


Memphis Police Department Policy Manual				
Effective Date June 22, 2023			MPD.P&P.04.090 Radio Procedures	
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1. PURPOSE

This directive provides general information regarding radio procedures and communication.

2. POLICY

All radio transmissions made on the police department equipment are recorded and monitored by the Communications Bureau.

3. RESPONSIBILITIES

3.1 The dispatcher must be aware of the activities of ALL cars in the field, including ward cars, traffic units, and any specialized units, except those involved in sensitive investigations that could be endangered by radio transmissions.

3.2 Supervisors must know of the activities of the units assigned to them.



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4. ACTION

4.1 Radio Communication

4.1.1 General Procedure

Employees will adhere to the following radio procedures:

1. Communication must be courteous and respectful. The use of obscene, profane, vulgar, racist, derogatory, or discourteous language is prohibited.
2. An officer receiving a call from a dispatcher will immediately acknowledge the call through the radio, giving his or her car number and location.
3. Officers arriving at the scene of a call will inform the dispatcher and identify their car number.
4. Check that the radio is clear before keying up for non-emergency transmissions.
5. Speak clearly and concisely when transmitting police matters on the radio. Lengthy transmissions and personal matters should be handled over the phone. Explanations and narratives should be documented in the officer's report and/or on the officer's log sheet.
6. Officers will not leave their assigned territory or post without permission or instructions from a supervisor, commanding officer, or dispatcher, which must originate or be relayed through the dispatcher. This requirement is included for Signal-10 (gas) outside their territory and Signal-C.
7. Officers will not transport anyone arrested for a felony without calling, over the police radio, for a supervisor or commanding officer to review the arrest and give permission to transport.
8. Officers will not call for another officer to meet them at any location without requesting and receiving permission from a supervisor or commanding officer through the dispatcher. The only exception is an emergency call for help from an officer. If this occurs, the dispatcher will immediately send the closest available units without permission from anyone. The dispatcher will also send a supervisor or commanding officer on a call of this nature.
9. Officers will not place themselves on a call without permission from the dispatcher or upon a supervisor's instruction.
10. Officers will not disregard themselves on a call without providing the reason for the inability to complete it to the dispatcher and receiving the dispatcher's permission.
11. Officers will not put themselves on a special assignment without receiving permission from the dispatcher. Officers must make a request, giving the exact location and nature of the special assignment.



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12. Once a call or self-initiated activity has been completed, officers will immediately return to service. If a location must be changed to complete the paperwork, the officer will inform the dispatcher of the new location. If calls are holding, officers will return to service as quickly as possible once all of the time sensitive paperwork has been completed.
13. Using minimum communication, officers must radio a final disposition to the dispatcher on all calls and self-initiated activities when returning to service. These examples illustrate concise dispositions:
 - a. Advised (advised complainant, subject, etc. - no paperwork initiated)
 - b. Checked OK
 - c. Citation (misdemeanor citations, juvenile summons, long and short tickets, and city ordinance summons)
 - d. Could Not Locate (unable to locate complainant, suspect, article, etc.)
 - e. False Alarm
 - f. Good Alarm
 - g. Report (report or memo filed)
 - h. Signal 5
 - i. Transport

4.1.2 Notification for Placing Citizens in Squad Cars

When citizens are placed in squad cars, officers will radio the dispatcher with their car number and reason for the action, such as "detained for investigation" or "welfare check". After the interaction, officers will radio the dispatcher that the individual has been removed and state the disposition, such as "released with citation" or "advised and released".

4.1.3 Phonetic Alphabet

When communicating letters in radio transmissions, officers should use the corresponding term from the phonetic alphabet located in appendix 9.2.

4.1.4 Uniform Patrol Call Numbers

Uniform patrol officers communicating by radio are assigned individual call, or car, numbers to identify them during transmissions that typically contain four digits signifying:

1. First Digit: station number (see appendix 9.3)
2. Second Digit: individual unit (seniority assigned)



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NOTE: Call numbers for two-man cars are created using the ward number instead of seniority. The second officer is designated by the letter "X."

3. Third Digit: ward/district (area)
4. Fourth Digit: letter of shift designation (A, B, or C)

4.1.5 Station Commander/Supervisor Call Numbers

1. Station Colonel: precinct number + 00
2. Station Lieutenant Colonel: precinct number + 01
3. Shift Major: precinct number + 02 + shift
4. Shift Lieutenant: precinct number + 05/06/07 + shift

4.1.6 Military Time

To eliminate confusion, the 24-hour military clock will be used to communicate time on the radio.

4.1.7 Broadcasts

When officers need to radio information related to descriptions of persons, vehicles, or other details related to their investigation/scene, they should use their call number to notify the dispatcher that they are standing by with a broadcast. When ready to copy, the dispatcher will notify the officer to transmit the information, which can then be redistributed as needed. When preparing broadcasts, officers should adhere to the following:

1. Gather as much general information as quickly as possible and transmit this information. Additional information that is more specific can be added later.
2. Broadcasts should be given in a slow, even tone (approximately 40-50 words per minute) to allow the dispatcher to accurately record the information.
3. The dispatcher will repeat the broadcasted information, and the officer should listen to ensure accuracy.

4.1.8 Requesting an Ambulance

When requesting an ambulance, officers should provide the dispatcher the following:

1. the reason for the request, such as "unresponsive" or "laceration", and
2. a description of the subject, including sex and approximate age.



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4.1.9 Requesting a Wrecker (Tow)

When requesting a wrecker to tow a vehicle, officers should use their call number to notify the dispatcher that they are standing by with wrecker information. When ready to copy, the dispatcher will notify the officer to transmit the information, which should include the following:

1. Type of tow: private or to the lot
 - a. Private tow: the vehicle is taken to the wrecker's lot
 - b. To the lot: the vehicle is taken to the city lot
2. Vehicle description: year, make, model, color, and license plate number
3. Special equipment (if needed): roll back, special wrecker class, oil dry, extra-long cable, etc.

4.1.10 Emergency Identifier

In emergencies, officers may need priority airtime to relay life-or-death information immediately. In these cases, officers may press the emergency identifier button on the radio, which allows them to key up and transmit over all other transmissions. After the event, officers should reset their radio to disable this feature.

NOTE: if an officer accidentally presses the emergency identifier button, he or she should immediately notify the dispatcher that there is no emergency and reset the radio.

4.2 Radio Signals/Codes

4.2.1 Personnel should avoid using jargon in their radio communication; however, certain signals and codes can be used when necessary.

4.2.2 Radio Signals

1. Signal C: end of duty/shift
2. Signal H: call home
3. Signal Q: radio silence (emergency transmissions only)
4. Signal V (Violent): officer safety issue – no information will be given over the air; contact Station B by phone
5. Signal W (Warning): a potential danger exists for an officer, which will be indicated by the message that follows. In using a signal W, officers and dispatchers should follow this procedure:
 - a. The dispatcher will announce "signal W" to a receiving unit when the dispatcher believes that a danger may exist, thereby informing the officer to be prepared based on the forthcoming information.



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- b. The officer will immediately respond with either “stand by” or “radio secured.” “Stand by” means to hold the information until the radio can be secured, while “radio secured” means to proceed with transmitting.

NOTE: It is anticipated that by using this signal, officers will be given the opportunity to prepare for the situation, thereby decreasing the risk of injury or loss of life.

6. Signal 5

When transporting a person not under arrest nor relevant to an immediate investigation in a police vehicle, officers will follow this procedure:

- a. Officers will radio the dispatcher their car number, “Signal 5,” their intended destination, and the starting mileage.
- b. Upon completing the transport, officers will radio the dispatcher their car number, “Ending Signal 5,” their destination, and the ending mileage.
- c. If the intended destination changes while in route, officers should immediately advise the dispatcher of the new destination and their current mileage.
- d. When conducting a Signal 5, officers will use their body-worn camera and/or in-car video in accordance with policy.
- e. Officers will obtain permission from a supervisor before conducting a Signal 5 to a location outside of their assigned station area.
- f. Signal 5 transports are restricted to locations within the city limits of Memphis, except in extreme circumstances and with the permission of a supervisor or commanding officer.
- g. Officers will NOT transmit the address or nearby intersection of the destination when a crime victim is Signal 5 for a follow-up or for safety reasons, including to MSARC and/or domestic violence safe houses. Instead, officers will disclose the destination to the dispatcher by telephone.

7. Signal 10: fueling vehicle

8. Signal 12: foot patrol (officer out of car)

4.2.3 Code Words

1. Criminal Assault: rape
2. Code Four: deceased
3. Code Sierra: avoid a particular area unless called to respond (typically used to prevent interference of marked units with an undercover investigation/operation in a designated area)



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4. Timed Element: bomb threat

4.3 Car-To-Car Communication:

- 4.3.1 The trunk radio system has several talk groups (see appendix 9.5). Each station is assigned a primary, "A," and secondary, "B," talk group. Officers are to use the secondary group to talk car-to-car when necessary.

- 4.3.2 Recording Incidents or Conversations

Officers wanting to record a conversation can switch their to their precinct's car-to-car channel and depress the transmitter button, thereby activating the recording device on that channel and recording until the transmitter button is released. When finished, officers should record their radio ID number and the time to facilitate retrieving the recording.

- 4.3.3 Officers will not switch their radios to any other talk group for car-to-car communication. Unassigned talk groups are to be used only with the approval of the Communications Supervisor.

- 4.3.4 Officers will not use secondary talk groups to communicate activities requiring primary radio notification, such as vehicle pursuits.

NOTE: Deviation from this policy will result in disciplinary action.

4.4 Alternate/Additional Talk Groups

- 4.4.1 Tertiary Talk Group C

The trunk radio system also has a third talk group, "C," which is used when a field commander or dispatch supervisor recognizes that an event would overwhelm the primary dispatch channel. Each station has its own "C" channel.

- 4.4.2 Procedures for Using Talk Group C

Talk group C is used when an ongoing event reaches a level of radio traffic that interferes with the primary talk group's operations. Additionally, a spontaneous event might cause the use of multiple channels as officers respond. In these events, the incident commander may request that all involved officers switch to a single channel. When consolidating radio traffic to an alternate dedicated channel, officers should follow these procedures:

1. The incident commander will contact a dispatch supervisor and advise the need to establish a separate, dedicated talk group and will declare what channel should be activated.
2. The dispatch supervisor will immediately assign appropriate personnel to monitor the dedicated talk group.
3. The dispatch supervisor will advise the incident commander when ECB personnel are prepared for officers to change to the new talk group.



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4. The incident commander will radio the order to change the talk group when conditions on scene will allow officers to safely change channels.
5. Officers switching to a new talk group will identify themselves by car/unit number on the new channel, for example "B141 on C1."

NOTE: A dispatch supervisor may identify the need to establish a new talk group. If this occurs, the dispatch supervisor will coordinate the consolidation with the appropriate field supervisor/incident commander.

4.4.3 Other Talk Groups

Other talk groups have been created to communicate with other agencies, such as the Memphis Fire Department, MLGW, City of Memphis General Services, and the FBI. Officers should not switch their radios to any other talk group or unassigned talk group without approval from the Communications supervisor.

4.5 Radio Failure

4.5.1 System Failure

The radio system is configured to recover from a system failure, but the user may need to perform the following steps (see appendix 9.1):

1. Wait 60-120 seconds. The radios use SmartZone technology and will search for a working system.
2. If the radio begins flashing "FAILSOFT" and emitting a bonking tone, stay on your primary talk group.
 - a. Adjacent stations share FAILSOFT frequencies, so use proper communication protocol (the entire call sign).
3. If there is no radio traffic on the primary talk group and you cannot transmit from your radio, switch to your precinct's Z zone EMER talk group.
 - a. Each station has an assigned EMER talk group, just like their CTC talk group. Austin Peay switches to Z1-EMER1, Raines switches to Z2-EMER2, Traffic switches to Z10-EMER10, etc.
 - b. The EMER talk groups force the radio to the "B" backup transmitter system. However, if the "B" system is working, the radio should have automatically found it when it searched for a working system.
 - c. Wait 1-2 minutes. If you cannot communicate on your EMER talk group, proceed to the next step.



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4. Switch to 8Call90, the 1st channel in the new "8Zone." Contact SC-EMA on 8Call90 and request a talk group. SC-EMA will assign one of the four 8TAC channels: 8TAC91, 8TAC92, 8TAC93 or 8TAC94 (channels 3, 5, 7, and 9). These frequencies are "REPEATED" through the tower at Flicker St. for longer range. They are monitored by SC-EMA, TEMA, THP, and other state and federal agencies. SC-EMA can turn the tower frequencies ON/OFF.
5. If you cannot reach SC-EMA on 8CALL90, switch to 8Tac91D (channel 4).
 - a. "D" means the radio will operate in a DIRECT/TALKAROUND mode, which is a single frequency, radio-to-radio mode (like a CB radio).
 - b. Maximum range for a handheld portable is approximately one mile. Maximum range for a vehicle mobile is approximately five miles.
 - c. Precinct commanders may need to position cars at strategic, high elevation locations (atop a parking garage) to relay communications between the various wards, the station, and Dispatch.
 - d. Fire, EMS, and SCSO will use 8Tac92, 8Tac93, and 8Tac94. Do not use those frequencies except in emergencies.

4.5.2 Radio Outage

In the event neither the police radio system nor the backup system recover from a failure and the department experiences a complete loss of radio communications, all radio-equipped field personnel should follow these procedures:

1. Return to the station to be accounted for, receive instructions, and be assigned calls.
2. Minimize self-initiated activity. During a radio outage, any self-initiated activity must be authorized by supervisors or above and only as circumstances dictate.
3. Dispatchers will communicate with station supervisors by telephone regarding call response and assignment. This telephone line should remain open until the radio outage is resolved.
4. A minimum of two officers will be sent on all calls for service.
5. Whenever possible, officers should advise the station by telephone of their arrival at a call. The station supervisor will relay the information to the dispatchers via the open line (step 3).
6. After a call has been completed, officers should advise the station by telephone of the disposition and return to the station unless given further instruction(s)/assignment(s).
7. Stations should maintain a file of their officers' cellphone numbers for use during a radio outage.

NOTE: If radio and phone communication are down, each station should utilize its assigned satellite phone. In the event of a complete loss of all telecommunications (radio, telephone, etc.), officers



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should adhere to the Emergency Response Plan procedures outlined in the Memphis Police Department Policy and Procedures Manual – Chapter I, Section 15.

4.6 Communication Recordings

- 4.6.1 Unless there is a specific need, such as litigation, communication recordings are typically retained for eighteen months.
- 4.6.2 Attorneys and other law enforcement agencies may request any recording needed for court by submitting a completed “Communications Bureau Information Request” form located on MPDSupport (see appendix 9.4), a written request, or by presenting a subpoena through the Legal Advisor’s office. Once approved, the Legal Advisor’s office forwards all requests to communications to be completed.
- 4.6.3 MPD Supervisors and bureau investigators may request records for investigations by submitting a completed “Communications Bureau Information Request” form to the Communications supervisor on duty.
- 4.6.4 All other MPD personnel may request records by completing the “Communications Bureau Information Request” form located on Kiosk and submitting the completed form through their chain of command to the Legal Advisor’s Office. A Lieutenant Colonel or higher must approve the requests.
- 4.6.5 Public Requests for communications records for which the department is to be reimbursed, should be directed to the Central Records Office.
- 4.6.6 Copies of the events will be prepared by the on-duty Communications supervisor and supplied to satisfy these requests.

5. DEFINITIONS

- 5.1 DIRECT/TALKAROUND mode – A single frequency, radio-to-radio mode (like a CB radio)

6. CANCELLATIONS

This policy is due for review in three years.

7. REFERENCES

Communications SOP

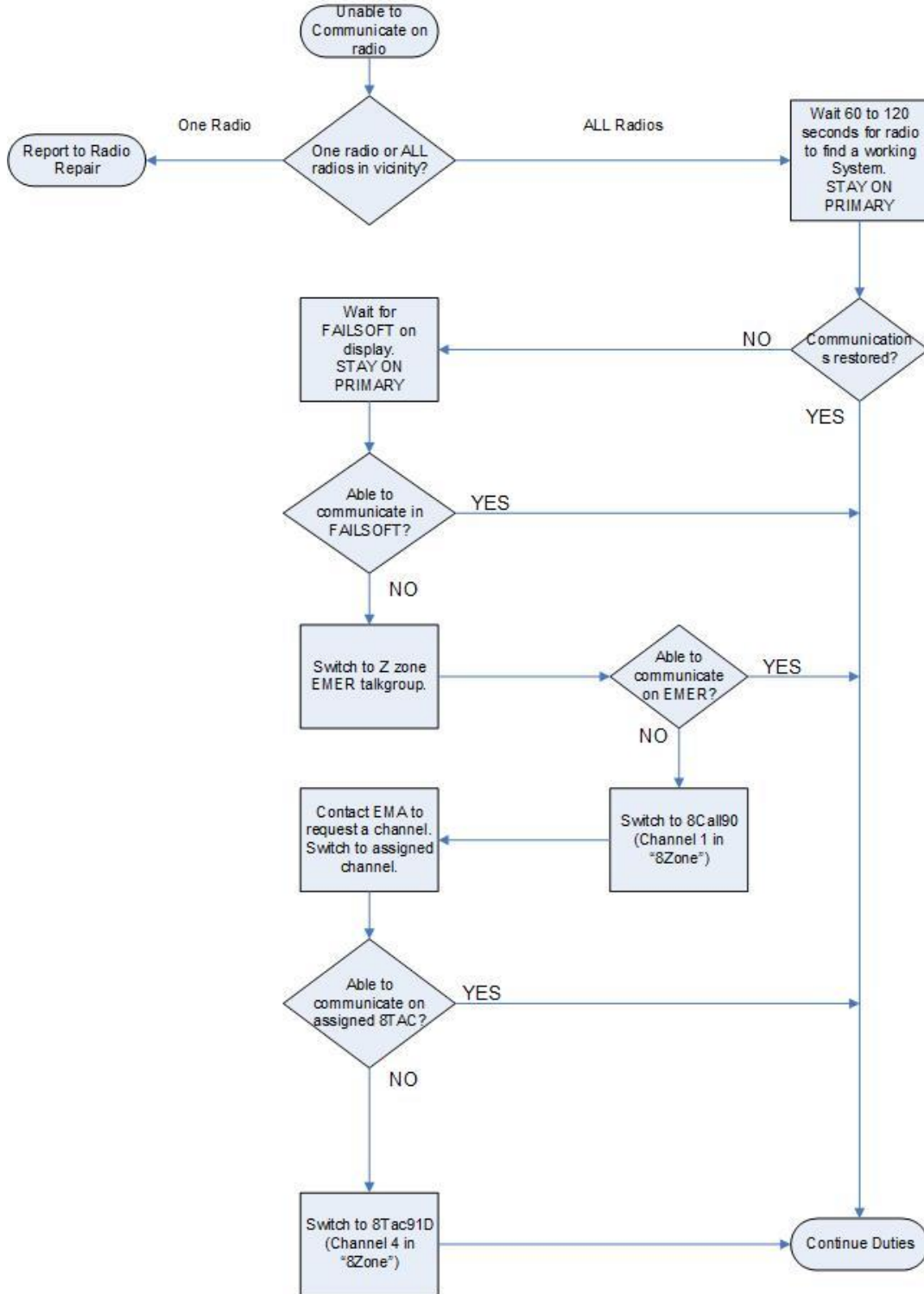
8. SIGNIFICANT CHANGES

4.1, 4.2, 4.3, 4.4, 4.5, and 4.6

9. APPENDIX



9.1 Flowchart of Radio System Failure Process





9.2 Phonetic Alphabet

A – Alpha

B – Bravo

C – Charlie

D – Delta

E – Echo

F – Foxtrot

G – Golf

H – Hotel

I – India

J – Juliet

K – Kilo

L – Lima

M – Mike

N – November

O – Oscar

P – Papa

Q – Quebec

R – Romeo

S – Sierra

T – Tango

U – Uniform

V – Victor

W – Whiskey

X – X-Ray

Y – Yankee

Z – Zulu

The International Telecommunications Union
Standard Phonetic Alphabet



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9.3 MPD Channel and Station Numbers

1. Austin Peay Station
2. Raines Station
3. Mt. Moriah Station
4. Crump Station
5. Tillman Station
6. North Main Station
7. Airways Station
8. Appling Farms Station
9. Ridgeway Station
10. Traffic
11. Station B



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9.4 Communications Bureau Information Request Form

MEMPHIS POLICE DEPARTMENT
COMMUNICATIONS BUREAU
INFORMATION REQUEST

Requested By: _____ Bureau: _____

Date: _____ Time: _____ Contact No.: _____

Reason For Request:

Approved By: _____ IBM#: _____

Complete as much of the following information as possible and attach a copy of the arrest ticket, offense report, or complaint if available.

Date of incident: _____ Nature of Call: _____

Location: _____ Time: _____

Unit(s) Involved: _____ Officer(s) Involved: _____

Additional Information:

Type of Information Needed:

- CAD Chronology
- Radio Transmission Audio
- Call Detail Records
- Telephone Call Audio
- SMS Transcript

COMMUNICATIONS BUREAU USE ONLY	
Total Search Time: _____	Completion Date: _____
Time: _____	By: _____ Disposition: _____
Event Number(s): _____	_____



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9.5 Radio Zone Chart

ZONE	SELECTOR	"A" ZONE: MPD PRECINCT ZONE	ZONE	SELECTOR	"B" ZONE: MPD CAR TO CAR	ZONE	SELECTOR	"C" ZONE: MPD TRAINING & INTERNAL EVENT CHs	ZONE	SELECTOR	"D" ZONE: TACT or MGU	ZONE	SELECTOR	"G" ZONE: MPD SPECIAL OPS	ZONE	SELECTOR	"H" ZONE: MPD SPECIAL OPS
A	1	AUSTIN PEAY	B	1	CTC-1	C	1	EVT-1PD	D	1		G	1		H	1	
A	2	RAINES	B	2	CTC-2	C	2	EVT-2PD	D	2		G	2		H	2	
A	3	MT MORIAH	B	3	CTC-3	C	3	EVT-3PD	D	3		G	3		H	3	
A	4	CRUMP	B	4	CTC-4	C	4	EVT-4PD	D	4		G	4		H	4	
A	5	TILLMAN	B	5	CTC-5	C	5	EVT-5PD	D	5		G	5		H	5	
A	6	NMAIN	B	6	CTC-6	C	6	EVT-6PD	D	6		G	6		H	6	
A	7	AIRWAYS	B	7	CTC-7	C	7	EVT-7PD	D	7		G	7		H	7	
A	8	APFARM	B	8	CTC-8	C	8	EVT-8PD	D	8		G	8		H	8	
A	9	RIDGE WAY	B	9	CTC-9	C	9	EVT-9PD	D	9		G	9		H	9	
A	10	TRAFF	B	10	CTC-10	C	10	EVT-10PD	D	10		G	10		H	10	
A	11	STA-B	B	11	TRN-1	C	11	EVT-D1	D	11		G	11		H	11	
A	12	CITYW	B	12	TRN-2	C	12	EVT-D2	D	12		G	12		H	12	
A	13	TACT	B	13	TRN-3	C	13	EVT-CTW1	D	13		G	13		H	13	
A	14	ADMIN	B	14		C	14	EVT-CTW2	D	14		G	14		H	14	
A	15	HQ Security	B	15		C	15	EVT-CTW3	D	15		G	15		H	15	
A	16	ActiveEVT	B	16		C	16	EVT-CTW4	D	16		G	16		H	16	
ZONE	SELECTOR	"I" ZONE: INTEROP - ALL RADIOS	ZONE	SELECTOR	"P" ZONE: Public Safety Interop	ZONE	SELECTOR		ZONE	SELECTOR	Millington and UofM	ZONE	SELECTOR		ZONE	SELECTOR	Description
I	1	**BLANK**	P	1	PSAP-79		1		M	1		S	1	SO-1		1	
I	2	**BLANK**	P	2	Bart MA1		2		M	2		S	2	SO-2		2	
I	3	InterOp Call	P	3	Bart MA2		3		M	3		S	3	SO-3		3	
I	4	InterOp 4	P	4	CPD MA1		4		M	4		S	4	SO-4		4	
I	5	InterOp 5	P	5	CPD MA2		5		M	5		S	5	SO-5		5	
I	6	InterOp 6	P	6	Gtown MA1		6		M	6		S	6	BLANK		6	
I	7	InterOp 7	P	7	Gtown MA2		7		M	7		S	7	WARNT		7	
I	8	InterOp 8	P	8	Mill MA1		8		M	8		S	8	TRAFF		8	
I	9	InterOp 9	P	9	Mill MA2		9		M	9		S	9	SCS-S		9	
I	10	InterOp 10	P	10	MPD MA1		10		M	10		S	10	SCS-A		10	
I	11	InterOp 11	P	11	MPD MA2		11		M	11		S	11			11	
I	12	InterOp 12	P	12	SCSO MA1		12		M	12		S	12			12	
I	13	InterOp 13	P	13	SCSO MA2		13		M	13		S	13			13	
I	14	InterOp 14	P	14	Traffic MA1		14		M	14		S	14			14	
I	15	InterOp 15	P	15	SWAT MA1		15		M	15		S	15			15	
I	16	Blank	P	16	Blank		16		M	16		S	16			16	
ZONE	SELECTOR	Homeland Security Nationw ide 700MHz Mutual Aide	ZONE	SELECTOR	Homeland Security Nationw ide 700MHz Mutual Aide	ZONE	SELECTOR	Homeland Security Nationw ide 700MHz InterOp LAW, Mobile Repeaters, and DATA	ZONE	SELECTOR	Homeland Security Nationw ide 700MHz InterOp FIRE and MED	ZONE	SELECTOR	"8" Zone for StateWide Interop	ZONE	SELECTOR	SYSTEM BACKUP
	1	7CALL 50		1	7CALL 70		1	7Law 61		1	7Fire63	8	1	8Call90	Z	1	EMRG1
	2	7CALL 50D		2	7CALL 70D		2	7Law 61D		2	7Fire63-D	8	2	8Call90D	Z	2	EMRG2
	3	7TAC 51		3	7TAC 71		3	7Law 62		3	7Fire64	8	3	8TAc91	Z	3	EMRG3
	4	7TAC 51D		4	7TAC 71D		4	7Law 62D		4	7Fire64-D	8	4	8TAc91D	Z	4	EMRG4
	5	7TAC 52		5	7TAC 72		5	7Law 81		5	7MED65	8	5	8TAc92	Z	5	EMRG5
	6	7TAC 52D		6	7TAC 72D		6	7Law 81D		6	7MED65-D	8	6	8TAc92D	Z	6	EMRG6
	7	7TAC 53		7	7TAC 73		7	7Law 82		7	7MED66	8	7	8TAc93	Z	7	EMRG7
	8	7TAC 53D		8	7TAC 73D		8	7Law 82D		8	7MED66-D	8	8	8TAc93D	Z	8	EMRG8
	9	7TAC 54		9	7TAC 74		9	7MOB 59		9	7Fire83	8	9	8TAc94	Z	9	EMRG9
	10	7TAC 54D		10	7TAC 74D		10	7MOB 59D		10	7Fire83-D	8	10	8TAc94D	Z	10	EMRG10
	11	7TAC 55		11	7TAC 75		11	7DATA 69		11	7Fire84	8	11		Z	11	EMRG11
	12	7TAC 55D		12	7TAC 75D		12	7DATA 69-D		12	7Fire84-D	8	12		Z	12	EMRG12
	13	7TAC 56		13	7TAC 76		13	7MOB 79		13	7MED86	8	13		Z	13	EMRG13
	14	7TAC 56D		14	7TAC 76D		14	7MOB 79D		14	7MED86-D	8	14		Z	14	EMRG14