

Police Radio Communications

FOR THE DISPATCHER

By

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or improper mobile transmission with impatience or innuendo, it becomes a characteristic. The radio dispatcher is simply a CLERK if he sits at the controls and operates with a monologue mannerism interspersed with slangy, humorous or ill tempered dispatches or acknowledgments.

Such a dispatcher is not fair to himself, and cannot be regarded in the remotest sense as an asset to his department.

That is where the dispatcher's function as a LEADER manifests itself. A great man once wrote: "As a man thinks in his heart, so is he." Now, my particular theory of life and the pursuit of a career is, that if you are going to be a janitor, be the BEST janitor in town; if you are going to be a shoemaker, be the best in town.

Likewise, if you are going to be a radio dispatcher, be the best dispatcher possible by never deviating from the principles of good police radio dispatching procedure. There are only two things necessary to achieve this objective: FIRST, as each day passes, form your ideals; SECOND, follow them continually.

The good dispatcher will, when he is tempted to "LET GO" with some snappy

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And so you are at the microphone, the dispatcher's console of a State, County or Municipal police radio system.

You may have an inherently good nature and easy disposition, when some officer in a patrol car says something you do not like . . . and then . . . you "let go."

It may be "OK" or "WILL DO" or "GOT IT" instead of "10-4" or some other infraction of approved procedure. And so you lose your good nature and become provoked "easily" to ANGER . . . and your first lightning-like impulse is to display resentment . . . and secondly, yield to the impulse of resentment and anger.

To the degree that you permit this resentment and anger to manifest itself, you violate all of the concepts of your main duties and obligations to YOURSELF and to YOUR DEPARTMENT, namely: "THE TRANSMISSION OF INTELLIGENCE."

I submit to you dispatchers this thought: "Everyone on patrol listens to you because THEY MUST," so don't PROVE your weakness by demonstrating your emotional and mental instability. Always think: "I will not be led

by this invitation, to answer with sarcasm or impatience."

I know of no other position where SELF MASTERY pays larger dividends than the position of police radio dispatcher. Every police radio dispatcher should realize that he is not employed for the purpose of *spending* eight hours at the microphone, BUT for HOW he spends the time in performing his specific functions.

At the very instant your good judgment is influenced by the impulse of a flare-up of temper or resentment when some officer DOES IT WRONG, try to stop that harmful impulse by remembering that every project, every organization NEEDS A LEADER. Every football team has a captain; every corporation a president; every orchestra a maestro, and the wonderful ability and ingenuity of radio engineers notwithstanding, every police radio station has a dispatcher, who, to a great degree (whether the dispatcher realizes it or not) must, in his own way, exercise similar degrees of leadership.

The habit of anger and resentment grows and grows, and in the case of the dispatcher who answers a discourteous

Wisconsin Chapter

SELECTIVE CALL TO BE TESTED

The Wisconsin Chapter met on November 18 at the new Neenah Boat House, Neenah, Wisconsin. Hosts were Chief of Police Stilp and Engineer Sherwin Morse. The meeting was called to order at 3:30 p.m. by President Skalitzy. Minutes of the last meeting and the Treasurer's report were read and accepted.

The change of name was discussed by Barnes of Milwaukee and Endlich of

Sheboygan, and the general feeling seemed to be in disagreement with the change. It was felt that the independence of police radio was being impaired and some of the legal questions were discussed. The coordination of Police and Fire services was favored, but it was felt that only the tax supported services listed in Part Ten should be included.

The question as to what action has been taken by the national organization regarding the Wisconsin Chapter resolution asking for a point-to-point frequency between 30 and 150 mc was discussed. It was pointed out that a number of members in other states also favored such action.

Bob Boyter of Motorola and William Hawks showed a selective call unit of the type adopted for the State of Wisconsin call plan. Tests and service are

to start by December 15.

Captain Sherwin Morse of the Neenah PD explained the history of the Boat House, where the meeting was being held, and how the city came into possession of it. The meeting was recessed at 5:00 p.m. for dinner at the Valley Inn in Neenah.

At the evening session Ray Groenier, along with Ray Hoffman of the State Traffic Patrol, were appointed to the five man CD committee. Henry Barnes of the Milwaukee PD gave information regarding cancellation procedure as related both to State items and those of his own department.

The meeting adjourned at 9:00 p.m. with plans for the next one to be a joint meeting with the Illinois Chapter at Janesville, Wisconsin.

VICTOR W. NICKEL, *Sec'y-Treas.*