging from traffic emergencies to potentially dangerous situations.

**PREREQUISITE:** JLE 175, Basic Public Safety Dispatch Academy.

Commission on Police Officer Standards Commission on Police Officer Standards and Training (POST) certified basic dispatch academy diploma or equivalent as determined by the Dean of Academy Instruction.

**NOTE:** Approval of equivalent training is not a guarantee state regulatory or licensing agencies will also grant equivalency.

Prior to beginning this course students must be familiar with and be able to demonstrate all of the skills listed below. These will not be taught in the course; rather they will be the starting point for advanced officer training that builds upon them. These minimum knowledge and skill levels are regarding:

Communication Center Radio Equipment

1. Components and their functions
2. Back-up radios/microphones
3. FCC Regulations
4. Use of periodic station identifier, date and time

Familiarity with Code Books

1. Penal
2. Vehicle
3. Welfare and Institutions
4. Health and Safety
5. Business and Professions

6. Government Code

7. Municipal / County

Maps and Street Guides

1. Thomas Guide

2. City / County

3. District / Beat / Run / Sector

4. Geographic Information Systems (GIS)

5. Township and Range

Public Services

1. City / County Maintenance / Towing

2. City, County, State and Federal Government

Types of Critical Incidents

1. Natural Disasters

2. Explosions

3. HazMats

4. Transportation accidents

5. Evacuations

6. Fires

7. Terrorist activity / weapons of mass destruction

8. Plane Crashes

PREREQUISITES:

Completion of JLE 175, as UG, with a grade of C or better.

COREQUISITES:

CREDIT STATUS: C - Credit - Degree Non Applicable

GRADING MODES

P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

03 - Lecture/Laboratory

04 - Laboratory/Studio/Activity

**STUDENT LEARNING OUTCOMES:**

1. Demonstrate 10 codes, phonetic alphabet and incident type codes during class assignments.

Measure: Class Scenarios, Skills Demonstration, Quizzes

PLO: 2, 3, 7

ILO:

GE-LO:

Year Assessed: 2015

2. Demonstrate communication with callers in a calm, professional manner during radio emergencies and restricted traffic use.

Measure: Class Scenarios, Skills Demonstration

PLO: 1, 4

ILO:

GE-LO:

Year Assessed: 2015

3. Identify dispatchers' responsibilities including monitoring and updating the status of field units and incidents.

Measure: Class Scenarios, Quizzes

PLO: 2, 7

ILO:

GE-LO:

Year Assessed: 2015

4. Identify and list dispatching times and dispatch format on priority 1 type calls.

Measure: Class Scenarios, Skills Demonstration

PLO: 2, 3, 7

ILO:

GE-LO:

Year Assessed: 2015

5. Identify dispatch procedures for felony warrants, weapons, medical and fire, emergency traffic, safety information and mutual aid.

Measure: Class Scenarios, Quizzes, Skills Demonstration

PLO: 2, 3, 7

ILO:

GE-LO:

Year Assessed: 2015

## **CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

Curriculum Approval Date: 11/09/2015

1.0 Hours

Content:

I. Introduction (LEC)

A. Video

Student Performance Objectives (SPO): Identify goals and expectations of the course, receive handouts and review course schedule.

Out-of-Class Assignments: Review Department Policies.

5.0 Hours

Content:

II. Authorization (LEC)

A. Policies and Procedures

1. Station Identification

2. FCC Regulations

3. Interference

Student Performance Objectives (SPO): Identify department policies regarding all radio transmissions over the police radio frequencies and FCC regulations.

Out-of-Class Assignments: Review department policies regarding station identification

8.0 Hours

Content:

III. Principles of Radio Communication (LEC/ LAB)

A. Radio Dispatchers

1. Accuracy

1/22/2016

2. Brevity
3. Courtesy
4. Clarity

Student Performance Objectives (SPO): Demonstrate the ability to adhere to the basic principles of public safety communications including accuracy, brevity, courtesy and clarity.

Out-of-Class Assignments: Review Instructor handouts

16.0 Hours

Content:

#### IV. Professional Radio Demeanor (LEC/LAB)

##### A. Speaking Demeanor

1. Clear voice projection
2. Pronunciation
3. Speed
4. Tone of voice
5. Don't change the meaning of a message by changing words/emphasis
6. Summarize not edit
7. Emotions
8. Think before you speak
9. Speak with conviction

Student Performance Objectives (SPO): Demonstrate the ability to communicate in a calm, emotionless demeanor while handling various calls.

Out-of-Class Assignments: Review and practice elements of professional speaking demeanor.

14.0 Hours

Content:

#### V. Monitoring, Responding, Recording, Coordinating, and Updating (LEC/LAB)

##### A. Status of Field Units

1. Responsibilities
2. Monitoring of Unit Status
3. Security Checking Units
4. Alert tone

##### B. Location

Student Performance Objectives (SPO): Maintain the current accurate status on all Field Units logged into the channel.

Out-of-Class Assignments: Review Department Policy regarding monitoring, security checks and alert tone calls for service and dispatching strategies.

12.0 Hours

Content:

#### VI. Prioritization (LEC/ LAB)

##### A. Radio Traffic Priorities

1. Prioritizing calls for dispatch
2. Dispatching Strategies
3. Broadcast Techniques

Student Performance Objectives (SPO): Monitor all activities and statuses accurately and demonstrate appropriate action to help ensure officer safety.

Out-of-Class Assignments: Review Department Policy regarding radio traffic.

32.0 Hours

Content:

#### VII. Dispatching Policies and Procedures (LEC/ LAB)

##### A. Dispatching Times

1. Priority 1
2. Priority 2
3. Priority 3
4. Priority 4
- B. Dispatch Format
  1. Beat
  2. Type of call
  3. Location
  4. Details of the call
  5. Reporting Party
  6. Contact Information
- C. Dispatching format on a Priority "1" type call
  1. Type of call
  2. Time occurrence
  3. Location
  4. Weapons
  5. Suspect and or suspect vehicle
  6. Direction of travel
  7. Event Number
  8. Reporting party
  9. Contact information
  10. Broadcast
- D. Dispatching format on Priority "2" type calls
  1. Abbreviated format
- E. Dispatching format on Priority "3" type calls
  1. Type of call and location to be broadcasted on the air
  2. Details shall be reviewed via the MDC (Mobile Digital Computer)
- F. Dispatching format Priority "4" type calls
  1. MDC
- G. MDC Dispatches
  1. Confidential Information
  2. When a channel is Code 33 or Code 22
- H. Controlling Radio Traffic
  1. Radio Clearance
- I. Emergency Traffic
  1. Priority Clearance
  2. Unit with notification of any major incident
- J. Multiple Clearance Request/ Prioritization
  1. Multiple requests
  2. Low Priority Transmission
  3. When multiple units call and cover each other
- K. Request for Repeat Information
  1. Phrases used when radio transmission is not received
- L. Acknowledging Units
  1. Acknowledgement of all transmissions
- M. Providing requested information to law enforcement field units
  1. Confidential information
  2. CLETS/ Computer Inquiry Request

### 3. Service requests (tow's, call backs)

Student Performance Objectives (SPO): Demonstrate the proper dispatch format during scenarios.

Out-of-Class Assignments: Students will write a detailed report identifying the format on priority 1 type calls, and use this report to complete priority 1 type calls scenario.

16.0 Hours

Content:

#### VIII. Clear Text and Codes (LEC/LAB)

##### A. Phraseology

1. 10 CODES
2. 9-CODES
3. 11-CODES
4. Military Time
5. Phonetic Alphabet
6. Incident Type Codes

Student Performance Objectives (SPO): Demonstrate the ability to spell out locations names using the phonetic alphabet

Out-of-Class Assignments: Review 10 codes

6.0 Hours

Content:

#### IX. Types of Calls That Require 1 or more Units (LAB)

##### A. Number of Units Assigned to an event

1. One Unit
2. Two Units
3. More than two units
4. Fill Requests

Student Performance Objectives (SPO): Assess various calls and dispatch the appropriate number of units.

Out-of-Class Assignments: Review procedures for fill requests.

16.0 Hours

Content:

#### X. Radio Emergencies (LAB)

##### A. Formats for Broadcast

##### B. Restricted or Code 22 traffic

1. Limited radio traffic initiation
2. Restricted traffic is reduced to essential transmissions
3. Transmissions not acceptable during restricted radio traffic

##### C. CODE 33

1. Automatic Initiation
2. The CODE 33 marker tone
3. Request made without the tone
4. Routine traffic clearances not associated with CODE 33

##### D. Cancellation of CODE 22 or CODE 33

##### E. CODE 99

1. If an acknowledgement is not immediately received
2. If an Acknowledgement is received

Student Performance Objectives (SPO): Identify the circumstances in which the utilization CODE 33 is appropriate.

Out-of-Class Assignments: Review codes for radio emergencies i.e.: Code 22, Code 33, and code 99. Identify responses and broadcast information.

32.0 Hours

Content:

## XI. Procedures for Broadcasting to Law Enforcement Personnel Responding to Potentially Dangerous Situations (LAB)

### A. Felony Warrants

1. Broadcast to the unit immediately
2. Restrict the radio traffic with CODE 22 or CODE 33
3. Broadcast for a fill unit until code 4

### B. Stolen Vehicles

1. Broadcast to the unit immediately
2. Restrict the radio traffic with CODE 33
3. Broadcast for sufficient fill units to initiate an 1196 (felony car stop)
4. Broadcast on all channels if vehicle was just taken or recently stolen

### C. Weapons

1. Broadcast the type of weapon involved in the incident
2. Broadcast the description of the armed suspect
3. Broadcast on all channels details of working event

### D. Medical and Fire

1. Advise if fire and ambulance also responding
2. Advise if fire and ambulance are staging

### E. Premise history

1. Review and relay information as appropriate, before dispatching the call
2. Premise History Information as probable cause to process a call for service

### F. Supplemental Information

1. Broadcast incoming information to field units
2. Broadcast any important updates that may be an officer safety issue

### G. Emergency Traffic ("clearing the air")

1. Field unit requesting CODE 33
2. Field unit requesting CODE 3 traffic

### H. Detecting, interpreting, and responding to background voices and noises

1. Background Noises
2. Background Voices
3. Roll call safety checks
4. Sending Fill units

### I. Safety information and mutual aid information

1. Broadcasting officer safety information of working event on neighboring channels
2. Request for fill from other districts
3. Broadcasting information for major events working in neighboring cities or county jurisdiction.
4. Determining actions, personnel and resources
5. Availability of other resources
6. Type of equipment or special skills for officers out in the field

### J. Supervisor notifications

1. Notifying the sergeant, lieutenant, and/or Communication Supervisor

Student Performance Objectives (SPO): Demonstrate the ability to broadcast type of weapon, description of suspects, location, and identify background noises during scenario.

Out-of-Class Assignments: Review procedures for broadcasting to law enforcement personnel responding to potentially dangerous situations.

16.0 Hours

Content:

## XII. Electronic Messages (LAB)

A. Telecommunication messages from local, state and federal agencies

B. Terminal to terminal messages

C. APB's (All Point Bulletins)

1. APB'S shall only be generated from sworn members of the police department.

2. APB's shall be broadcast as soon as possible

D. BOL's (Be on the Lookout)

1. BOL's are generated for misdemeanor type crimes

2. BOL regarding a case that has just occurred

3. BOL involving a crime that did not just occur

E. Broadcast rules

1. Major incidents

2. Incidents still working or just occurred

3. Low priority type incidents

F. Cancellation of APB

1. Broadcast on all channels

Student Performance Objectives (SPO): Identify broadcast rules during an incident in progress.

Out-of-Class Assignments: Review Handouts regarding APB's and BOL's and scenario material.

26.0 Hours

Content:

## XIII. Scenarios (LAB)

A. Radio Emergencies

B. Medical Emergencies

C. APB's (All Points Bulletins)

D. BOL's (Be on the Lookout)

Student Performance Objectives (SPO): Demonstrate the skills and knowledge in emergency situations during radio communications.

Out-of-Class Assignments: Review Department Policy and Procedures on Dispatching Format Priority I, II, and III calls.

### **METHODS OF INSTRUCTION:**

Scenarios, Audio/ Visual Aid, Lab, Lecture

### **METHODS OF EVALUATION:**

CATEGORY 1 - The types of writing assignments required:

Percent range of total grade: 10 % to 30 %

Lab Reports

CATEGORY 2 - The problem-solving assignments required:

Percent range of total grade: 20 % to 30 %

Field Work

Other: Skills Exam

CATEGORY 3 - The types of skill demonstrations required:

Percent range of total grade: 50 % to 90 %' Class Performance/s

Field Work

Performance Exams

CATEGORY 4 - The types of objective examinations used in the course:

Percent range of total grade: 20 % to 50 %



Other: Skills Demonstration

**REPRESENTATIVE TEXTBOOKS:**

Required:

Publisher's Editorial Staff, California Penal Code, Thomas West, 2015  
or other appropriate college level text.

Reading level of text, Grade: 12 Verified by: Doug Achterman

Other textbooks or materials to be purchased by the student:

Instructor Handouts- Department Policies and Procedures

California Peace Officer's 10 Code, 2015

California Vehicle Code, Publisher's Editorial Staff, Thomas West, 2015

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 2 Stand-alone

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: C

Maximum Hours: 5

Minimum Hours: 5

Course Control Number:

Sports/Physical Education Course: N

Taxonomy of Program: 210550