

Field personnel will anticipate the information in this sequence, since most Field Training programs follow the same rule. (III. 3)

The color designators for airing vehicle descriptions should be as standard as possible. Two-tone vehicles should have the top color given first, followed by the word "over," and then the bottom color. If the vehicle is tri-colored, the colors should be aired in descending order, from top to bottom of the vehicle.

Use only primary colors, such as RED, YELLOW, GREEN, BLUE, BROWN, BLACK, WHITE, SILVER, and BRONZE. Descriptions such as "light" blue or "dark" green are acceptable, however, expressions like "robin-egg" blue or "candyapple" red should not be used. The vehicle's color should be aired bluntly and simply. Do not waste time with phrases like "red in color" or "green in color."

When giving the year of the vehicle, the telecommunicator should remember that all automobiles have been manufactured since 1900. It is only necessary to give the last two digits of the year, e.g., "65 Ford Mustang." Note that descriptions of vehicles should, whenever possible, include the vehicle make and model.

### Urgent Situations

An emergency or urgent situation can occur at anytime as the result of even the most routine call. The telecommunicator must always be prepared for these incidents. As part of employee training, all aspects of "urgent situations" must be reviewed and practiced. A personal injury, a riot, or a person held hostage are delicate situations which require adherence to the most stringent operational procedures and leave little room for error.

The international distress signal is the spoken word "mayday." This signal is in regular use, particularly in the aeronautical and maritime fields. It should be immediately recognized by any telecommunicator in Public Safety as an urgent call for aid. All traffic and action pertaining to the signal should be documented in the communications activity log.

Telecommunicators should be instantly familiar with other emergency signals. Those most important to field personnel safety are:

"10-33" (emergency)	"urgent "
"10-18" (urgent)	"emergency" repeated several times
"priority"	"help"

The telecommunicator is often the person who determines if a crisis situation will be handled smoothly or chaotically. He/she must know departmental policies and procedures, i.e., how to evaluate the situation, where to obtain backup cars, and how

to make operational decisions and tactical assignments within the realm of telecommunicator control.

Telecommunicators should be instantly familiar with their own department's emergency codes, as well as the emergency codes used by the other emergency services in their region. The following is the official APCO "10 Codes" list. Actual usage varies significantly in different agencies.

### APCO TEN SIGNALS

10-1	Signal Weak	10-21	Call ( _____ ) by Phone
10-2	Signal Good	10-22	Disregard
10-3	Stop Transmitting	10-23	Arrived at Scene
10-4	Affirmative (OK)	10-24	Assignment Completed
10-5	Relay (To)	10-25	Report to (Meet)
10-6	Busy	10-26	Estimated Arrival Time
10-7	Out of Service	10-27	License/Permit Information
10-8	In Service	10-28	Ownership Information
10-9	Say Again (Repeat)	10-29	Records Check
10-10	Negative	10-30	Danger/Caution
10-11	_____ On Duty	10-31	Pick Up
10-12	Stand By (Stop)	10-32	_____ Units Needed (Specify)
10-13	Existing Conditions	10-33	Help Me Quick (Emergency)
10-14	Message/Information	10-34	Time
10-15	Message Delivered	10-35	- Reserved -
10-16	Reply to Message	10-36	- Reserved -
10-17	Enroute	10-37	- Reserved -
10-18	Urgent (Quickly)	10-38	- Reserved -
10-19	(In) Contact	10-39	- Reserved -
10-20	Location		