


GENERAL ORDER

| | | |
|---|--|--------------------------------|
|  | Effective: February 8, 2021 | Number: 21-40-006 |
| | Subject: OPERATION OF STATE PATROL RADIOS | |
| | Reference: | |
| | Special Instructions: Rescinds GO 12-40-006 | Distribution: B,C,E,F,N |

I. POLICY

It is the policy of the Minnesota State Patrol that radio communications shall be in “plain language,” however some 10-codes that are member safety-related or are of a short routine nature will remain in effect and may be used as indicated by this General Order. Members operating on the ARMER radio system will comply with all local, regional and statewide standards for the use of local, regional and statewide talk groups.

II. PROCEDURE

All members and employees of the State Patrol will conform to the following:

A. Voice

Members should talk in a clear and concise voice while holding the microphone about two inches from the member’s mouth. In order to ensure that the initial portion of a message is received, members should allow the system’s chirp tone to conclude after pressing the microphone transmitter switch before speaking.

B. Unit Contacting Communications Center

Members shall call communications centers by giving their radio call numbers followed by the name of the communications center they wish to contact. Members shall immediately inform the State Patrol Communications Center of all responses to calls which originate through a local agency radio transmission.

C. Communications Center Contacting Unit

When a mobile unit is called by a communications center, the member shall acknowledge contact by providing their radio call number and location.

D. Phonetic Alphabet

To eliminate mistakes in transmitting and receiving messages, the following uniform code words for letters of the alphabet shall be memorized and used.

| | | | | | |
|---|---------|---|---------|---|---------|
| 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 | Yellow |
| H | Henry | Q | Queen | Z | Zebra |
| I | Ida | R | Robert | | |

E. 10-Codes

Each member shall be familiar with the 10-codes included in this General Order. The 10-codes may be used whenever applicable during a transmission, except during mutual aid situations.

| Code | Narrative | Code | Narrative |
|--|---------------------------------|--------------|--|
| 10-4 | Acknowledge | 10-28 | Check full Motor Vehicle Registration |
| 10-6 | Busy, will call | 10-29 | Check for Stolen or Wanted |
| 10-7 | Out of Service | 10-33 | <i>Emergency Traffic Only</i> |
| 10-8 | In Service | 10-38 | Investigating (car license #) at (location) |
| 10-10 | Out of Service, Subject to Call | 10-45 | Complete Driver’s License Check |
| 10-12 | Visitors Present | 10-50 | Property Damage Crash |
| 10-15 | Prisoner in Custody | 10-52 | Personal Injury Crash |
| 10-20 | What is your Location? | 10-54 | Fatality Crash |
| 10-21 | Call by Phone | 10-56 | Investigate Drunk Driver |
| | | 10-88 | <i>Officer Needs Help</i> |
| | | Code 4 | Situation Under Control – No further help needed |
| <i>Bold/Italic lettering indicates – hold all traffic unless emergency.</i> | | | |

F. Plain Language

Plain language refers to the use of words instead of 10-codes. Plain language may be used at any time during radio transmissions, and shall be used in lieu of 10-codes when communicating with outside agencies during multi-agency, multi-jurisdictional, and multi-discipline events.

G. Use of Encryption

State Patrol mobile, portable, and console radios have select encryption capabilities. The use of encrypted State Patrol talk groups shall only be utilized when communicating tactical operations information that should be kept confidential for the safety of members or citizens or when communicating extraordinary sensitive information. For example, names of deceased at a crash scene. Routine radio traffic is not authorized on an encrypted channel. Members who are authorized to communicate on an allied agency’s encrypted talk group may do so if the need to communicate arises. Unless assigned by the RCO initiating the respective event, it shall be the responsibility of the Trooper in the field to notify the respective Radio Communications Operator (RCO) of their intent to migrate to an encrypted talk group.

H. In/Out of Service

The communications operator shall be notified each time a mobile unit goes into service, out of service, or out of service subject to call.

1. 10-8: Whenever a member starts a shift, the member shall give the communications operator their radio call number and indicate they are “10-8 for shift.”
2. 10-7: Members completing a shift shall sign off by giving the communications operator their radio call number and indication that they are “10-7.”
3. 10-6: Whenever a member goes out of service, the member must use an out of service selection in CAD. In cases where CAD is not available, the member should let a communications operator know via radio.

I. Reference by Name

Reference by name to members of this department or public officials on any talk group should be avoided whenever possible during radio transmissions. Reference to members of this department shall be by badge number or by radio call number.

J. Transmissions to be Brief

Transmissions shall be as brief as possible. The use of nicknames, slang, profanity, or unprofessional language is prohibited.

K. Authority of the Communications Operator

Instructions issued by the communications operators have the same authority as those originating from supervisors. Members having concerns about a Radio Communications Operator should address concerns through the member's immediate supervisor.

L. Use of Alert Tones

During an incident where the communications operator airs a known officer needs help call or officer down call, a single alert tone will be utilized before the communications operator's transmission.

M. Request for Ambulance, Tow Service, ETC

Members requesting ambulances, tow services, etc., will be advised by the communications operator when the requested service has been made. Members shall refrain from calling the communications operator to ask if their requests have been complied with.

N. Maintenance, Care, Use, and Security of Equipment


1. It shall be the responsibility of members using radio equipped units and hand held radios to make certain that radio equipment is not abused or subject to tampering while in their possession or while the patrol unit is being serviced or stored at their direction.
2. Members are expected to report any irregularities in the operation of their equipment to their supervisor and arrange for the prompt repair of the radio equipment.
3. All equipment carried in the trunk of the unit shall be secured so it does not shift into radio equipment.
4. Flammable liquids and explosives shall not be carried in the trunk of a radio-equipped unit.
5. The trunk of each radio-equipped unit shall remain locked when the unit is unattended.
6. Only representatives of the Federal Communications Commission, MNDOT radio technicians, and squad build vendors shall be granted access to the radio equipment. Only authorized licensed technicians are allowed to service or repair the radio equipment.
7. Members shall check periodically to make certain that all of the radio equipment is mounted securely.

Approved:

SIGNED 2/8/2021

**Colonel Matthew Langer, Chief
Minnesota State Patrol**

GENERAL ORDER

| | | |
|---|--|---------------------------------------|
|  | Effective: September 7, 2018 | Number: 18-40-011 |
| | Subject: MOBILE DATA COMPUTER (MDC) | |
| | Reference: General Order 10-002 | |
| | Special Instructions: Rescinds GO 14-40-011 | Distribution: A,B,C,D,E F,N |

I. PURPOSE

To establish policy, procedure and rules for the effective use of the State Patrol Mobile Data Computer System (MDC).

II. POLICY

It is the policy of the State Patrol to utilize the MDC system to obtain informational inquiries and exchange administrative messages without the assistance of radio communication operators (RCOs) whenever possible. If an immediate response to an informational inquiry is required, voice transmission is the preferred method of communication. MDC users shall also adhere to General Order 10-002 (Electronic Communication).

III. SYSTEM DESCRIPTION

The MDC system is comprised of computers installed in patrol squads and fixed locations, a computer controller that directs messages to these computers and databases, and a cellular data air card that provides the link to the controller.

IV. PURPOSE OF THE MDC SYSTEM

The MDC system is designed to give direct access to various databases from the squad car as well as provide a means of sending administrative messages between mobile units, and between mobile units and the communications center.

V. MANDATORY USE

Troopers, Capitol Security Officers, and Commercial Vehicle Inspectors (Members) assigned an MDC shall utilize the MDC and follow the procedures set forth in this General Order. MDC users shall not alter or deactivate any functionality of the MDC or the MDC system, such as the automatic vehicle locator (AVL)/global positioning system (GPS) feature.

VI. OPERATIONAL PROCEDURE

A. General Requirements:

1. Members shall consider the MDC 90% reliable at best and is thus not a substitute for required and/or necessary voice communication to radio.
2. If members experience problems with their MDC, the member shall contact the State Patrol Help Desk. In the event the State Patrol Help Desk is unavailable due to hours of operation, the member shall contact their district/section supervisor.
3. Use of all CAD/MDC system/software/equipment installed shall be in accordance with software licensing, CJIS regulations, MSP policy, DPS policy, data privacy, and other applicable state/federal laws and/or regulations.
4. To prevent MDC failure due to cold temperatures and condensation, members should remove the laptop from the squad/vehicle and bring it inside after every shift, and let the squad/vehicle warm up prior to the laptop being turned on.

B. Logging In/Out:

1. Members with MDCs shall log into the MDC system immediately at the beginning of the shift and shall remain logged in throughout the course of their shift.
2. Unless directed otherwise, when logging into the CAD/MDC system for duties other than normal station-assigned patrol, members should log into their district's respective "90" area (2190, 2290, 2390, etc.). When members travel from one district into another, members shall perform a sign-on update to the new district's "90" area.
3. Members shall enter other sworn MSP personnel in the 2nd ID field. Any ride-along personnel shall be entered using the "Add Special Contact" function button. When the rider has departed from the state unit, members shall utilize the "Cancel Special Contact" function button.
4. Members shall log off the CAD/MDC system immediately at the end of their shift prior to shutting down the laptop operating system. Members shall enter hours worked, overtime and time off in the unit history comments prior to logging out. If, for some reason, members are unable to log off, they shall notify dispatch via radio to log them off. In such instances, members shall communicate the required unit history information to district payroll personnel via email or phone. Dispatch has no capability to enter unit history comments.

C. Security:

1. Members are responsible for maintaining the security of their password. They shall not share this password with anyone other than an MSP supervisor or MSP technical support person upon request.
2. Members shall not display, record or store passwords in a manner that would pose a security risk of unauthorized access.
3. Members shall not attempt to gain access to the system by using another member's user ID or password.
4. Members shall change passwords consistent with MSP policy.
5. Members shall take precautions to both physically secure the MDC (locked in the docking station) and electronic access to the MDC (locking the screen) to prohibit theft or unauthorized access when away from the vehicle.
6. In situations where the squad/vehicle cannot be stored in a secure location when the member is not on duty, the MDC shall be removed from the unit and placed in a secure location to prevent theft.

D. Messaging:

1. Members shall check unread MDC messages at the beginning of their shift and periodically during the shift.
2. All messages/chat and comments must be professional, appropriate, business-related and consistent with DPS and MSP policy. Messages/chat can impact MDC system performance. As a result, messages/chat should be limited in length and distribution.
3. There is no expectation of privacy as it relates to MDC messaging. MSP supervisors will periodically audit messages of MDC users to ensure policy compliance and take necessary disciplinary action where appropriate. Message logs may also be used and are not limited to IA investigations, criminal cases and/or civil cases.
4. All messages and chat will be maintained **in accordance with the MSP Records Retention Schedule**.
5. Requests that require a timely response should be voiced and not sent via CAD message. Warrant checks should be requested through voice, not CAD messaging.

VII. MDC IN CAD ENVIRONMENT:**A. Statuses:**

1. Members shall use "status" commands consistent with MSP training and MSP training materials.
2. Members are required to provide timely updates to radio to accurately reflect their current status. This includes, and is not limited to, en route, arrive, clear, transport, back into available mobile, etc.
3. Members are also required to provide timely updates to accurately reflect any out-of-service activity, including location. Commonplace location names should be used when available (e.g., meal breaks and location, court and location.)

4. Details and contract services are not considered out-of-service activities. Details and contract services are considered events that members should be assigned to.
5. Members shall use the emergency button where appropriate.

B. Field Events:

1. In all cases where practical, members shall use the "Create Field Event" command for all field-generated activity such as traffic stops, motorist assists, assists to other agencies not assigned through dispatch, etc. In extreme cases where it is not practical to use "create field event," members shall notify dispatch with the necessary details for dispatch entry into CAD.
2. Members shall enter event type, sub-event type (where applicable), license number (where applicable), and GPS/CAD location (where available). When GPS/CAD location is unavailable, a manually-entered location shall be utilized.
3. Prior to closing any event, members shall enter the required information in the "supplemental" section of this General Order (found at Section VII. C.). Dispatch will then enter custodial arrest information and/or impound information into CJRS/CJIS. Any other appropriate comments that a member would want to attach to any event should also be entered prior to closing the event.
4. In cases of serious/fatal injury or state unit crashes, members shall also coordinate and supply the required information to dispatch via telephone or through the add/edit supplemental tab in CAD so that dispatch can complete the necessary reports.
5. Upon completion of a field event, the primary member should be the last to clear the event in CAD and shall provide a disposition via MDC when required. Members shall clear/close their own events. If air card coverage is lacking, members should drive to a coverage area to clear the event. (If dispatch clears the event, it alters the event type in the system.) Both Troopers and dispatchers may place a currently assigned field event into the pending queue to allow Troopers to respond to new or urgent calls for service.
6. Any event requiring a written report shall have a case number assigned via Mobile for Public Safety (MPS). Case numbers shall be assigned via the geographic area in which the event occurred. There shall only be one case number assigned per event. Any member on the event can assign a case number or request dispatch to assign it.
7. CJIS queries shall be attached to the event using one of three ways provided within the system, including free form CJIS queries.
8. Members shall use the "refresh F12" command for all information related to the current event in lieu of requests to dispatch. When troopers are enroute or otherwise engaged, dispatch shall air important information in addition to entering the information into the event.
9. Updating event types/subtypes and utilizing associated events:
 - a. Updating the Primary CAD Event
 - i. Primary Event type shall be updated anytime the member uses on-scene information to determine that the original event type is incorrect.
 - ii. Examples:
 - A Trooper arrives at an injury crash and finds no injuries. The Trooper should update the primary event to a property damage crash.
 - A Trooper arrives at a vehicle off road (VOR) or vehicle spin out (VSO) and finds damage to the subject vehicle. The primary event should be updated to a property damage crash.
 - b. Associated Events
 - i. To accurately record events as they occur, members shall utilize associated events. Members shall notify dispatch when associated events are needed.
 - ii. Dispatch is responsible for creating and linking all associated events. If a case number is assigned, dispatch must ensure that all associated events are linked with the same case number.
 - iii. Traffic Stop (TS) events shall only be created when a Trooper effects a traffic stop. Events such as stalls, crashes, vehicles off road, etc. are not traffic stops.

iv. Examples:

- A traffic stop leads to a warrant arrest. During the arrest process, drugs are found on the suspect. CAD should contain the original traffic stop event with two dispatch-created associated events, one each for the warrant arrest and the narcotics event.
 - A motorist assist leads to a citation for driving after revocation. CAD should contain only the motorist assist event and no associated events.
- A traffic stop or crash event leads to a DWI arrest. CAD should contain the original traffic stop/crash event and an associated DWI event.
- A Trooper searches for a driving complaint, finds the suspect vehicle, initiates a traffic stop, and cites the driver for careless driving. CAD should contain the original driving complaint and an associated traffic stop event.

10. Members should update the event location if the original dispatched location is found to be inaccurate.

C. Supplemental:

At a minimum, Troopers will complete the following supplemental information for all events:


1. Person Tab/Driver: First, middle, last name, DOB. Driver's license number shall not be entered as a substitute for full name and date of birth. Troopers should also indicate whether the person is a driver, witness or a passenger. Dispatch will enter the remaining information into CJRS, when appropriate.
2. Vehicle Tab: License number and state. Dispatch is responsible for entering the remaining information into "supplemental" and into CJIS on impounds (i.e. custodial arrests and abandoned vehicles.)
3. Troopers shall also notify dispatch via voice of any arrest or impound. Dispatch is responsible for entering the impound information.
4. Troopers shall ensure that critical information is entered into the primary event (names of parties involved, vehicle disposition/location, where person was taken, hospital information, etc.). This is necessary to ensure that this essential information is linked to all subsequent associated events and retrievable.
5. Comments are required and must sufficiently explain the event. Comments provide valuable information to other Troopers, forfeiture coordinators, district investigators, support staff, supervisors and dispatchers. Comments shall be professional in tone and content.

Approved:

SIGNED 9/7/2018

**Colonel Matthew Langer, Chief
Minnesota State Patrol**

GENERAL ORDER

| | | |
|---|---|--------------------------|
|  | Effective: November 13, 2013 | Number: 13-40-012 |
| | Subject: 511 CARS/SEGMENTS UPDATING/CARS INCIDENT REPORTING | |
| | Reference: Transportation Operations and Communications Center (TOCC) Memo of Understanding | |
| | Special Instructions: Rescinds General Order 10-40-012 | Distribution: E |

I. POLICY

It is the policy of the State Patrol to establish uniform procedures to provide services to MnDOT according to the TOCC memo of understanding.

II. PROCEDURE

A. Winter Month Updates:

1. Conditions for Outstate Districts will be reported to State Patrol dispatch by a subarea delegate. Metro District Maintenance Dispatch self-enters the winter road condition data.
2. Reporting period will be October 1st through April 30th. For winter weather outside of this period, only areas affected by the storm will need to report.
3. Communications
 - a. Primary reporting method will be by 800 MHz radio via the main dispatch channel.
 - b. Secondary reporting method will be by phone.
 - c. When radioing in winter conditions:
 - i. First state your radio call sign and subarea.
 - ii. Announce that you are calling in 511 segments.
 - iii. Wait to be acknowledged by MSP Dispatcher before providing updates.
 - iv. Example "Two Harbors 10 Duluth State Patrol Shore Segments update"
4. Update Frequency
 - a. Weekdays - Provide minimum of two reports at approximately 12 hour intervals
 - i. 1st report at start of shift between 3 AM and 6 AM
 - ii. 2nd report at end of shift between 3 PM and 6 PM **AND**
 - iii. As Conditions Change
 - b. Overnight/Weekends/Holidays – No Report **AND** As Conditions Change
 - c. When conditions are GOOD and do not change, there is no need to report every 12 hours.
 - d. If a roadway is CLOSED because of heavy snow, blowing snow, whiteout conditions, etc. the closure shall be entered into SEGMENTS.

B. Summer Months Updates:

1. For the summer months, defined as May 1st thru September 30th, conditions may dictate that roadway driving conditions be added to CARS for low visibility conditions or extreme precipitation.
2. Roadway closures initiated by Department of Public Safety personnel, due to floods, or other weather events shall be immediately entered into CARS, not SEGMENTS by MSP Dispatchers.

III. RESPONSIBILITIES

- A. MnDOT is the primary source for information.
- B. State Patrol will monitor the main dispatch channel for the District they are working.
- C. Update 511 within 30 minutes of getting reports from MnDOT.
- D. State Patrol will set the report duration to “unlimited”. Conditions will stay in 511 until a new report is provided.
- E. The conditions for a particular segment could be changed if the dispatcher had specific information about that segment from a reliable source (e.g. Trooper, etc)
- F. Only MnDOT Operations Manager or Superintendent can report conditions as **HAZARDOUS/NO TRAVEL ADVISED** or **ROAD CLOSED** due to weather.

IV. ADDRESSING ISSUES WITH 511 REPORTING


- A. For issues where reports are not coming in from the field to MSP dispatch, the MSP dispatcher can use the MnDOT call list to notify a supervisor in the district.
- B. For issues where reports are not getting entered into 511, MnDOT staff can call dispatch and ask for the On-duty Dispatch Supervisor. If one is unavailable, they can ask for the On-call Dispatch Supervisor.
- C. Unresolved issues can be sent to Brian Kary or Kelly Braunig at the RTMC, who will then investigate further and involve the appropriate personnel.

Approved:

SIGNED 11/13/2013

Colonel Kevin P. Daly, Chief
Minnesota State Patrol

GENERAL ORDER

| | | |
|---|----------------------------------|--|
|  | Effective: August 2, 2010 | Number: 10-40-013 |
| | Subject: | DEPARTMENT OF NATURAL RESOURCES AVIATION EVENTS |
| | Reference: | DNR Operations Order 42 |
| | Special Instructions: | Rescinds Communications General Order C90-009 |

I. POLICY

The Minnesota State Patrol Communication Section provides dispatch service to the Department of Natural Resources (DNR) Enforcement Division. It is the policy of the Minnesota State Patrol to establish a consistent procedure to process Department of Natural Resources Aviation Events, using the DNR Enforcement Aviation Unit Operational Policy as a guide.

II. BACKGROUND

A. Purpose of DNR Aviation Program

1. The DNR Aviation Program exists to protect, manage, and monitor the natural resources of Minnesota and provides for public safety.
2. DNR has both fixed wing aircraft and helicopters. Services include:
 - a. airborne law enforcement
 - b. wildlife survey and census
 - c. aerial fish stocking
 - d. aerial photography
 - e. data gathering using onboard GPS
 - f. transportation

B. DNR Enforcement Aviation Unit Operational Policy

1. Assignments
Aircraft are currently based at Grand Rapids, Brainerd, Bemidji, New Ulm, and at other locations as determined by the Chief Pilot of the DNR.
2. Flight Requests
Requests for flights normally go directly from the requesting agency to the DNR Pilot or Chief Pilot. The DNR pilot determines the priority and availability of the flight according to their internal policy.

III. PROCEDURES

A. Tracking DNR Flights

1. There are three options available to the DNR to track their flights.
 - a. Federal Aviation Administration (FAA) flight plan
 - b. MSP Dispatch Center
 - c. Minnesota Interagency Fire Center (MIFC) Dispatcher-northern portions of the state ONLY
2. Anytime a DNR Pilot advises a MSP Dispatch Center of a flight, a CAD Event must be created by the Dispatcher.

3. Unless the DNR aircraft has filed a flight plan with the FAA, all DNR aircraft will provide flight progress reports every 30 minutes to the appropriate MSP Dispatch Center. These flights could include surveys, photography, law enforcement, etc. These checks and any other information will be added to the CAD Event by the Dispatcher. If the Pilot does not provide an update at 30 minutes, the Dispatcher will contact the Pilot via radio for this information.
4. Special flight following arrangements may be made with Dispatchers for specific operations. Any special arrangement should be noted in the remarks section of the CAD Event by the Dispatcher.

B. Locating an Overdue Aircraft

1. When a MSP Dispatcher is unable to make contact with DNR pilot for a 30 minute update, the Chief Pilot or other DNR Supervisor will be notified.
2. When notified of an overdue aircraft situation, the Chief Pilot or other DNR Supervisor will attempt to locate the pilot/aircraft.
3. MSP Dispatcher in the area of proposed flight operations will continue to attempt contact via radio, cell or satellite phone, and pager.

C. Accidents

1. If an aircraft accident causes damage to the aircraft, property damage other than aircraft, or personal injury, the Dispatcher may be requested to assist the DNR Pilot with:
 - a. Medical care for injured persons.
 - b. Notification of the DNR Chief Pilot, Operations Support Manager, Operations Manager, or Director.
 - c. FAA and NTSB notification, if requested, at telephone numbers provided by DNR.
 - d. Arranging security for the aircraft and equipment with the appropriate law enforcement agency.

III. RESPONSIBILITIES

A. Pilot

Provide 30 minute updates to Dispatch Center.

B. Dispatch Supervisor

Ensure the policy is followed by the dispatchers.

C. Dispatcher


1. Create CAD Event for all DNR flight tracking requests
2. DNR30 dispatch group defined on all workstations at all times
3. Update CAD Event with changes/additions
4. Attempt contact with the DNR Pilot if not provided a 30 minute update

Approved:

Signed 08/02/2010

**Colonel Mark A. Dunaski, Chief
Minnesota State Patrol**

GENERAL ORDER

| | | |
|---|--|--------------------------|
|  | Effective: June 15, 2020 | Number: 20-40-014 |
| | Subject: SEVERE WEATHER RESPONSIBILITIES | |
| | Reference: GO 20-016; Communications Standard Operating Procedure 09-001; Metro Radio Standard 3.35.0 | |
| | Special Instructions: Rescinds GO 10-40-014 | Distribution: E |

I. POLICY

In an effort to protect and inform the citizens of Minnesota, it is the policy of the Minnesota State Patrol to disseminate weather watch and warning information under the guidelines in this General Order.

II. PROCEDURE

A. Severe Weather Watches

1. The National Severe Storms Forecast Center (NSSFC) in Kansas City is responsible for maintaining a continuous nationwide weather watch for atmospheric conditions conducive to the formation of severe storms. When conditions are favorable for development of severe weather activity, the NSSFC issues Severe Weather Watches for the area of concern.
2. When any part of Minnesota lies within the area of a Severe Weather Watch, the National Weather Service Forecast Office (NWSFO) in the affected area relays this information to the appropriate Minnesota State Patrol (MSP) Warning Point. Each MSP Dispatch Center is a severe weather warning point.
3. The MSP Warning Points are responsible for ensuring the dissemination of severe weather watch information to the affected County Warning Points.

B. Severe Weather Warnings

1. When local PSAPS and MSP Warning Points are advised by a Weather Service Office of a severe weather warning, immediate steps must be taken to confirm the County Warning Points in the affected area have received and understand the information.
2. All weather warnings must be disseminated to mobile units operating on the radio system in the affected areas.
3. Dispatchers should not be concerned that warnings may be duplicated over several channels of communication. To be warned several times is preferable to not being warned at all.

C. Winter Storm Watches and Advisories

Winter storm watches and weather advisories DO NOT need to be disseminated.

D. Winter Storm Warnings

Winter storm warnings MUST be disseminated to County Warning Points.

E. Severe Weather - No Official Warning

1. Although electronic equipment like weather radar can provide indications of severe weather, information from ground level weather observers and spotters is equally significant.

2. In cases of severe weather occurring without a NWS warning being issued, the Dispatcher must take immediate steps to notify all County Warning Points and mobile units in the affected area. The dispatcher must disseminate these conditions to the appropriate Weather Service Office using the National Warning System NAWAS. If NAWAS contact cannot be made, use the telephone to notify the Weather Service.
3. Dispatch Centers must keep a current list of appropriate Weather Service Office telephone numbers.
4. Immediately report the following types or combinations of severe weather conditions to the nearest Weather Service Office.
 - a. Suspected or sighted tornado
 - b. 60 + mph winds
 - c. Flooding type rainfall
 - d. Large hail
 - e. Confirmed wall cloud
 - f. Continuous severe lightning

F. Documentation in CAD

A CAD event must be created for all instances of weather dissemination containing the appropriate details.

III. RESPONSIBILITIES

A. Dispatch Supervisor

1. Ensure that the equipment is working properly and that the Weather Service Office telephones numbers are current.
2. Ensure that all Dispatchers are aware of and adhere to the policy.

B. Dispatcher


1. Treat weather warnings as emergency traffic.
2. Disseminate watches and warnings over appropriate radio resource
3. Document weather related watches and warnings in CAD.

Approved:

SIGNED 6/15/2020

**Colonel Matthew Langer, Chief
Minnesota State Patrol**

GENERAL ORDER

| | | |
|---|--|--------------------------|
|  | Effective: October 7, 2019 | Number: 19-40-015 |
| | Subject: MSP HAILING TALKGROUP: MSP-CALL | |
| | Reference: | |
| | Special Instruction Rescinds GO 16-40-015 | Distribution: E |

I. POLICY

To establish guidelines and procedures for the use of the ARMER talkgroup: MSP-CALL.

II. PURPOSE

- A. The MSP-CALL talkgroup is a statewide hailing talkgroup intended to facilitate communications between transient field units and the Minnesota State Patrol's two regional communications centers located in Roseville and Rochester.
- B. The Minnesota State Patrol Regional Communication Center in Roseville will serve as the Metro Region Hailing Point of Contact (POC).
- C. The MSP-CALL talkgroup is intended to be used primarily in "time critical distress" situations.

III. PROCEDURES

- A. Emergency communications shall have priority over all other types of communications. Those emergency communications shall include, but not necessarily be limited to, any situation where a transient field unit encounters an emergent event and is seeking mutual aid from any public safety service branch (police, fire or EMS).
- B. Unit Identification
When operating on the MSP-CALL talkgroup, field units will initially identify themselves in the following manner using plain language: agency name, followed by their service branch or function designation, followed by call sign or unit number, followed by the county they are calling from: "Elk River Police 512 from Pine County" or "St Cloud Fire Chief 1 from Beltrami County" or Murray County Sheriff 600 from Blue Earth County," etc. Once established, ongoing communications with the same unit may be abbreviated.
- C. Use of 10-Codes or Acronyms
The use of 10-codes, signals, unique acronyms, and other codes should not be used on the MSP-CALL talkgroup. Plain language should be used in all cases.
- D. Patched Mutual Aid Talkgroups
If the situation dictates, the MSP dispatcher will create a patch between MSP-CALL and the appropriate regional or statewide interoperability talkgroup.

IV. MANAGEMENT

- A. The Minnesota State Patrol grants permission for the programming of the MSP-CALL hailing talkgroup in any ARMER subscriber mobile, or portable. Permission is not granted for the programming of this talkgroup in dispatch consoles or control stations.
- B. Agencies with MSP-CALL programmed in ARMER subscriber mobiles and/or portables shall insure compliance with the procedures in this General Order.
- C. Occurrence(s) of non-compliance shall be reported to the Minnesota State Patrol's Statewide Communications Coordinator.

V. MINNESOTA STATE PATROL REGIONAL COMMUNICATIONS CENTERS

Southern Regional Communications Center (SRCC)

2900 48th St NW

Rochester, Minnesota 55901

Dispatch: 507-285-7410

Charles Jacobson - PSAP Manager 507-923-2060

Elizabeth Thompson - Radio Communications Supervisor 507-923-2061

Ryan Rismeyer - Radio Communications Supervisor 507-923-2062

Regional Transportation Management Center-Roseville (RTMC)

1500 W Co Rd B2 Suite

Roseville, Minnesota 55113-3105

Timothy Boyer-Statewide Director of Communications 651-757-1980

Sheri Stevens – PSAP Manager – 651-757-1990

Twylla Vickmark - Radio Communications Supervisor 651-757-1988

Kira Pavlovich– Radio Communications Supervisor 651-757-1985

Jeffrey Wulff - Radio Communications Supervisor 651-757-1984

Kaila Parrott – Radio Communications Supervisor 651-757-1987

Sarah Johnson – Radio Communications Supervisor 651-757-1986

James Brandon- Radio Communications Supervisor 651-757-1989

Justin Dejarlais - Radio Communications Supervisor 651-757-1981

Dispatch: 651-582-1500

APPROVED:

SIGNED 10/7/2019

**Colonel Matthew Langer, Chief
Minnesota State Patrol**