

USE OF 800 MHz PAK-SET RADIOS AT THE YOUTH GUIDANCE CENTER

- AUTHORITY:** Title 15, Section 1324, California Code, Minimum Standards for Juvenile Facilities
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-3-019, dated 12/08/17 (Major Revision)
- FORMS:** Familiar 10 Codes (Attachment A)
Youth Guidance Center Designated Call Signs (Attachment B)
- PURPOSE:** To establish uniform procedures for the use of the 800 MHz Pak-Set radios to ensure compliance and conformity with Probation Department, Local Law Enforcement and Countywide procedures.

I. GENERAL INFORMATION

A. Station 14

1. Each Orange County law enforcement and fire agency is assigned a two-digit agency identifier or station number. The Probation Department base station identifier is known as "Station 14." "Station 14" shall utilize "1-Green-1" as their primary radio frequency.
2. The Department's Dispatch Center houses a base station radio system capable of two-way communication on Orange County channels and talk groups. Located in Juvenile Hall, room A-205, the base station is monitored by a radio dispatcher, Monday through Friday from [REDACTED] hours and Saturday and Sunday from [REDACTED] hours. Refer to PMI (1-5-317), Use of 800 MHz Two-Way Radio Equipment and Dispatch Operations.
3. In the event of a declared disaster, the Dispatch Center becomes part of the Department's Emergency Operations Center (EOC). The EOC will designate "Station 14" for radio communication purposes. The EOC, in conjunction with the Dispatch Center and Orange County Communications, will designate the channel(s) for radio communication between the EOC, the Dispatch Center and other Probation personnel.

B. The 800 MHz two-way radio equipment shall only be used for official Department business in accordance with Orange County Communications procedures and the guidelines set forth in PMI 1-5-317. Only sworn (deputized) staff are authorized to carry and use the 800MHz Pak-Set radios.

C. All sworn YGC staff will receive radio training in either the formal STC training setting, during In Service Training (IST), or at unit staff meetings. The radio will be carried by DJCOs at all times while on duty.

- D. A numerical identifier has been assigned to each 800 MHz Pak-Set. The identifier is composed of the three-digit number etched on the radio preceded by the number "14" (e.g., 14-602). This number is to be used by Probation personnel during radio communications.

II. PROCEDURE

- A. All DJCOs will carry a radio at all times while on duty. Each radio is assigned two (2) batteries and they shall be kept in the battery charger(s) located in a designated area within each unit. Radio checks will be made by oncoming staff each time a radio is signed out.
- B. Probation personnel are required to memorize and use radio code. If you do not know a code, advise the person with whom you are speaking to use common language. Do not guess. Request clarification from the sending operator as needed. Never acknowledge receipt of a message ("10-4") until you are sure that the message had been correctly received.
- C. Speak across, not directly into the microphone. Speak softly at approximately 40 to 60 words per minute. Speaking at a normal rate may make your transmission garbled or indistinguishable. Keep your voice as neutral as possible.
- D. [REDACTED]
For example, if you wish to contact the Control staff in Unit 400, you would state, "Charlie, Alpha 1." After Charlie responds, transmit your message. When you are called on the radio, acknowledge by stating your call sign. At the end of your radio conversation, announce your call sign and then the word "Clear" to let others know you are finished.
- E. Be impersonal on the air, never call the person receiving your message by name or use the term "I" when referring to yourself. When broadcasting the movement of a youth, you may only use the [REDACTED] and [REDACTED] of youth. For example, "Charlie, Alpha 1, youth [REDACTED] 'C,' en route to you."
- F. Never attempt to be humorous on the air. Profanity is forbidden by Federal Communications Commission (FCC) regulations. Do not use superfluous transmissions such as terms of courtesy (i.e., "please" and "thanks").
- G. Radio Channels
 - 1. Talk Around (TA) Channel
 - a. Used for short range, line-of-sight, unit-to-unit communications when in the field.
 - b. Utilized by staff at each facility.
 - c. Mobile and hand held radio users use 'talk around' only. [REDACTED]

d. Examples of talk around channels utilized by Probation [REDACTED] are:

- 1) [REDACTED] – Short range “line of sight” communications between Youth Guidance Center personnel.
- 2) [REDACTED] – Short range, “line of sight” communications between Probation personnel.

2. Green Channel

[REDACTED] shall be the primary radio frequency used for all field communications Monday through Friday, [REDACTED], and Saturday through Sunday, [REDACTED]. All other hours, [REDACTED] will be monitored by the Institutional Security Unit (ISU) at Juvenile Hall.

H. Off Grounds

1. [REDACTED] shall be the primary radio frequency by all facility staff when outside the boundaries of the facility.
2. Every time staff leave the grounds with youth, be sure to notify the Dispatch Center on [REDACTED].
3. [REDACTED] moving the dial on your Pak-Set from [REDACTED] to [REDACTED]. Note that there are two other [REDACTED] channels. Make sure you are on [REDACTED].
4. When you key the microphone you will hear a series of rapid short beeps. This means you are clear to transmit. If you hear one long buzz, it means the channel is busy and you need to wait and try again in a few seconds.
5. When you are clear to transmit, call Probation Dispatch (call sign [REDACTED] and advise them of who you are, or your radio number [REDACTED]. For example, say “Station [REDACTED] this is Unit XXX” (your radio number) and advise them you are 10-8 (in service). They will acknowledge you by repeating your radio number back you.
6. Advise them of your departure point, your destination, the number of youth and their gender(s). For example, “YGC to Santa Ana College, with 2 male youth.” In addition, report your starting mileage.
7. Whenever you arrive at your destination, contact Dispatch again and advise them that you have arrived [REDACTED] and report your ending mileage.
8. Repeat the above procedure if you are continuing to another destination or if you are returning to your point of origin.
9. You can use this method to contact Dispatch to advise them of incidents that may arise when you are in the field. This would include circumstances such as traffic accidents, youth fighting during transport or an escape during transport.

10. When you return to YGC and you have finished your assignment, advise Station 14 that you have arrived at YGC [REDACTED] and return to the YGC talk around channel.
11. Any time you leave the YGC talk around channel, you are being monitored by [REDACTED]. It is important to remember to use the correct radio protocol.

I. Rio Contiguo School

OCDOE Rio Contiguo School staff have their own Motorola Pak-Set radios that operate on a different frequency than the 800 MHz Probation radios. DJCO staff providing coverage on the school deck are provided with a school radio. The DJCO monitors the school radio channel, and relays any and all relevant information during school activities, until 5:00pm.

J. Lost, Stolen or Damaged Radio Equipment

1. Personnel who are assigned or have checked out a radio shall immediately report any damage, loss or theft to their immediate supervisor.
2. Department policy and procedure regarding reporting and documenting such incidents shall be followed.
3. The immediate supervisor of the staff member reporting the incident shall notify the director of the facility at the location where the equipment is kept.
4. The Division Director will notify the Department Property Officer (Director of the Administrative and Fiscal Services Division) of the incident via the chain of command.
5. The Department's Radio Communications Officer will be notified immediately by telephone and/or e-mail when a radio has been lost or stolen. The Radio Communications Officer will notify Orange County Communications and report the incident. Orange County Communications will deactivate the lost or stolen radio equipment.

REFERENCES:

Procedures:	1-5-317	Use of 800 MHz Two-Way Radio Equipment and Dispatch Operation
	3-1-001	Care and Use of County-Owned Facilities/Equipment
	3-1-019	Unauthorized Persons on Grounds
	3-1-102	Reporting Juvenile Facility Escapes
	3-1-104	Hostage Crisis and Major Disturbance Management
	3-2-108	Use of Pak-Set Radio
Policies:	A-1	Policy, Procedure and the Law.
	D-1	Threats, Harm, Danger to Employees and Others
	D-5	Arrests/Temporary Detentions

D-6	Transportation of Probationers and Custody Transportation
D-7	Search and Seizure
G-3	Building Security and Safety
G-7	Distribution and Use of County Services, Supplies and Equipment

Attachments:

M. Heil

APPROVED BY:

FAMILIAR "10" CODES

10-1	Receiving poorly
10-2	Receiving well
10-3	Stop transmitting
10-4	Acknowledge
10-5	Relay a message
10-6	Busy
10-7	Out of Service
10-8	In Service
10-9	Repeat
10-10	Out of Service
10-13	Any traffic/message for me?
10-14	No message for you
10-15	Prisoner in custody
10-17	Pick up papers
10-19	Return to station
10-20	Location
10-21	Call _____ by telephone
10-22	Cancel last message or assignment
10-23	Stand by
10-25	Do you have contact with _____?
10-33	Stand by. Emergency traffic only
10-34	Resume normal radio traffic
10-37	What is your name?
10-39	Message delivered
10-40	Is _____ available for a telephone call?
10-40A	Is _____ available for a radio call?
10-42	Pick up officer
10-45	Servicing equipment
10-48	I am now ready to take information
10-49	Proceed to _____ -
10-86	Traffic check (do you have traffic for this unit?)
10-87	Meet _____ at _____
10-97	Arrived at scene
10-98	Finished last assignment
Code 1	Assistance needed non-emergency
Code 2	Assistance needed/emergency
Code 3	Assistance needed/emergency, officer involved
Code 4	No further assistance needed
Code 9	Escape

YOUTH GUIDANCE CENTER DESIGNATED CALL SIGNS

- 14 [REDACTED] Director
- 14 [REDACTED] Assistant Director
- 1 [REDACTED] Duty Officer
- 1 [REDACTED] Scheduling Supervisor

Seniors

- 3 [REDACTED] (Senior One)
- 4 [REDACTED] (Senior Two)

ROP

- 1 [REDACTED] (ROP One)

Auxiliary Support Unit

- 1 [REDACTED] Center One
- 2 [REDACTED] Center Two
- 7 [REDACTED] (Unit Supervisor)

Unit 200

- 2 [REDACTED] (Control Staff)
- 2 [REDACTED] (Active Staff)
- 2 [REDACTED] (Active Staff)
- 2 [REDACTED] (Unit Supervisor)

Unit 300

- 3 [REDACTED] (Control Staff)
- 3 [REDACTED] (Active Staff)
- 3 [REDACTED] (Active Staff)
- 3 [REDACTED] (Unit Coordinator)
- 3 [REDACTED] (Unit Supervisor)

Unit 400

- 4 [REDACTED] (Control Staff)
- 4 [REDACTED] (Active Staff)
- 4 [REDACTED] (Active Staff)
- 5 [REDACTED] (Unit Coordinator)
- 4 [REDACTED] (Unit Supervisor)

Unit 500

5 [REDACTED] (Control Staff)
5 [REDACTED] (Active Staff)
5 [REDACTED] (Active Staff)
5 [REDACTED] (Unit Coordinator)
5 [REDACTED] (Unit Supervisor)

Unit 600

6 [REDACTED] (Control Staff)
6 [REDACTED] (Active Staff)
6 [REDACTED] (Active Staff)
5 [REDACTED] (Unit Coordinator)
6 [REDACTED] (Unit Supervisor)

Extra Staff

1 [REDACTED])