

Subject:	Requests for Telephone Calls	
Effective:	2/19/2013	Procedure
Updated:		
Reference:		

PURPOSE

To establish how field units will be advised of telephone (10-21) requests.

PROCEDURE

1. In order to minimize radio traffic and provide confidentiality of phone numbers, the Public Safety Dispatch Center will process telephone requests in the following manner:
 - a. The call taker will enter the phone call request into CAD with the call type "10- 21".
 - i. If a specific unit is requested, it should be noted in the white box or comments field.
 - ii. A request for a "Supervisor" should be noted in the comments section.

2. The dispatcher working the Sheriff's Primary Channel will advise the field unit to "Copy MDC for a 10-21 request" or "Copy MDC for 11-10 to be handled by 10-21"
 - a. If a field unit is known to be operating without an MDC, such as a deputy assigned to foot patrol, the unit should be advised to "10-21 for a 10-21 request".
 - b. A field unit may also be advised to "Copy call XYZ for a 10-21 request" (XYZ is the master incident number, NOT the incident number used in dispatch to assign calls.)