



Iowa State Patrol

- General Order
- Division Order
- Bureau Order
- Special Order

Order No.: **07-22**

- Procedure
- Plan
- Rule

TITLE/SUBJECT: Use of the Iowa Department of Public Safety Radio Communications System		IDENTIFIER: 38-02.12
TO: All Sworn; All Communications Specialists		CC: All DPS Personnel; External Users
RELATED DIRECTIVES/FORMS: 10 –Code Form (Plain Language) Attachments A & B		
APPLICABLE CALEA STANDARD(S): 81.2.4		
EFFECTIVE DATE: April 2, 2007		REVISION #:
INSTRUCTIONS: All users of the Iowa State Patrol Communications network will communicate using Plain Language. See Attachments A & B for optional discretionary 10-codes.		

I. Purpose

The purpose of this policy is to establish guidelines for the everyday and occasional user of the Iowa State Patrol Communications voice radio system. This policy will require that users speak in “plain language” when using commands or requests that were formerly initiated by use of a 10-code.

II. Policy

It is the policy of this Department that all voice (radio) communications shall be in “Plain Language”. While it is the intent of this policy to require Plain Language usage, some 10-codes that are officer safety related or are of a short, routine nature will remain in effect and be used as indicated in this directive and on an Officer/Communications Specialist discretionary basis (see attachments). No officer will be refused service for using 10-codes. This policy supports the NIMS (National Incident Management System) “plain language” compliancy requirements.

III. Definitions

Plain Language - The use of words in lieu of 10-codes.

IV. Procedure

- A. When DPS employees engage in radio contact with one another, plain language will be used to communicate. This is especially important during times of an emergency. However, if we do not use this type of communication on a regular basis, we may fail to do so during an emergency. This justifies the need to transition to “Plain Language” in our daily routine communications.

RESPONSIBLE PARTY	REQUIRED ACTION	NOTE/COMMENT
1. All DPS Employees, as well as any other users of the Iowa State Patrol Communications voice radio system	1. Use Plain Language for routine communications.	This supports item #16 of the compliance checklist for NIMS

B. General Guidelines

1. Unless emergencies dictate, officers should abstain from using the mobile radio during dispatches, summaries, or when other emergencies exist or are developing.
2. Communication specialists do not have the authority to exercise command responsibilities over sworn officers.

C. Phonetic Alphabet

When spelling names or reading license plate alpha characters, officers will use the following phonetic alphabet:

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

D. Call-up

The proper call-up procedures to be used by all radio users of the Department are as follows:

1. Prior to initiating a transmission, pause and monitor the airways to be sure there is no on-going traffic.
2. State the name of or number of the mobile/center being called and then the name of the mobile/center initiating the call. Example: "Cedar Falls, 196, service." (Cedar Falls is being called by 196, who is requesting service.)
3. After the initial call-up, wait for acknowledgement from the State Patrol Communications Center or mobile center before proceeding further with traffic. Exceptions to this procedure would be short, routine traffic such as 10-7, 10-8, 10-23, 10-24, 10-41, and 10-42. Always wait for the State Patrol Communications Center to sign off from talking to another center or mobile unit before initiating traffic.
4. An officer should provide his or her location when called by a State Patrol Communications Center. This lets the communications specialist know immediately if the officer is in an area where assistance may be needed.

E. Standard Descriptive Formats

1. If known, persons should include name, race, sex, age, height, weight, hair, eyes, complexion, facial hair, physical (scars, marks, tattoos), clothing (from head to foot and inside-out.)

2. If known, vehicles should include color, year, make, model, body style, license state, license plate information.

F. Emergency Calls (10-33)

Traffic that constitutes an emergency may include, but is not limited to, armed robberies, traffic accidents, shots-fired situations, officer safety situations, and pursuits. If an officer identifies a situation as an “emergency” or a 10-33, he/she will immediately notify the communications center. Information should include the exact location and any other basic information available. Radio traffic unrelated to an emergency must cease.

G. Criminal History Requests

1. Criminal history record information is data about a person’s past known criminal offenses, and is a compilation of arrest, conviction, disposition, and correctional data concerning that person. Dissemination of criminal history record information is governed by federal regulations and *Iowa Code* Chapter 692.
2. The following information must be submitted in order to obtain a criminal history:
 - a) Purpose of the request (i.e., traffic stop, suspicious activity, criminal investigation, background investigation)
 - b) Name, DOB, race, and sex
 - c) Any additional identifying information
3. Individually identifiable criminal history replies will generally not be disseminated by radio.

H. Driver’s Licenses

1. By name and date of birth
 - a) Initial call: Center name, unit number, 10-27 by name and date of birth, name the state(s), (wait for acknowledgement.)
 - b) Last name, first name, middle name or initial
 - c) DOB: year, month, day
 - d) State(s)
 - e) Example: Initial call: “Belmond, 196, 10-27 by name and date of birth” [name the state(s)], (wait for acknowledgement.) Transmission: “Jones, David G., 1954-09-10 (repeat date of birth), through – name the state(s)”. Phonetically spell the name if necessary.
2. By number – perform the same as name and date of birth, except substitute in the state’s driver’s license number.

I. Vehicle Registration Information

1. Plate
 - a) Initial call: Center name, unit number, 10-28, name of state, (wait for acknowledgement.)
 - b) Provide plate number, name of state, year of plate, type of plate
 - c) Double phrase all information and use phonetic spelling on any letter

- d) Example: Initial call: “Laurel, 196, 10-28 Wisconsin” (wait for acknowledgement.) Transmission: “P-Paul, B-Boy, R-Robert 2 0 2 Wisconsin, 05 expiration, passenger vehicle” (repeat information.)
2. VIN (vehicle identification number)
- a) Initial call: Center name, unit number, 10-28, name of state, “VIN” (wait for acknowledgement.)
 - b) Provide name of state and VIN
 - c) Double phrase all information and use phonetic spelling on any letter
 - d) Example: Initial call: “Laurel, 196, 10-28 Minnesota VIN” (wait for acknowledgement.) Transmission: “Minnesota VIN 1, A-Adam, 2, 7, 7, 4, 2, 9, B-Boy, S- Sam, 3, 8, 2.”

J. Wanted/Stolen Inquiries

1. When checking persons, plates, vehicles, firearms, boats, or articles for wanted or stolen, the call-in procedure will be similar to that of checking driver licenses and plate registration information. Initial call will be to State Patrol Communications, unit identification, and what an officer would like checked.
 - a) Persons(s) – Provide full name and date of birth (avoid using a social security number). “Cedar Rapids, 196, 10-29 person.”
 - b) Vehicles, firearms, boats, snowmobiles, articles, etc. – Provide plate, VIN, or serial number. “Cedar Rapids, 196, 10-29 plate.”
2. When an officer receives a positive response to any wanted or stolen inquiry, a “10-99” (records indicate a wanted or stolen hit) will be provided to the officer. [The communications specialist will assume that the subject involved in the inquiry is in the immediate presence of the officer and will use the 10-code unless the officer specifically gives information to the contrary). The officer should provide location and instructions with either standby or go ahead with the information.
3. While the officer determines the course of action, the State Patrol Communications Center may notify other personnel.
4. Officers not involved in the situation should refrain from using the communications center at this time, absent another emergency.
5. The communications specialist must be assured that the officer is safe and the situation is secure before handling other non-emergency traffic.



Eugene T. Meyer, Commissioner
Iowa Department of Public Safety

March 6, 2007

Date

10-4	Acknowledgement	10-32 Person with gun	10-86 Request for overtime authorization
10-7	Out of service (give location and/or telephone number)	10-33 EMERGENCY	10-95 Prisoner/subject in custody (mileage)
10-8	In service	10-41 Beginning tour of duty	10-96 Mental subject
10-10	Fight in progress	10-42 Ending tour of duty	10-99 Records indicate wanted or stolen
10-20	Location	10-61 Personnel in area	10-150 Disable repeater
10-23	Arrived at scene	10-69 Message received/ delivered	10-200 Request Backup
10-24	Assignment completed	10-78 Need assistance	10-250 Request K-9 unit
10-27	Driver license information	10-79 Notify medical examiner	10-300 Terrorist/Gang Organization Men
10-28	Vehicle registration information	10-83 Welfare check	10-350 Amber Alert
10-29	Check records for wanted/stolen		10-400 SOR information on file

Red lettering indicates--hold all traffic unless 10-33

Blue lettering indicates-- may use plain language or 10-code

