

SUBJECT:	COMMUNICATIONS
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ADMINISTRATIVE GUIDELINES

- A. The Bureau's participation in the Wildlife Resources Commission/State Bureau of Investigation (Wildlife/SBI) radio system shall be under the control of the Assistant Director for Administrative Services, coordinated through the Logistics Support Section and the Bureau communications personnel.
- B. The communications engineer in the Logistics Support Section shall ensure strict compliance with Federal Communications Commission (FCC) Rules and Regulations.
- C. All users of Bureau radios are responsible for compliance with Bureau and FCC rules, regulations and instructions.
- D. All Bureau employees, when operating Bureau radio equipped vehicles, and aircraft are required to monitor the channel in the area where they are located and are subject to call. All Agents will maintain contact with their District/Section/Unit office via radio, pager or telephone.
- E. Police radio is classified by the FCC for public safety communication users. The system shall be operated and conducted in a business like manner and confined to official activity.
- F. Each communications center and District Office shall maintain an up-to-date list of area police agencies and telephone numbers for Agent personnel.
- G. Communications Engineer
 - 1. The communications engineer shall be responsible for the operation, maintenance, planning, and growth of the Bureau's communication system.
 - 2. The communications engineer shall conduct periodic inspections of Bureau communications equipment to ensure compliance with Bureau procedure.
 - 3. The communications engineer shall report to the Supervisor of the Logistics Support Section.
- H. Misdirected Emergency Calls

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In the event that a misdirected emergency call is received, the employee shall attempt to obtain the following information and relay it to the appropriate authority: nature of the emergency, location of the emergency, name of person calling, call back telephone phone number of the caller, any other relevant information. Each District/Section/Unit Office shall maintain an accurate list of telephone numbers for emergency response agencies in their area. By jurisdiction and function, the Bureau does not have the authority to monitor or respond to private security alarms.
(revised 07/11/03)

I. Procuring Needed Services:

1. Each District Office shall maintain a list of telephone numbers and contacts for specialized services within their district including: fire departments, environmental services, human services, trauma centers, ambulances, helicopters, and other aircraft.

2. Fire Departments

Each District Office shall maintain a list of all fire departments within the region. If assistance is required, supply the fire department with all available information to include: nature of situation, location of situation, when assistance is required (immediately, at a future time, etc.), specific type of assistance needed (fire, rescue, etc.), any other pertinent information.

3. Environmental Services

Each District Office shall maintain a list of all environmental services agencies within the region to include: Federal Environmental Protection Agency, any other federal, state, or local agencies providing environmental services. If assistance is required, supply the agency with all available information to include: nature of situation, location of situation, when assistance is required (immediately, at a future time, etc.), specific type of assistance needed, any other pertinent information. The Special Agent in Charge will notify the Diversion and Environmental Crimes Unit of all reports regarding concerns of environmental crime. The Diversion and Environmental Crimes Unit Special Agent in Charge will take any action appropriate.

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4. Human Services

Each District Office shall maintain a list of all human service agencies within the region to include: spouse abuse centers, Red Cross, Salvation Army, alcohol and substance abuse centers, any other federal, state, or local agencies/organizations providing human services. If assistance is required, supply the agency with all available information to include: nature of situation, location of situation, when assistance is required (immediately, at a future time, etc.), specific type of assistance needed, any other pertinent information.

5. Ambulances

Each District Office shall maintain a list of all ambulance/emergency medical services (EMS) within the region. If assistance is required, supply the agency with all available information to include: nature of situation, location of situation, when assistance is required (immediately, at a future time, etc.), specific type of assistance needed, any other pertinent information.

6. Helicopters and Other Aircraft

Each District Office shall maintain a list of all aircraft within the region that are available for either medical evacuation or law enforcement purposes. If assistance is required, supply the agency with all available information to include: nature of situation, location of situation, when assistance is required (immediately, at a future time, etc.); specific type of assistance needed, any other pertinent information.

J. Interagency Communications Agreements

1. All requests by other agencies to utilize Wildlife/SBI frequencies will be forwarded to the Assistant Director for Administrative Services who will be responsible for the evaluation and handling of these requests.
2. Copies of any authorizations given by other agencies to the Bureau for utilization of their frequencies shall be forwarded to the Supervisor of the Logistics Support Section. These authorizations will be maintained on file.

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K. Purchases of Communications Equipment

All purchases of radio communications equipment, services, and accessories must be approved by the appropriate Assistant Director in concert with the communications engineer. All purchases of pagers, cellular telephones, paging services, et cetera, must be approved by the appropriate Assistant Director.

RADIO OPERATIONS

- A. Employees utilizing the radio system shall be familiar with the Ten Signals System and phonetic alphabet furnished by the Logistics Support Section.
- B. Employees operating radio equipment shall be responsible for proper conduct of traffic transmitted over the system.
- C. Radio transmissions shall be acknowledged promptly as follows:
 - 1. Employees operating mobile units shall acknowledge transmissions by responding with their assigned radio call number.
 - 2. Agent names shall not be used as radio identifiers.
- D. Transmissions from a mobile unit being utilized in a motor vehicle should be made with the vehicle's engine running, if possible, to ensure maximum transmission power in the radio equipment.
- E. Radio traffic is to be kept to minimum duration.
- F. When an operator hears other traffic being transmitted on the channel, he/she shall wait until the transmission is completed before attempting to transmit on the same channel unless his/her message is an emergency.

INSTALLATION/CHANGES/MAINTENANCE

- A. Employees assigned a vehicle, vessel, or aircraft shall be responsible for the care of any installed radio equipment.
- B. Unassigned Portable Radios
 - 1. It is the responsibility of the communications engineer or the Special Agent in Charge, to ensure the proper maintenance of all portable or personal

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portable radios not assigned to an individual.

2. A maintenance check for radios shall be performed by the Agent responsible for the check-in of equipment after each use. The maintenance check shall determine if the radio is fully operational. A notation shall be made indicating the findings of the check. If the radio is found to be unserviceable, it shall be so marked and arrangements made for repair by the appropriate service facility.

C. Radio Equipment Maintenance

1. The radio system is subject to 24-hour maintenance.
2. Any difficulty experienced with equipment or facilities shall be immediately reported to the communications engineer.
3. All repairs and maintenance will be completed at the Bureau radio shop unless authorized by the communications engineer.

D. The communications engineer shall maintain an up-to-date record of radio repair service stations. It will include names, addresses, telephone numbers and a listing of the radio control line telephone repair numbers.

E. Installation, Transfer, Removal, or Changes in Radio Equipment

1. Communications equipment shall be installed in Bureau vehicles in a manner accessible to the driver whenever possible unless otherwise directed or authorized by the appropriate Assistant Director.
2. Installation in vehicles other than Bureau passenger vehicles shall be in the most advantageous location for proper operation as determined by the communications engineer. This includes Bureau vans or rental vehicles.
3. Removal, transfer, or changes in mobile communications equipment shall not be initiated without prior approval of the communications engineer. This is not to be construed to hinder the removal of equipment by a service shop for routine service or repairs.

SECURITY

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- A. Information of a confidential, secure, or sensitive nature shall not be broadcast on the radio in the clear. Scramblers or word codes shall be utilized where available.
- B. Security of Communication Equipment
 - 1. To avoid the loss or theft of radio equipment, Agents must ensure that unattended items are properly secured at all times. Loose items such as personal porta mobiles when not in use are to be kept in the auto trunk or when in offices, in a secured storage area. Vehicle alarms, if available, should be activated when vehicle is not in use.
 - 2. No Bureau radio equipment shall be used in a way that exceeds its capabilities:
 - a. Unauthorized power sources shall not be used (ensure that 12 volt equipment is not connected to higher power sources such as 28 volt airplanes).
 - b. No transmitter shall be operated without a proper antenna.
- C. Disclosure of Bureau Frequencies
 - 1. The Bureau's various communications and surveillance frequencies shall be treated as highly confidential. Frequencies will not be disclosed over the radio or to non-Bureau personnel. All requests for information concerning Bureau frequencies shall be directed to the appropriate Assistant Director.
 - 2. This procedure is not applicable to equipment manufacturers from whom the Bureau is purchasing equipment or to companies contracted by the Bureau for radio maintenance services.