

2017-01-25

Report for the Inquiry into the death of Donald Dunphy re: RNC Communications Center

Legend:

CR – Criminal Record

CNI – Criminal Name Index

CRS – Criminal Records Synopsis

CFRO – Canadian Firearms Registry Office

CPIC – Canadian Police Information Center

10-29 – Query

V mail – Electronic mail received via Versadex

Versadex – The RNC Records Management System (sometimes referred to as RMS)

I am currently the Inspector 2nd in charge of Operational Support Services and the Communications Center falls within my area of responsibility. Please see attached CV. Superintendent Boland is the Officer in Charge of Operational Support Services and I report to him. On Friday December 23, 2016 Superintendent Boland sent an email to Sgt. Bernard Jesso, NCO in charge of Team 3 RNC Communications Center. This email was sent to Sgt. Jesso to be distributed to all Communications staff as Superintendent Boland did not have a complete list of all Communications Center staff available to him on his computer.

This email was prompted by a meeting that Superintendent Boland attended on the 23rd of December, 2016 at which time it was brought to his attention that there was an issue regarding information that had not been relayed to an officer when that officer requested a 10-29 on a person. In an effort to mitigate any further misunderstandings Superintendent Boland issued the attached email. The email spelled out clearly that when asked to complete a 10-29, query on a person, by an officer, the Communications staff are to relay all information queried on CPIC on a person which will include all information regarding the person including the CNI and CR. Subsequently, Superintendent Boland received an email from one of the communications technicians asking if he meant CR or "CFRO" as the CFRO comes back automatically when the query is performed on CPIC but the CR requires another step. It was in response to that inquiry when Superintendent Boland replied indicating it was the CFRO he meant not the CR. By responding to that inquiry both the communications technician and Sgt. Jesso were copied therefore it was assumed that Sgt. Jesso would send out the

correction. To ensure everyone was copied on that last response, on 2017-01-25, I requested Superintendent Boland send that same email to Staff Sergeant Peter Devereaux, the Staff Sergeant in charge of Communications Center to be distributed to all Communications Center staff. That email is attached.

Attached is a copy of the 10-Code that was taken from the wall of the dispatcher's workstation in the communications center on 2017-01-20. This list of 10 codes was revised on 1994-02-08. The list is from 10-1 to 10-100 and explains what each 10 code means by definition. Specifically the 10-29 is defined as: "*Records CK, Person-vehicle property- Boats & Motors CNI-CRS File*". Essentially this means that a 10-29 is an overall request for a background check but is always specified by the requesting officer whether it is a person, property, boat, motor or vehicle. Contained within the Communications Center is a copy of the 10-code definitions (as per attached), one posted at the dispatcher's work station and one at the Channel 3 operator's desk. I am unable to establish when these were posted. Channel 3 operators are the communications technicians who take requests by phone and radio from officers for queries such as 10-29 on what is known as Channel 3. This procedure is to reduce time spent on the main channel which needs to remain free for dispatchers to transmit and receive operational requests such as call dispatching, emergency transmissions from officers etc...

When the request is made by an officer for a 10-29 on a person, the Communications technician will enter the person's name, date of birth and gender on the CPIC database which is interfaced with our Versadex system, there is a response returned through the Versadex system via an electronic mail system commonly referred to as V – mail. Contained within that response are three separate mail responses. The first mail response is the query on the person and information related to the individual's current status ie: whether there are warrants of arrest or conditions by which he/she must abide, cautions whether the person is "V" violent or "S" suicidal and anything else that is current that is of relevance for the requesting officer.

The second response received is the CNI which contains any information related to charges, cautions or restrictions / prohibitions etc... This information would not necessarily appear on the first response as it could be already disposed of and could be dated back some time. It may contain Cautions related to any charges and also would contain a FPS number, which is a person's finger print number, if the person was charged with a criminal offence. This FPS number can also be queried for further details on the person's criminal record. The criminal record is not automatically broadcasted to the officer by the Communications technician in detail. In some cases the record can be quite lengthy. Generally the existence of the criminal record would be referenced by the Communications technician but would not necessarily be read out in detail to the officer.

The third response in the V-mail is the information related to the CFRO. This would have any information related to any firearms registered to the person, or any firearms licenses. This information, if there is any, is then relayed to the officer. If there is nothing on the query for the person, including the CNI and the CFRO then it is reported to the officer by the Communications technician to be 10-10 which is negative. If however, there is information in any of those three responses then it should be relayed to the requesting officer.

As for the training procedure with newly hired persons, for the most part it is strictly on the job training. The team plus the Sergeant in charge are responsible for monitoring the new person's work to determine if they are suitable to continue without supervision after a period of time. This varies from one individual to another but the maximum time to be able to perform with minimal or no supervision is three months. There is the possibility for an extension if the Sergeant agrees that it is worthwhile based on his/her observations.

It is during this 3 month period when a communications technician learns the 10-code and learns the procedure they must follow for all operations within the Communications Center. There is a formal 5 day training course for Communications Technicians that has been delivered periodically. In the past the practice has been that the timing of these training courses does not necessarily correspond to the commencement of employment for staff in the Communications Center due to resourcing and logistical challenges inherent in arranging this training. Generally one person at a time is hired and months or even years might elapse before the next person is hired. To present a 5 day training course for each person hired at the commencement of their employment would be impractical. The practice has been that the formal training course is provided whenever there are a number of communications technicians who have not received this training and there are sufficient numbers to justify the re-deployment of personnel for a 5 day period.

In order to improve consistency within the Communications Center I have spoken with the Director of the RNC Training Division, Ms. Lynn Best with a view to creating an orientation package consisting of a 2 day training session for new hires. Such training would include an orientation session and a presentation from Human Resources outlining expectations and explanation of procedures. This would be followed with training on current practice and procedure ie: on the job training. At the most recent planning meeting I had with Ms. Lynn Best on January 23rd, 2017 Ms. Best undertook to research a plan for this training to be presented to the management of the Communications Center in the very near future.

I have been working with Communications staff and we are very close to agreeing to a small change in their schedule that will result in two training days per year that will be

set in their schedule. It will be during these sessions I would anticipate issues such as best practices and consistency to be addressed either through presentations from in house subject matter experts or from outside subject matter experts. These training sessions will be mandatory for all employees working in the RNC Communications Center including civilian members, Constables and Sergeants. Communications staff are also required to abide by the RNC Communications policy (please see attached)

During my review of training for Communications Center staff, specifically as it relates to Mr. Mark Oram, the in service training he has received consists of the following:

CPIC Query Narrative, which is the online pre-requisite course that has to be completed prior to taking the 5 day in class course offered by the RCMP. (March 27, 2010)

CPIC 5 day course at RCMP headquarters (Date unknown)

Communications Course (Comm Tech Training) RNC developed and delivered (October 25 to 29, 2010)

Map and Compass training (February 24, 2011)

Respectful workplace (September 20, 2011)

Adult Protection Act training (September 4, 2014)

Mental Health First Aid for Adults who interact With Youth (May 20 to 21, 2015)

Mental Health First Aid (May 21, 2015)

Mr. Oram was trained in Communications procedures both on the job and on course during the Comm tech training course. He has received CPIC training which would teach him how to query a person by name, date of birth and gender. I have met with Ms. Jackie Cabot who is the RNC Training Officer and she has confirmed the above noted training profile based on the records she holds in the RNC Training Division. She cannot confirm the CPIC 5 day training course, however, during an interview with Mr. Oram on January 5th, 2017 Mr. Oram informed me that he had received that training with the RCMP. (Please see CPIC course outline attached)

During the Comm tech training Mr. Oram was instructed on radio procedures, the 10-code and dealing with difficult customers and other related procedures. Attached is a slide from the training session that was used while Mr. Bob Turnbull, RNC radio technician, presented to this class. Contained on this slide is the definition of a 10-29. On January 26th @ 2:40pm I met with Mr. Turnbull and I asked him if he would have gone over each and every 10 code with the class and he said that he would not do that but would review the most commonly used 10 codes. I asked him if he would have reviewed the 10-29 and he said that would be one that is frequently used so he said he

would have reviewed that. Mr. Turnbull recalls that he gave his presentation in hard copy to all participants which included the attached slide.

Since January 5th, 2017 I have been assigned to assist with an internal investigation which is exploring the procedure surrounding the information from a communications technician that is relayed to an officer when he/she requests a 10-29 on a person. We are still conducting this investigation however, it appears from most of the Communications technicians who have been interviewed and it seems that their practice is to provide all the information from all three responses from CPIC to officers requesting a 10-29 check.

All RNC cadets, since 2008/2009 receive the same training about 10 codes and they receive that training from Mr. Bob Turnbull. They are also provided with a hard copy of this presentation. Before the RNC cadet training program began in 2008/2009 new officers were taught the 10 code as part of their training through the coach officer program, though this was not formalized or standardized training. Also prior to 2008/2009 all new officers would have been provided with a list of 10 code definitions at the commencement of their employment as RNC officers.

Trusting this is satisfactory,



Inspector Barry Constantine
2 i/c Operational Support Services

Curriculum Vitae

Barry Constantine

█ █ Street, St. John's, Newfoundland █

(709) █ 524 (Home)

(709) █ 616 (Work)

(709) █ 520 (Cell)

Academic Training

National Security Managers, Security Officers Course (SJIAA)

Legacy Leadership training (Legacy Leadership Institute)

Incident Command System (ICS 100 and 200)

RCMP Pre-employment polygraph examiner (Calgary City Police)

Supervisory Leadership Certificate (MUN)

Emergency Site Management Course (EMO)

Incident Site Management Course (Canadian Emergency Management College)

Critical Incident Command Course (Canadian Police College)

Emergency Operations Centre Management (Fire and Emergency Services)

Forensic Psychophysiology (Polygraph Examiner, Canadian Police College)

Basic Psychology (Canadian Police College)

Basic Physiology (Canadian Police College)

Forensic Investigative Hypnosis Techniques (Canadian Police College)

Reid's Nine Steps to Interviewing and Interrogation (Level 1 & 2)

Statement Validity Analysis (Canadian Police College)

Major Case Management (Ontario Police College)

Effective Presentation (RNC)

Effective Presentation Instructor (RNC)

Institute for the Prevention of Child Abuse/ Instructor's Presentation Skills
(Institute for the Prevention of Child Abuse)

Criminal Investigative Techniques Course (RNC)

Child Abuse Level 1 (RNC)

Child Abuse Level 1 Instructor (RNC)

Child Abuse Level 2 (RNC)

Child Abuse Level 2 Instructor (RNC)

Child Abuse/Domestic Violence Training (RNC)

French Language Training, Level 4 (Gov't of NL)

Critical Incident Stress Management (Group Crisis and Peer Support) (UMBC)

Traffic Accident Investigation Level 1 (RNC)

Traffic Accident Investigation Level 2 (RNC)

Basic Photography (MUN)

Photography Level 1 (MUN)

Forensic Photography (RNC)

Ground Search and Rescue Techniques (RNC)

Advanced Constable's Training Course (RNC)

Use of Force Training (RNC)

Emergency Planning Training (EMO)

PIRS/OSR Management Course (RCMP)

Police Assisting Community Education (RCMP)

Cultural Diversity Workshop (RNC)

Career Profile

- 2015 – Current, Inspector in Charge Operational Support Services
- 2013 – 2015, Inspector assigned as Officer in Charge Crimes Against Persons Criminal Investigation Division
- 2011 and 2012, assigned as recruiting officer for the RNC
- 2011 – Promoted to the rank of Inspector
- 2010 – 2013 acting Inspector assigned as Officer in Charge, Operational Support Services (note: currently occupied by Superintendent as of 2012)
- 2007 – Assigned as Platoon Commander (acting Inspector) Platoon B Patrol Services
- 2006 – Sergeant assigned as investigator with Professional Standards Section
- 2003 – Sergeant assigned to Platoon C Patrol Services as a supervisor.
- 2003 - Officer In Charge of Polygraph Section. (Forensic polygraph testing and pre-employment polygraph testing.)
- 2002 -Promoted to the rank of Sergeant.
- 2001 -Temporarily assigned as acting NCO in charge of Training Section
- 1999 - Assigned Investigator Theft / Fraud Section
- Trainer responsible for Interviewing of Suspects and Admissibility of Statements
 - Polygraph Examiner for RNC St. John's, Corner Brook and Labrador West.
- 1997 - Assigned to Planning and Research Section
- 1995 - Assigned to Major Crimes Section / Polygraph Examiner
- 1994 - Assigned to Polygraph Section as sole Polygraph Examiner for St. John's, Corner Brook and Labrador
- 1993 - Appointed as Trainer responsible for training Social Workers and Police Officers for The Collaborative approach to the Investigation of Child Sexual Abuse.
- 1991 - Assigned as investigator Sexual Offence Unit
- 1990 - Assigned Project Co-ordinator for Right Riders Program

1989 - Assigned as School Safety Officer / Traffic Section

1987 - Assigned as investigator Accident Investigation Section

1984 - Assigned as Patrol Officer, Patrol Section

Employment History

- 1984 Royal Newfoundland Constabulary
Department of Justice, Government of Nfld. & Labrador
Police Officer
- 1983 Her Majesty's Penitentiary
Department of Justice
Correctional Officer
- 1981 Colonial Garage & Distributor's Parts / Stockroom Clerk

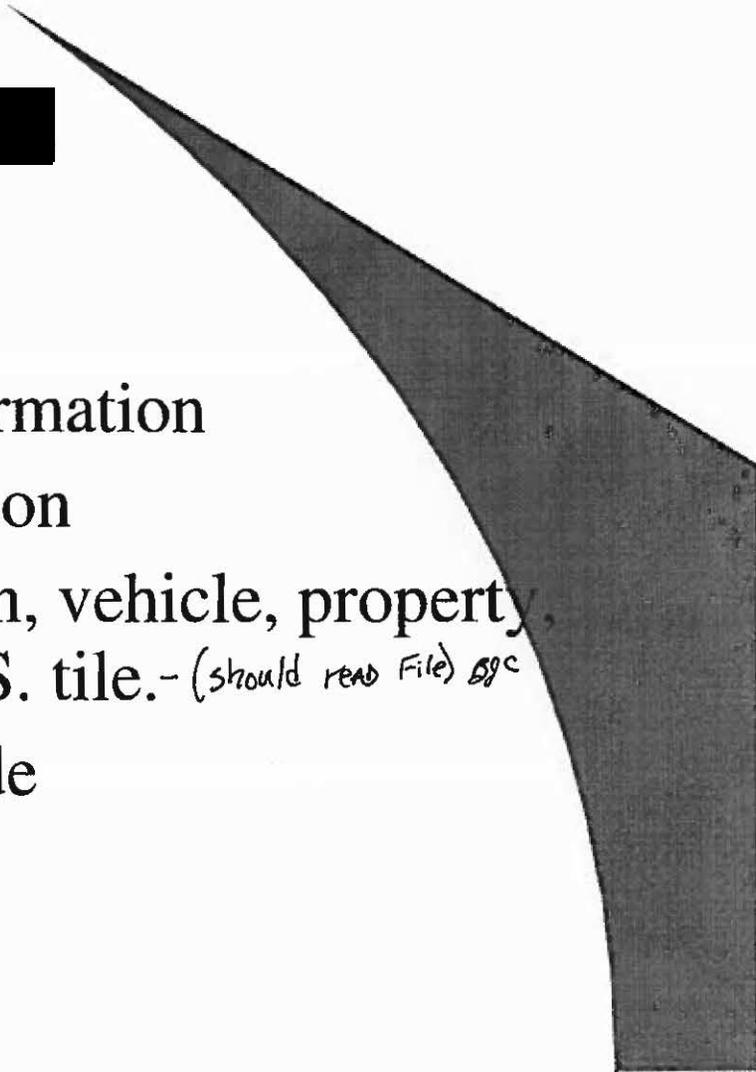
Volunteer Activities

- Represented the RNC as a committee member for the Newfoundland and Labrador Housing for Homelessness Network (NLHHN)
- Fundraising committee for the RNC Cops for Cancer Campaign, supporting the Daffodil Place, and other related campaigns
- Fundraising committee for RNC Haiti Relief Fund
- Chair of the Emergency Medical Relief program for the RNC
- Created and Chair the RNC Voluntary Autism Registry
- Assist with Salvation Army Christmas food hampers
- Assist with functions at Cambridge Estates senior's home
- Assisted with creating part time temporary position for severely disabled gentleman within RNC in connection with Easter Seals
- During the years of 1998 to 1999 I served as the 2nd Vice President of the Royal Newfoundland Constabulary (RNCA)
- During the years of 2002 to 2004 I served as the 1st Vice President of the RNCA
- Currently Aide de Camp for His Honour the Lieutenant Governor of Newfoundland and Labrador, Frank Fagan

Slide 36 of 57

[REDACTED]

- 10-27 -- Licence/permit/information
- 10-28 -- ownership information
- 10-29 -- records check, person, vehicle, property, boats & motors, C.N.I.-C.R.S. tile. - *(should read File) b9c*
- 10-30 -- danger/caution - code

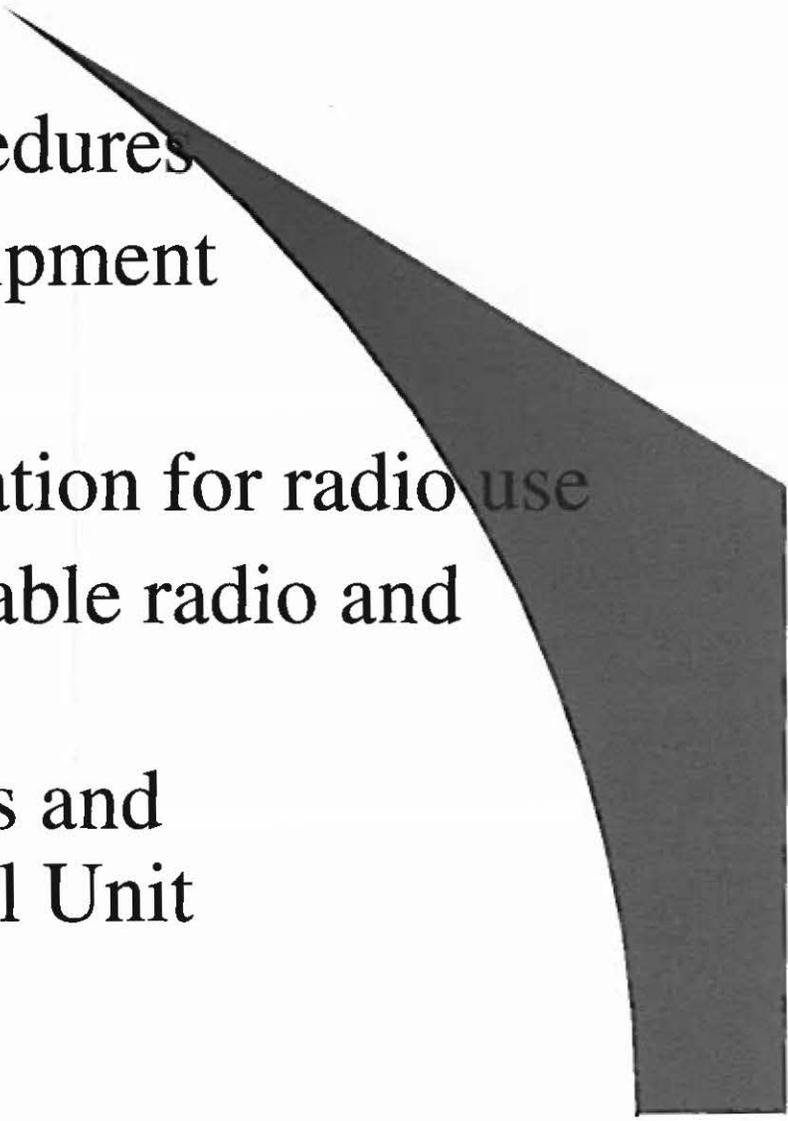


RNC COMMUNICATIONS

Radio Procedures



Introduction

- Define proper radio procedures
 - Ensure proper use of equipment
 - 10 code
 - Industry Canada qualification for radio use
 - Familiarization with portable radio and Unit radios
 - Familiarization with areas and responsibilities as a Patrol Unit
- 



10 Code

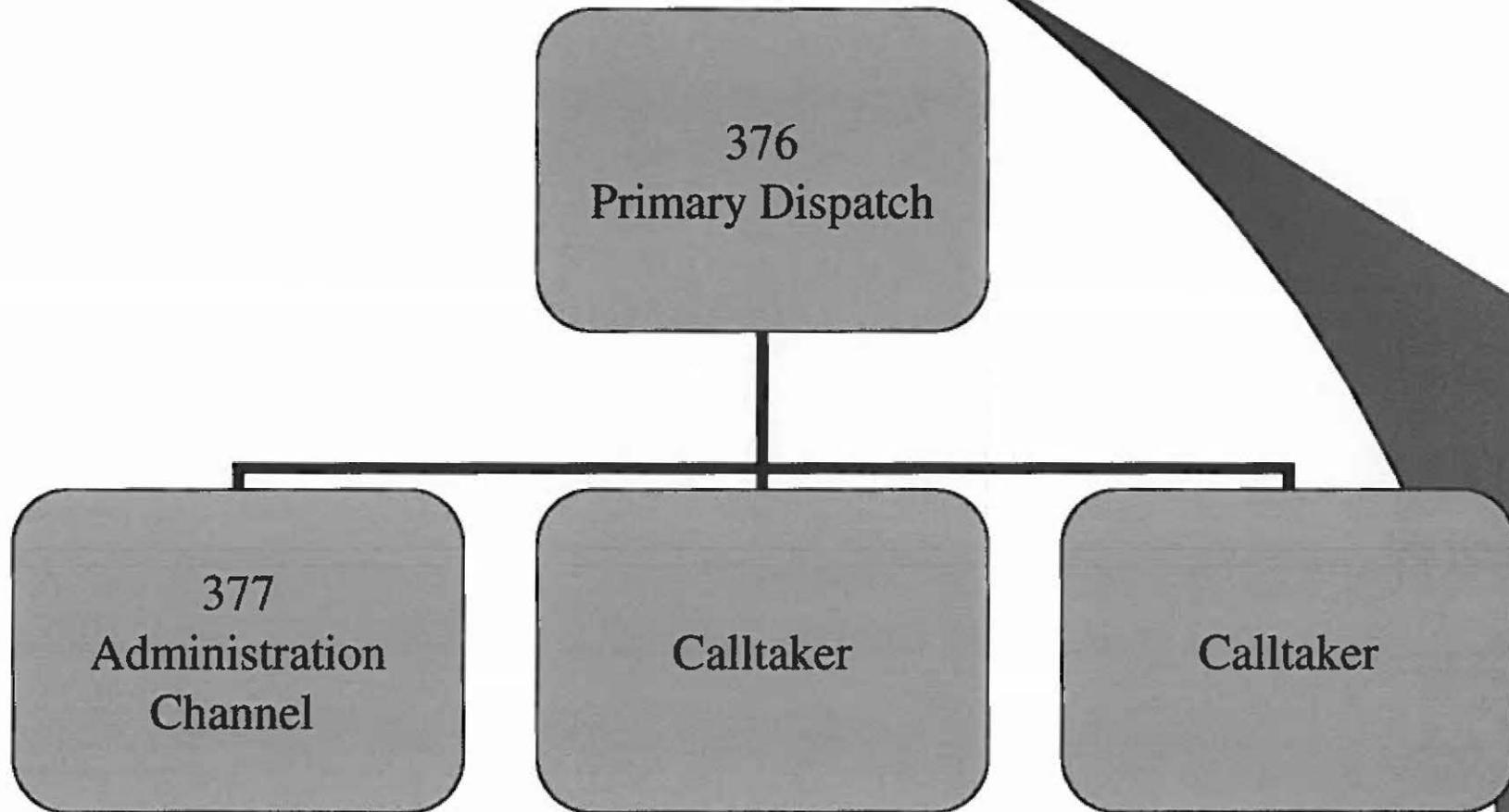
- These codes are used by our Police force, and are NOT uniform for all agencies.
- Codes must be memorized and will be tested.
- Oftentimes used when 10-62
- 10-33,

10-33

- Code means??
- Give example of use??
- Be prepared for response.



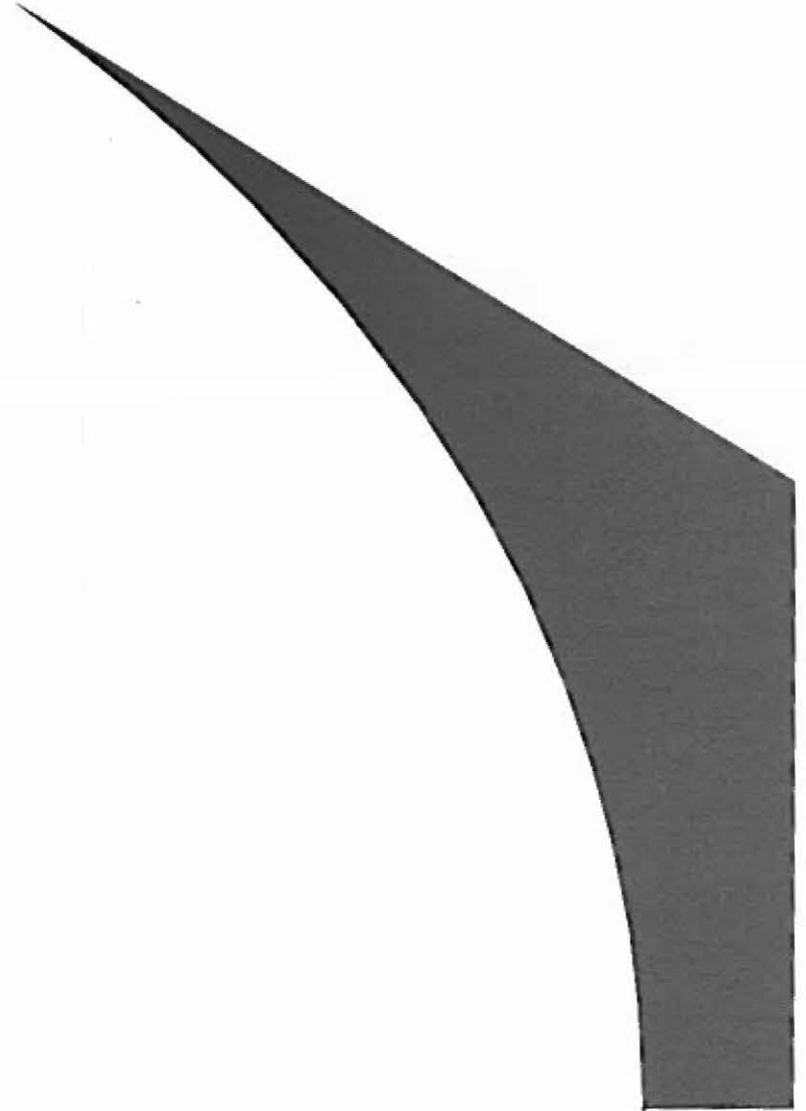
Dispatch/Comm Centre





376

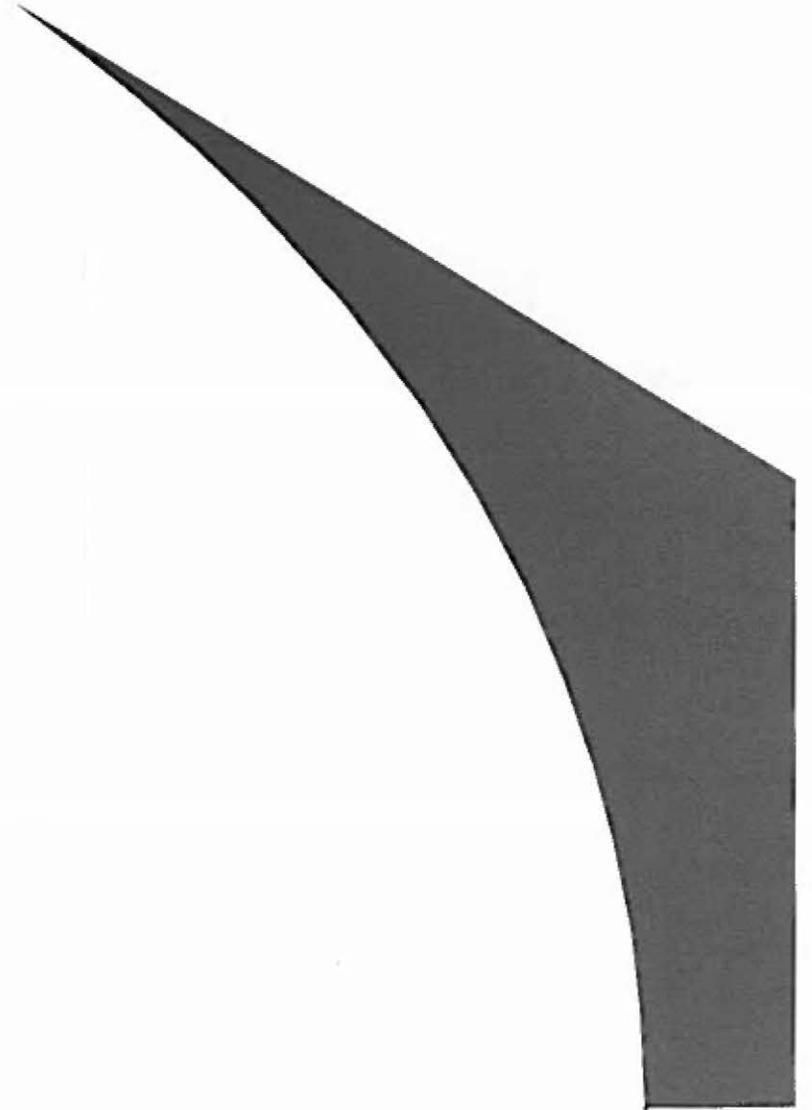
- Used for Primary Dispatch
- Directs resources
- If you have issue with direction, contact your NCO
- No arguing with Dispatch.
- All voice recorded, phones, radio, all comm communications.
- Not to be used for Chat chat



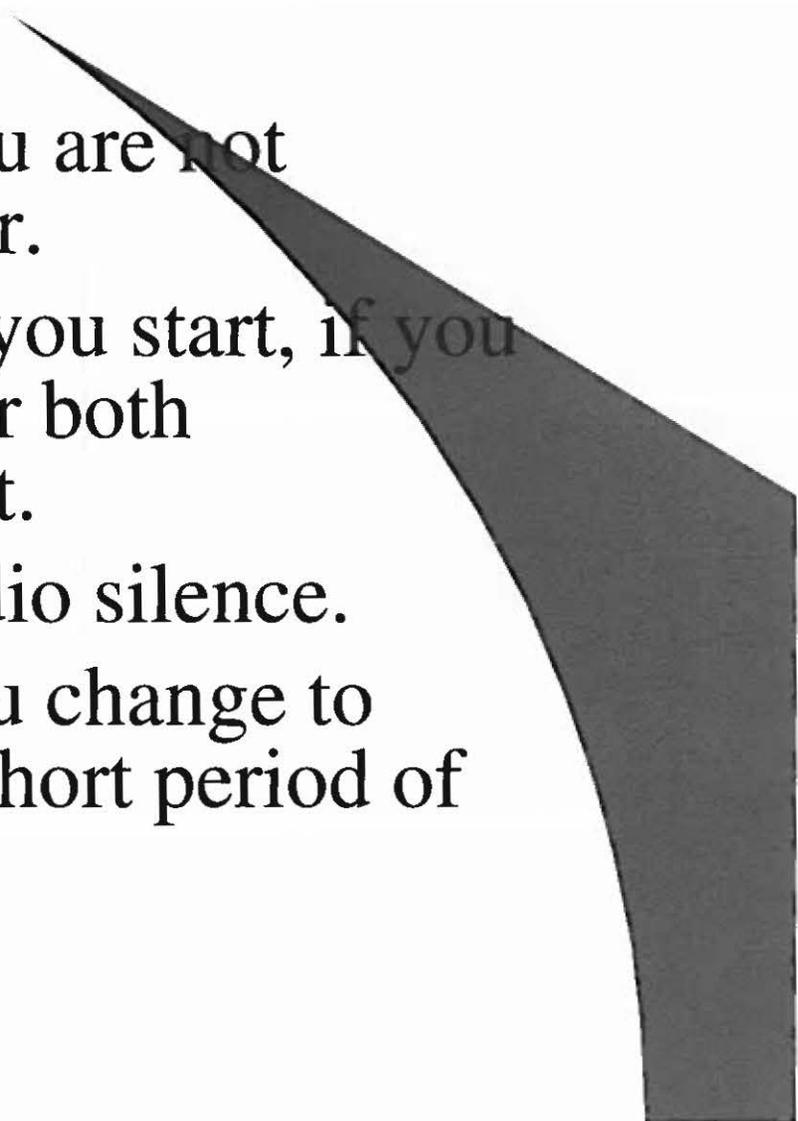


376 cont.

- Do not call all one time with message...eg. 376 this is 255 10-23
- Call in for acknowledgement first...eg, 376, 255. Go ahead 255. 255 is 10-23
- This may be surpassed if an emergency.



376 cont.

- Always wait to insure you are not broadcasting over another.
 - Wait for clear air before you start, if you do broadcast over another both transmissions may be lost.
 - Dispatch may request radio silence.
 - Dispatch may request you change to another talk group for a short period of time.
- 

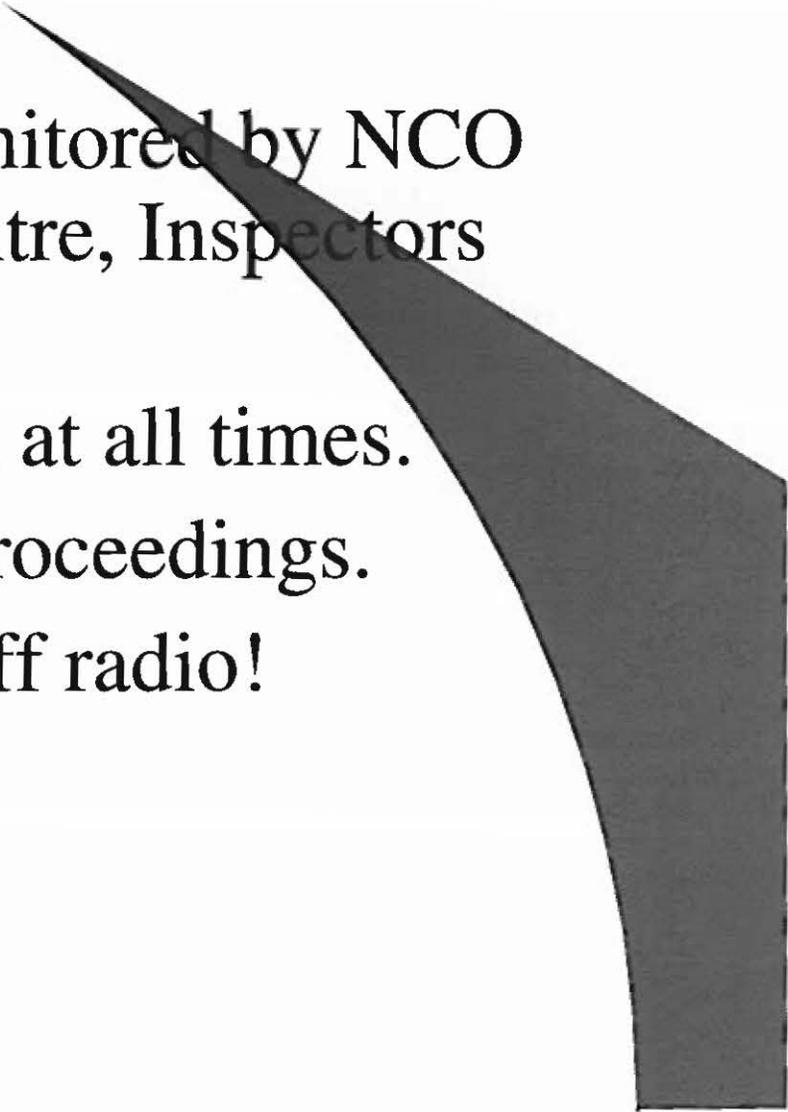
376 cont.



- You must answer your radio!
- After three attempts to reach you a file is to be generated for Officer Not Responding.
- File is assigned to your NCO for investigation.



376 cont

- All transmissions are monitored by NCO of shift, NCO Comm Centre, Inspectors and higher ranks.
 - Must remain professional at all times.
 - Could be used in Court proceedings.
 - All derogatory remarks off radio!
- 

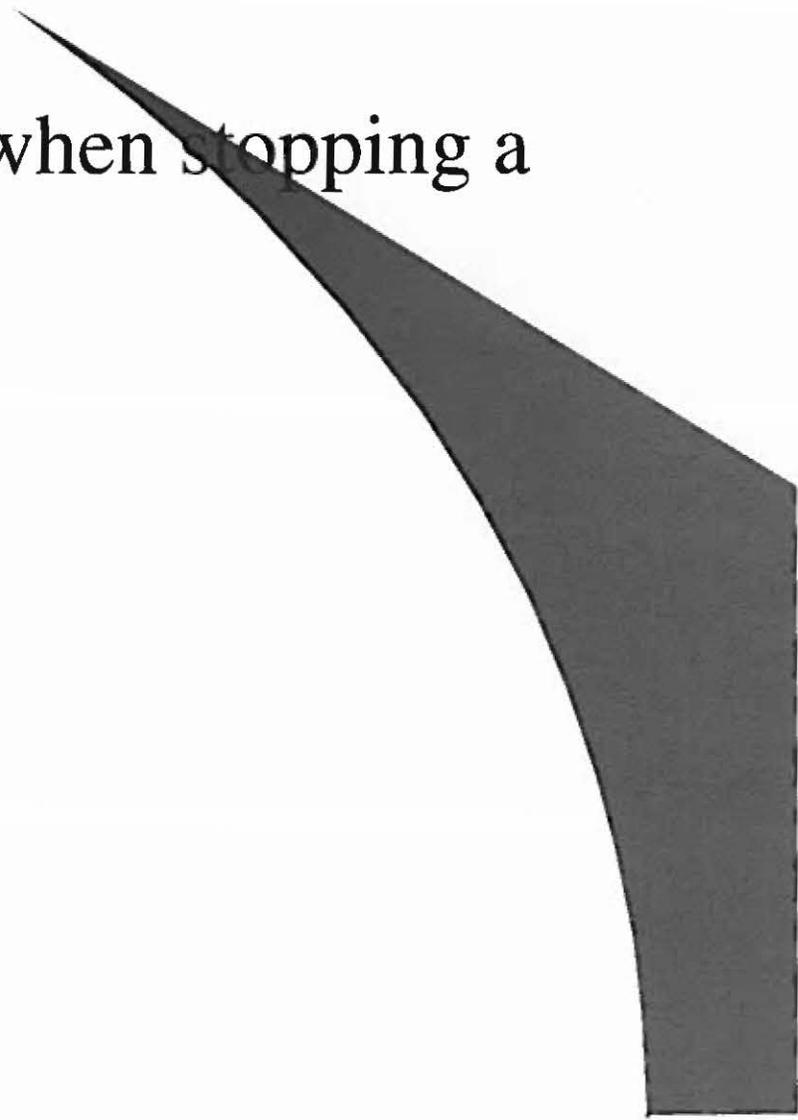
376 cont.

- Traffic stops!! Major safety issues.
- Why should you call them in???



376

- What should you call in when stopping a vehicle??



376 cont.

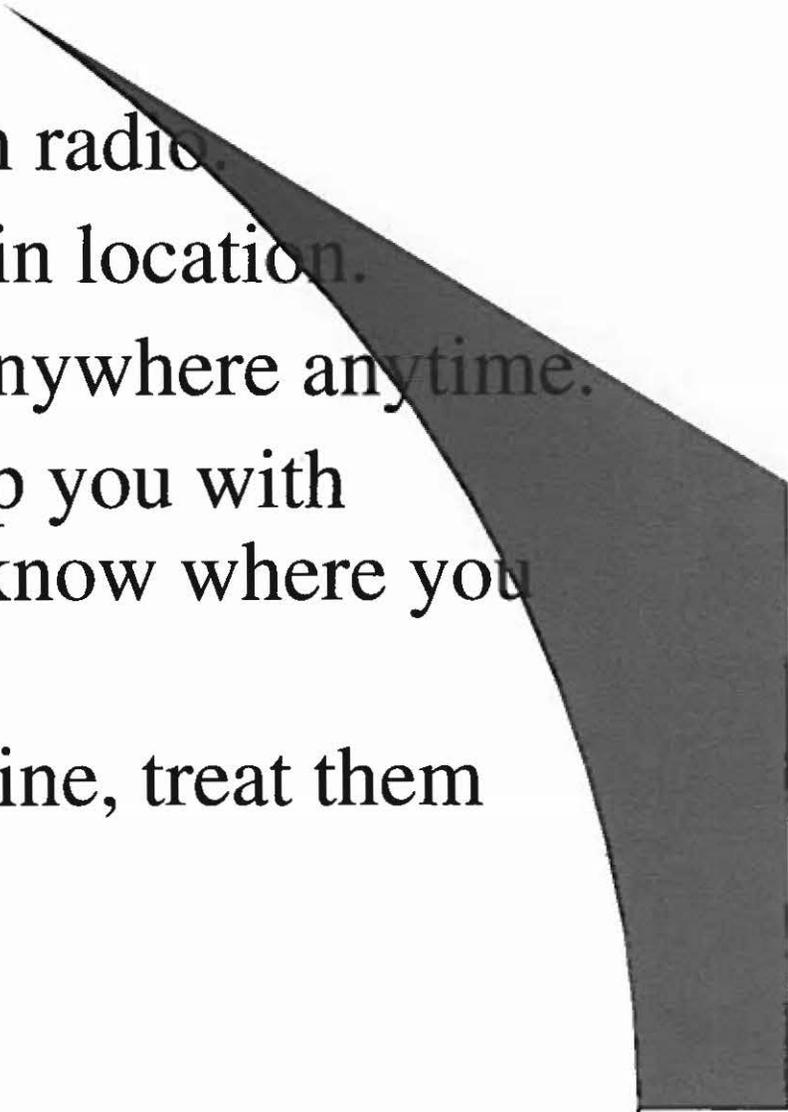
- You must call in 10-23, 10-24, and notify dispatch where you are at all times.....why?



376...cont

- Your lunch is paid, you are responsible for your area and calls in your area while on lunch.
- Dispatchers will often hold calls depending on priority until you finish lunch but be prepared to be called out regularly.
- **YOU MUST BE AVAILABLE ON LUNCH!!!**

376....cont

- There are “dead zones” in radio.
 - Be prepared, always call in location.
 - Police could be a target anywhere anytime.
 - Comm Centre cannot help you with assistance if they do not know where you are!
 - Comm staff are your lifeline, treat them with respect.
- 

376 cont.....

- 
- If you hear a emerg, maintain radio silence until called.
 - If your calling in you could be preventing a fellow Officer's emergency broadcast.



376 cont.....

- The dispatcher controls who goes where. Often they know more about operations that may be ongoing, who is busy, who must remain available.



376 cont....

- Outgoing lines fro 376 are for
OUTGOING CALLS ONLY!
- Do not call in on these lines.
- To reach dispatch call [REDACTED]
[REDACTED]
- Or 8280 when inside office.

COMMUNICATIONS



- **1. General:**
- a. The purpose of this policy is to prescribe the basic radio telephone procedures that will be used by "all" members communicating on the Royal Newfoundland Constabulary Police Radio Communication System.
- b. It is intended to reduce unnecessary and frivolous radio traffic thus ensuring effectiveness, added protection and an air of professionalism to Police Radio Communication.
- c. As a Twenty Four (24) hour emergency response service, the radio transmission can, in seconds, change from routine traffic to information about an officer or citizen in a life threatening situation.

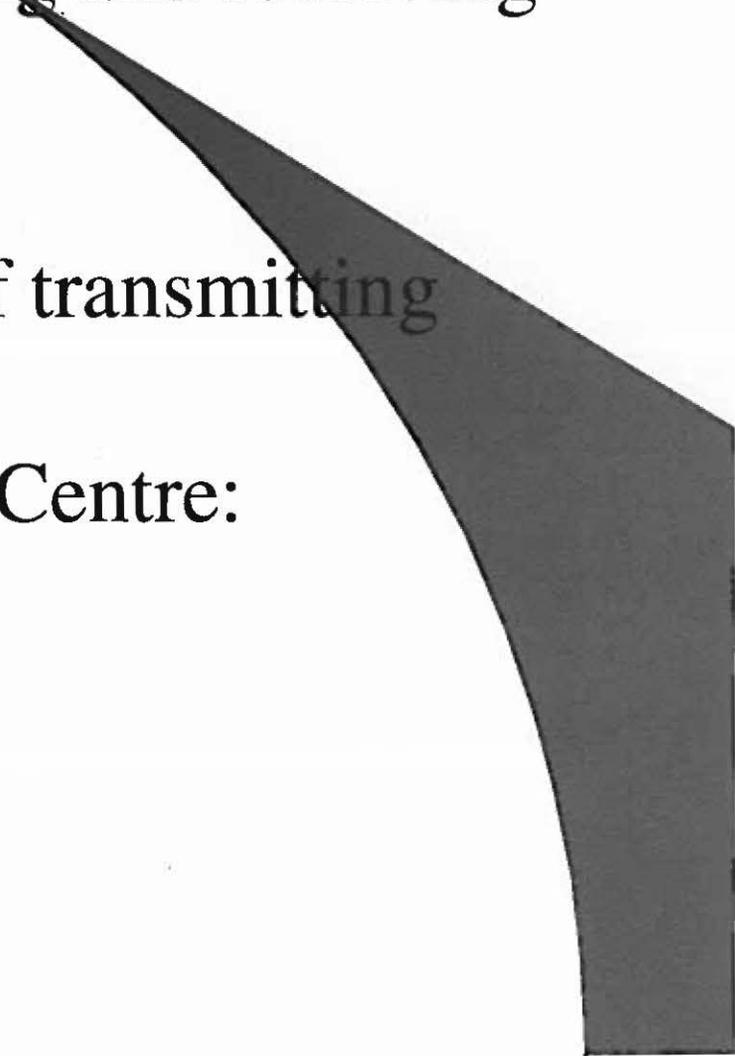
- d. In order to fulfill our mandate to the public, and our members, police communications must be strictly controlled to ensure efficiency and security.
- e. Members and radio users must be ever cognizant of the fact that they are being constantly monitored by persons of varying backgrounds including the electronic media. By the use of poor radio voice procedures, the user could seriously jeopardize an investigation or bring some form of discredit to the force. The police radio plays a significant role in force imagery because of its large listening audience.
- f. This policy is intended to assist members in their tasks as it relates to our mandate in the community.

- g. It is impossible to cover every situation that may arise on the Police Radio System so the operator must ensure that good common sense and professionalism is always used.





- **Definitions:**
- a. Dispatch Control:
- The radio receiver/transmitter used by a dispatcher to transmit and/or receive messages at the Base Station.
- b. Dispatcher:
- The person operating the radio in Dispatch Control.

- Mobile Unit:
 - A department automobile equipped with a radio capable of transmitting and receiving messages.
 - d. Portable Unit:
 - A portable radio capable of transmitting and receiving messages.
 - e. O.I.C. Communications Centre:
- 

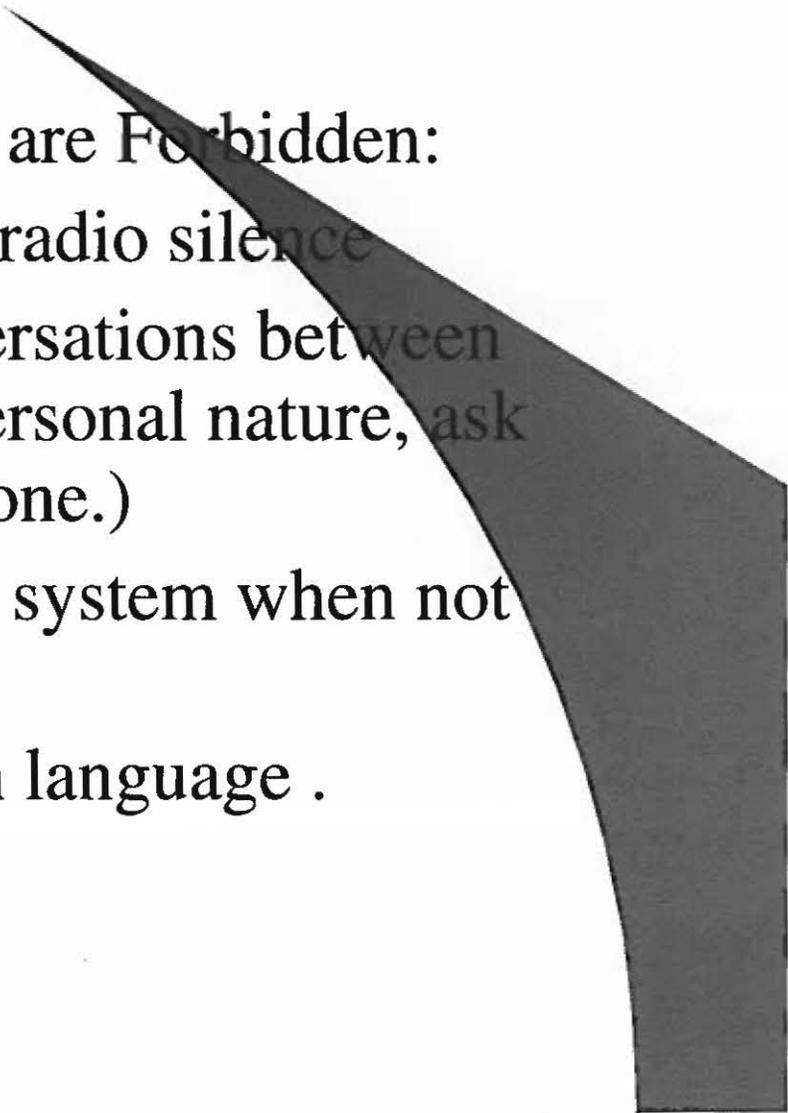
- The Sergeant i/c Communications Centre.
- f. Mobile Unit Operator:
 - The person operating the radio in a mobile unit.
- g. Portable Unit Operator:
 - The person operating a portable radio.
- h. Transmission:
 - All air traffic handled between Dispatch Control and Mobile or portable units

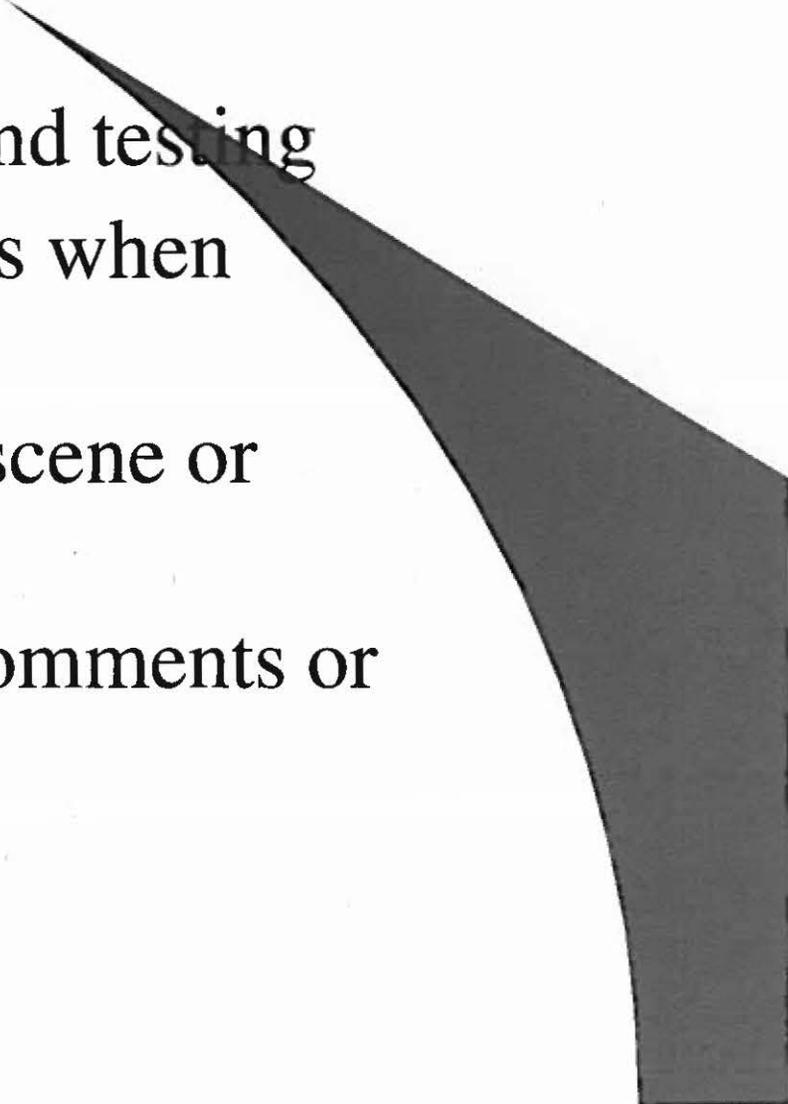


- **Discipline:**
- a. Good discipline is essential to the efficient working of police Communications. All superior ranks are responsible for monitoring, enforcement and use of proper voice procedures on the RNC Radio System.



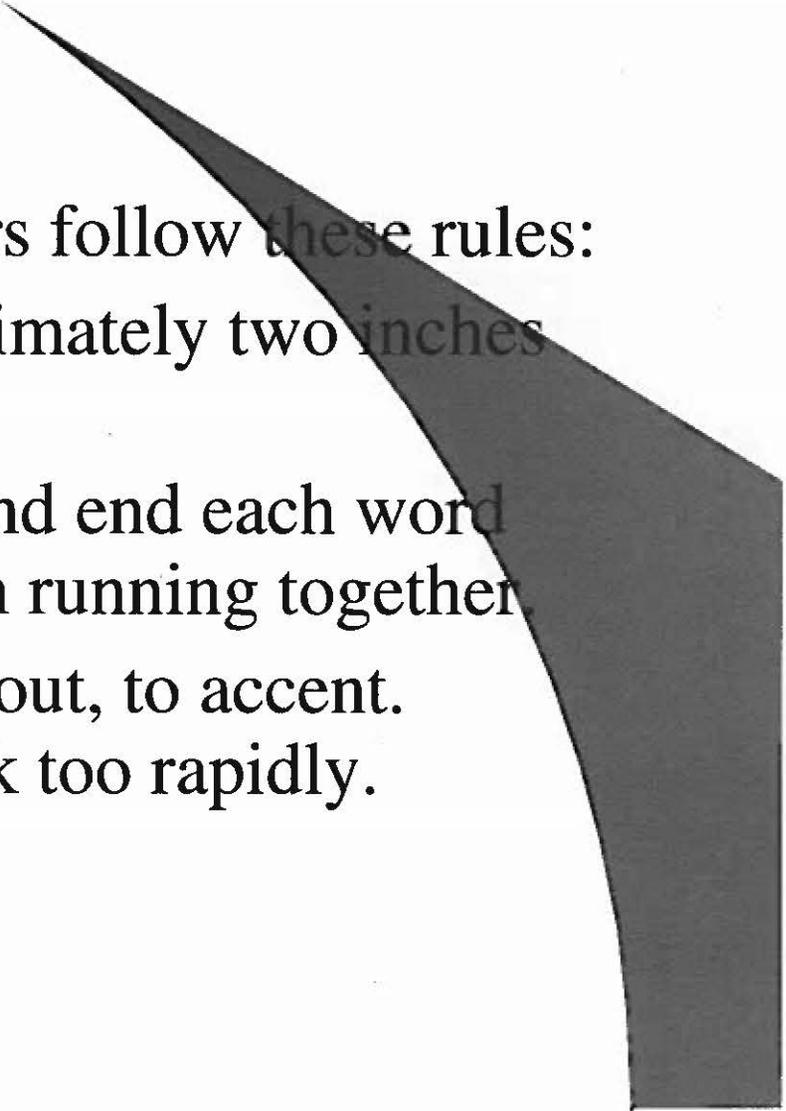
- b. Radio Discipline Includes:
- (1) Correct use of procedures
- (2) Correct use of phraseologies
- (3) Proper utilization of Police Radio equipment.
- (4) The delegation of police channels.

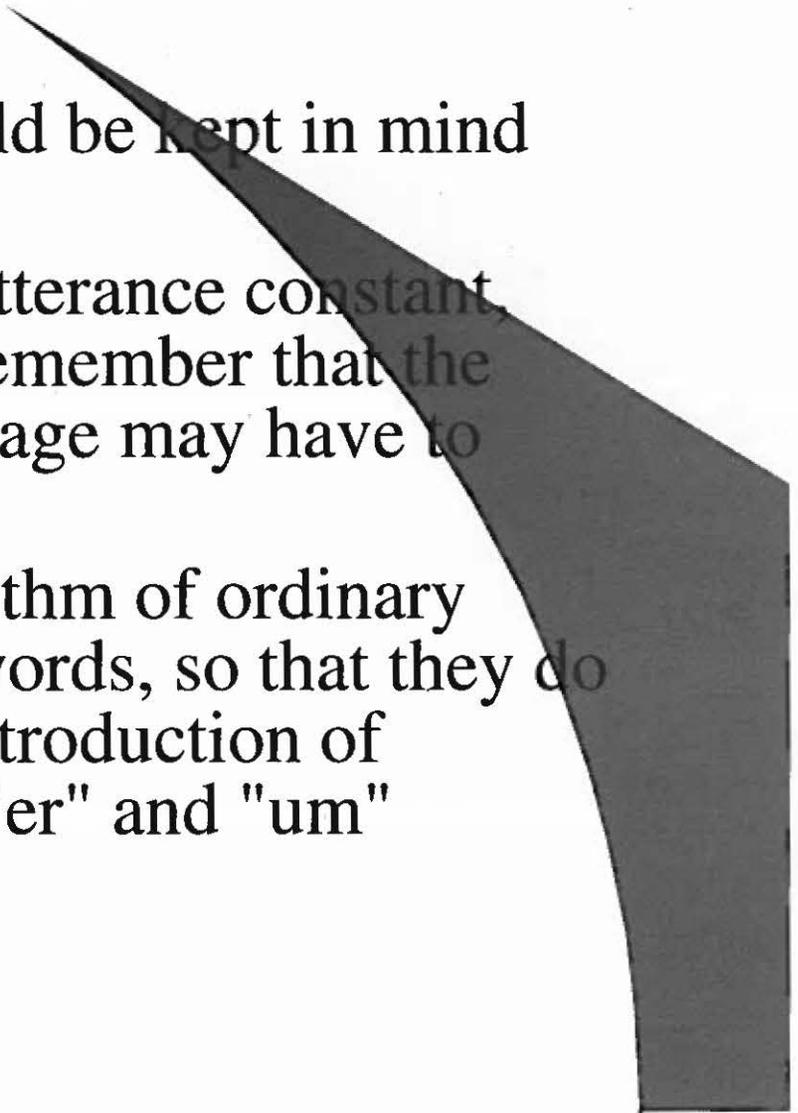
- c. The Following Procedures are Forbidden:
 - (1) Unnecessary violation of radio silence
 - (2) Unofficial personal conversations between operators (If message is of personal nature, ask the operator to call by telephone.)
 - (3) Transmitting on the radio system when not authorized to do so;
 - (4) Unauthorized use of plain language .
- 

- (5) Unnecessary tuning and testing
 - (6) Use of personal names when unnecessary;
 - (7) Profane, indecent, obscene or derogatory language.
 - (8) Use of unnecessary comments or opinions by operator
- 

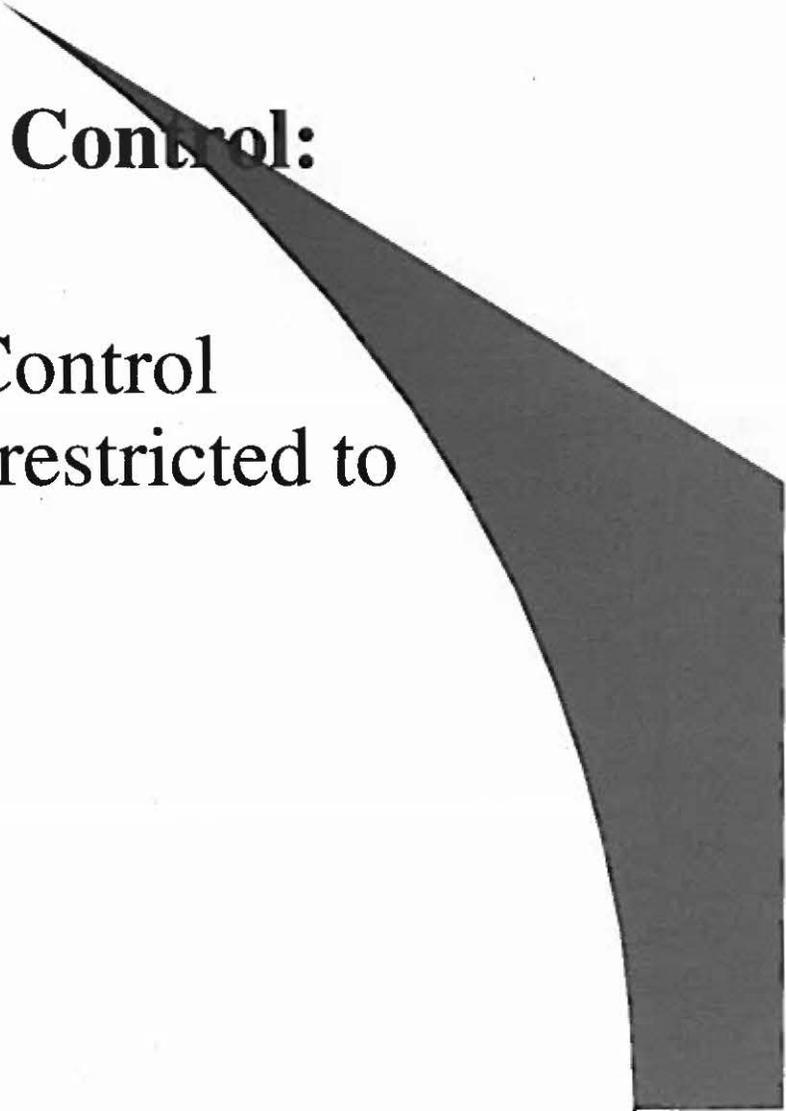


- d. Other Restrictions:
- (1) Except in emergency situations, information which can be communicated by telephone will not be processed through the Communications Centre.
- (2) The instructions of the dispatcher must be accepted unless countermanded by a supervisor. The dispatcher may assign duties, but may not direct operations.
- (3) All radio units must be "on the Air" when in service and must report "in" and "out" of service

- **6. Speech Transmission:**
 - a. Professional radio operators follow these rules:
 - (1) Keep microphone approximately two inches from the mouth.
 - (2) Speak all words plainly and end each word clearly to prevent words from running together.
 - (3) Avoid any tendency to shout, to accent syllables artificially, or to talk too rapidly.
- 

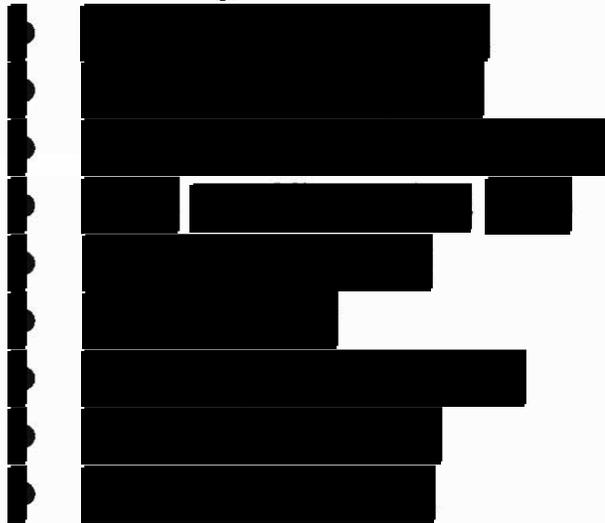
- b. The following points should be kept in mind when using radio telephone:
 - (1) Speed: Keep the rate of utterance constant, never too fast nor too slow. Remember that the operator receiving your message may have to write it down.
 - (2) Rhythm: Preserve the rhythm of ordinary conversation. In separating words, so that they do not run together, avoid the introduction of unnecessary sounds such as "er" and "um" between words;
- 

- (3) Calling: Before transmitting, every operator shall listen for a period long enough to satisfy himself/herself that he/she will not cause harmful interference to transmission already in progress. Remember that the name or call sign of the station being called is spoken first followed by "this is" and your own station's identity

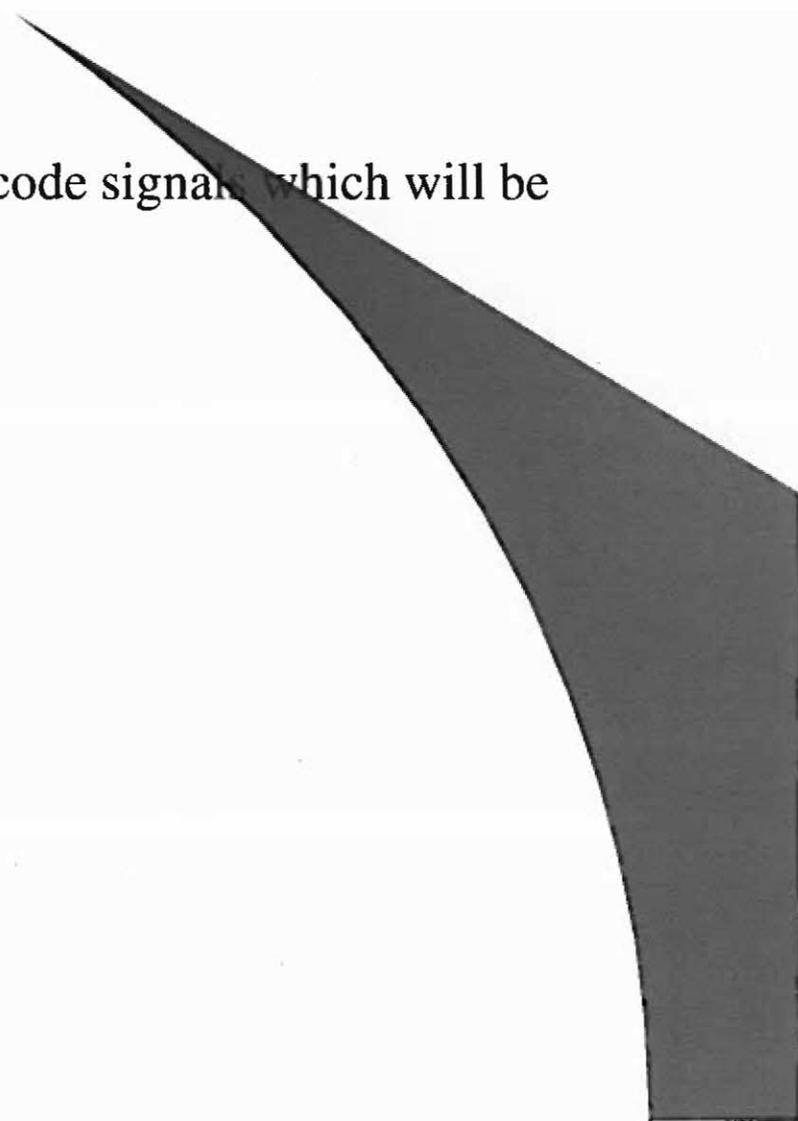
- **Admittance to Dispatch Control:**
 - Admittance to Dispatch Control (Communication) area is restricted to authorized personnel.
- 

10-code

- **10 Codes:**
- The following are the Department "10" code signals which will be used by members:



- 10-10 -- negative



[REDACTED]

[REDACTED]

[REDACTED]

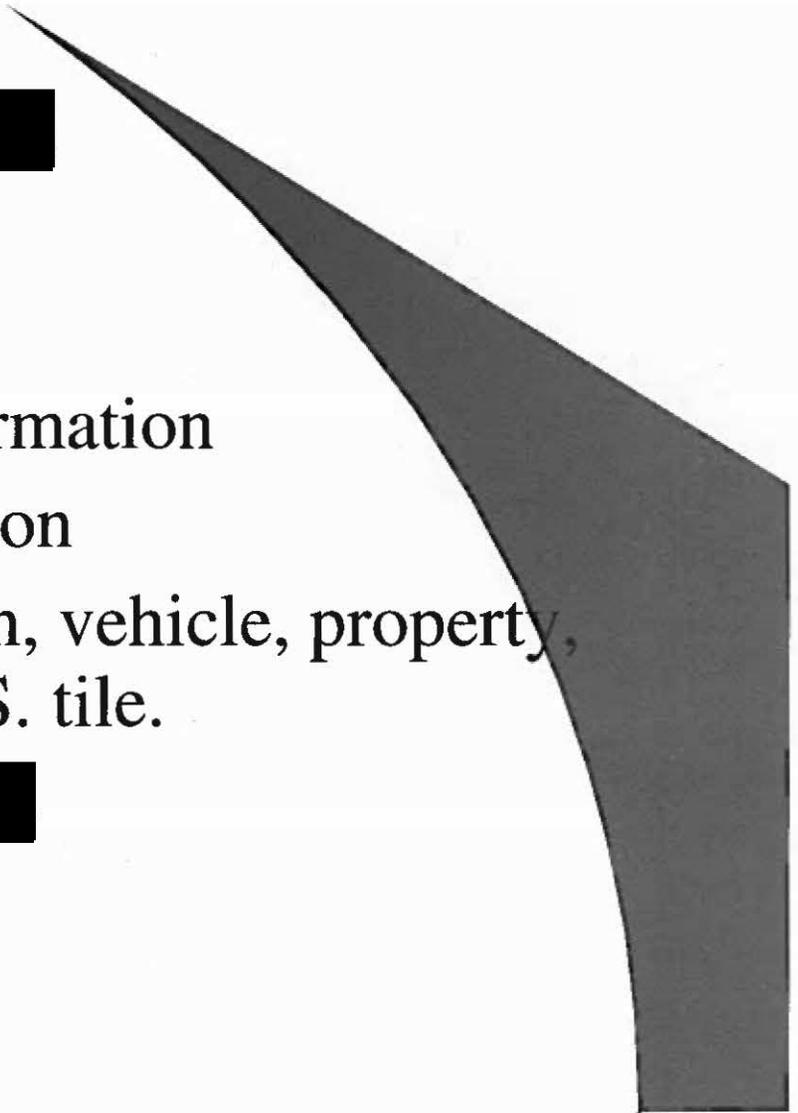
[REDACTED]

[REDACTED]

[REDACTED]

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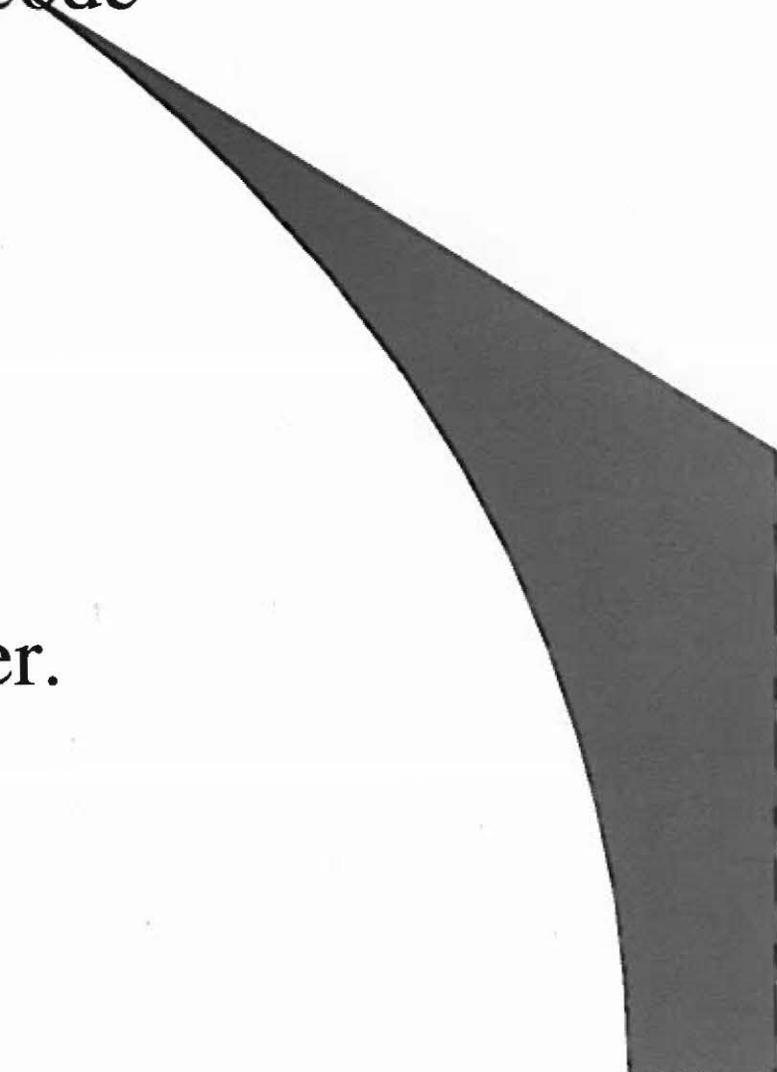
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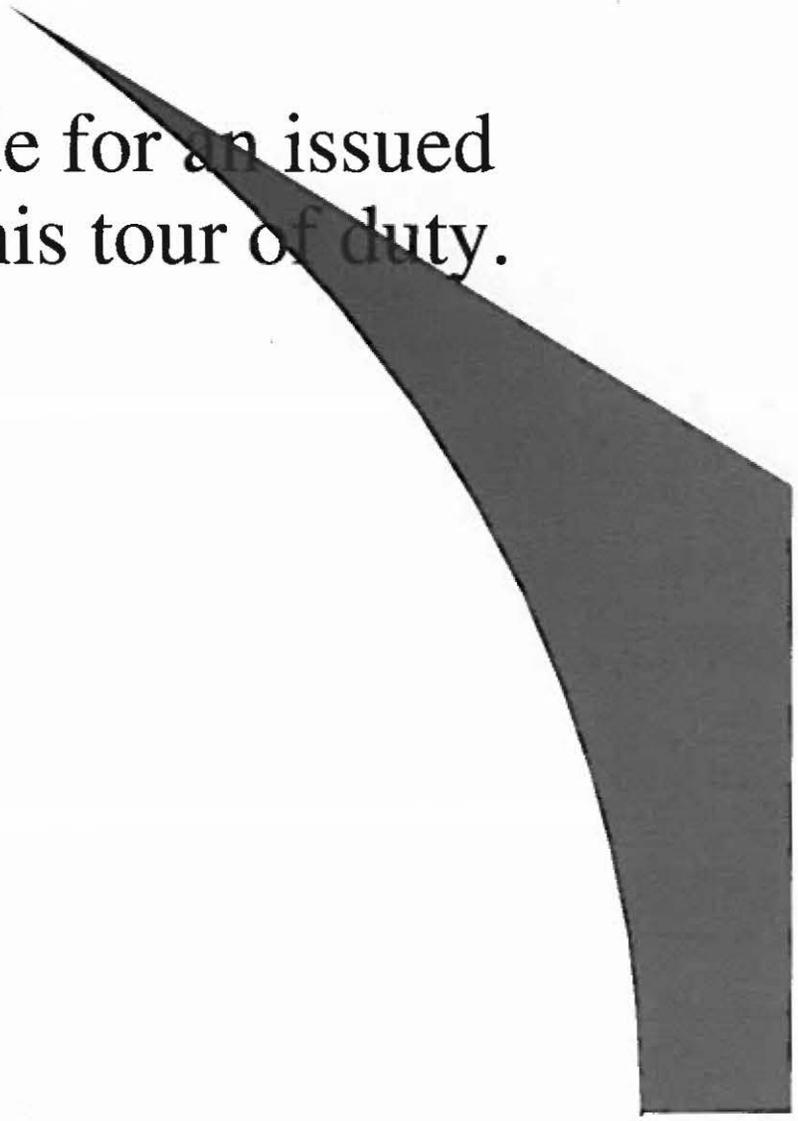
**Hey Boy,
Where's the
DOPE?**

**Is this
a trick
question?**

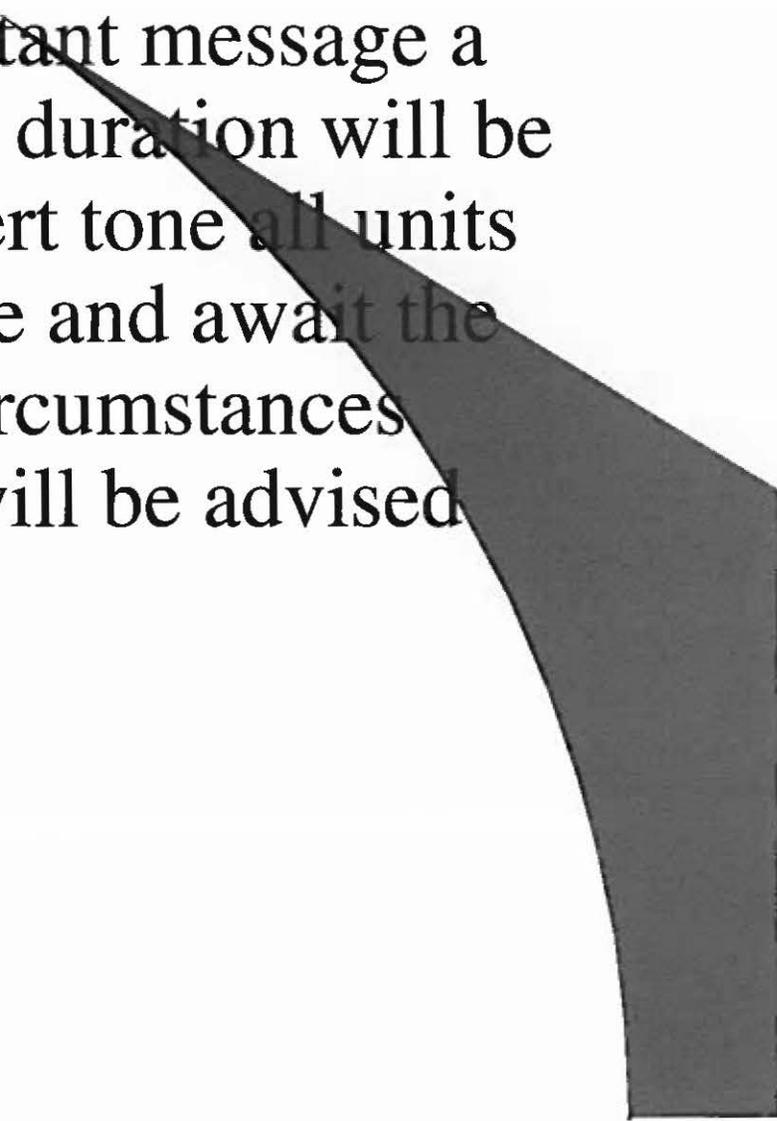
- 10-30 -- danger/caution - code
 - may be followed by:
 - "victor" - violence
 - "echo" - escape
 - "mike" - mental
 - "sierra" - suicidal
 - To qualify nature of danger.
- 

Portable Radios:

- Each officer is responsible for an issued radio at all times during his tour of duty.

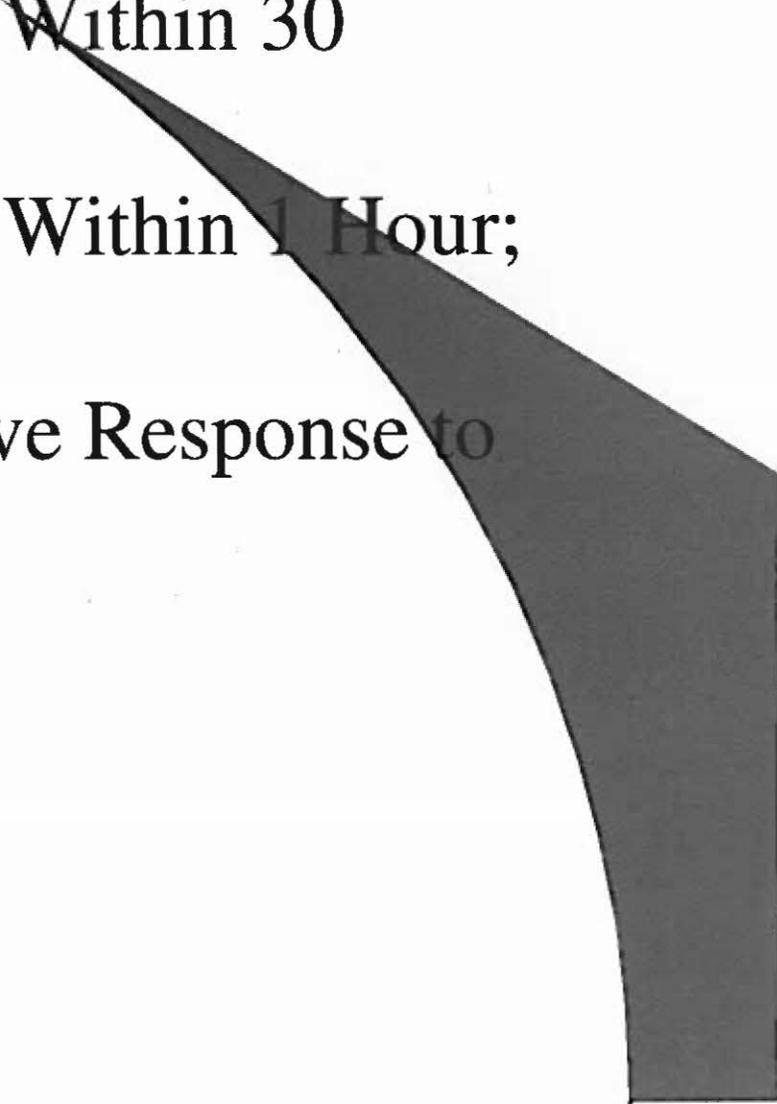


- The following will help achieve better results with portables:
- (1) While in service leave portable switched on. This will extend the battery life.
- (2) Do not hold or carry portable by the antenna.
- (3) Hold the portable in an upright position when transmitting.
- (4) Report any trouble with the portable on Radio Repair Form.
- (5) If the location of use is a "Dead Spot", switch channels and request that transmitting channels be changed through Communications Centre.
- (6) Report all "Dead Spots" to O.I.C. Communications Section for future reference.

- **Alert Tones:**
 - To alert units of an important message a high pitched tone of short duration will be used. On receiving the alert tone all units will maintain radio silence and await the message, unless urgent circumstances dictate otherwise. Units will be advised prior to an alert tone test.
- 

Priority of Calls:

- a. Calls for service from the public will be in accordance with the call classification system of the Differential Police Response Program (DPR). Personnel assigned to the Communication Centre will determine the appropriate response in accordance with established criteria as outlined in the DPR Users Manual. This will ensure a formal prioritization of calls for service with four basic responses, namely:

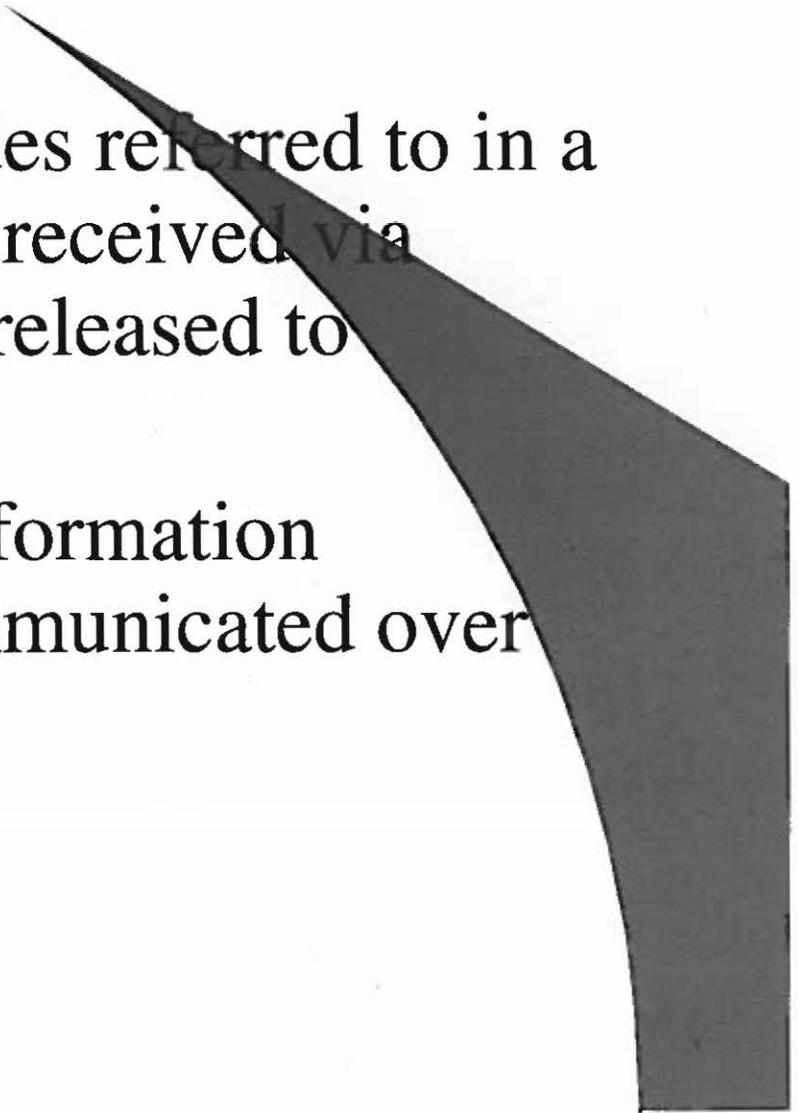
- 1) Priority #1 - Immediate Response;
 - (2) Priority #2 - Dispatch Within 30 Minutes;
 - (3) Priority #3 - Dispatch Within 1 Hour; and
 - (4) Priority #4 - Alternative Response to Mobile Dispatc
- 

General Broadcasts:

- a. The dispatcher shall ensure that any messages received from C.P.I.C., which may assist members in the field, are summarized and made the subject of a General Broadcast as soon as practicable after receipt.
- b. Information of an urgent nature, which may effect officer and/or public safety, shall be summarized and broadcast on all channels upon it's receipt. Information of this nature will rebroadcast at the discretion of the Dispatcher.

Radio Transmission of Confidential C.P.I.C. Information:

- a. The radio response to a request for a C.P.I.C. query of the persons file shall, where applicable, be coded according to the appropriate response code.
- b. When providing a radio response code in accordance with subsection(a) an indication shall also be given, where applicable, of the caution code.

- c. The radio response codes referred to in a & b relate to information received via C.P.I.C. and shall not be released to unauthorized persons.
 - d. Full criminal record information received shall not be communicated over the Police Radio System.
- 

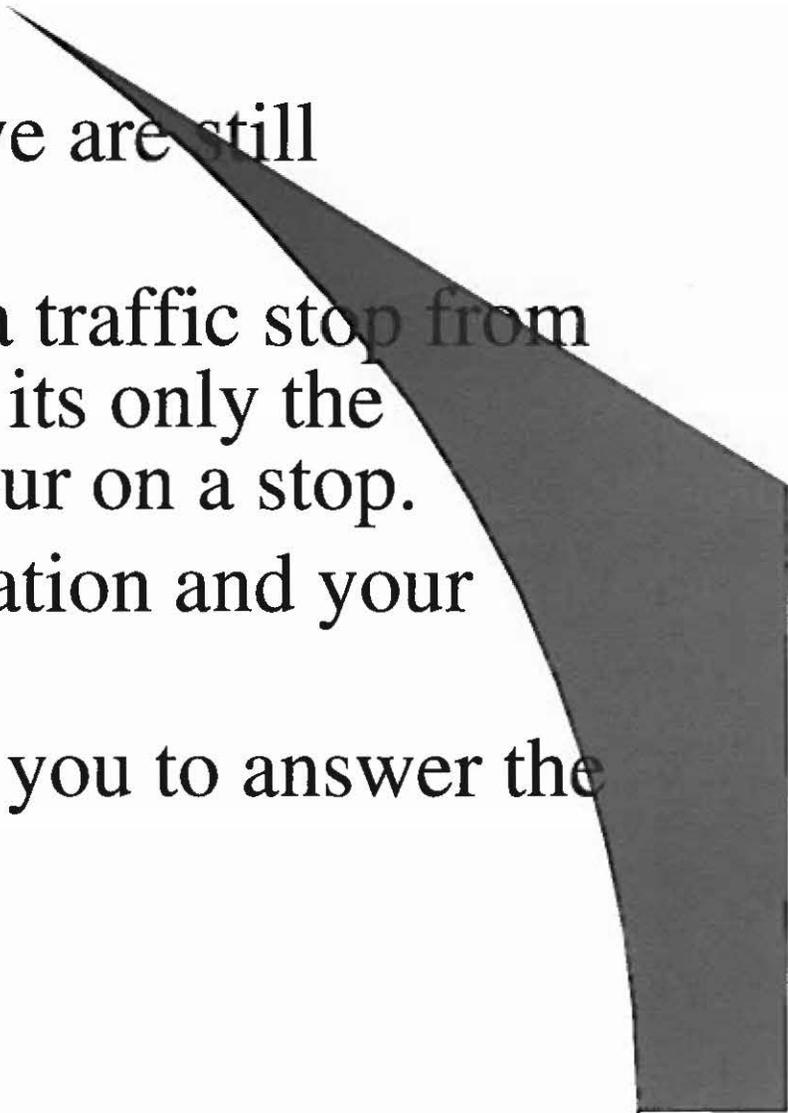
- A station is understood to have a good signal and readability unless otherwise notified.
- b. On-the-air tests, when necessary, should be short. Do not interfere with other communications. The readability of signals may be reported in plain language but most often is reported according to the following scale:
 - (1) unreadable
 - (2) readable now and then;
 - (3) readable but with difficulty;
 - (4) readable;
 - (5) perfectly readable.



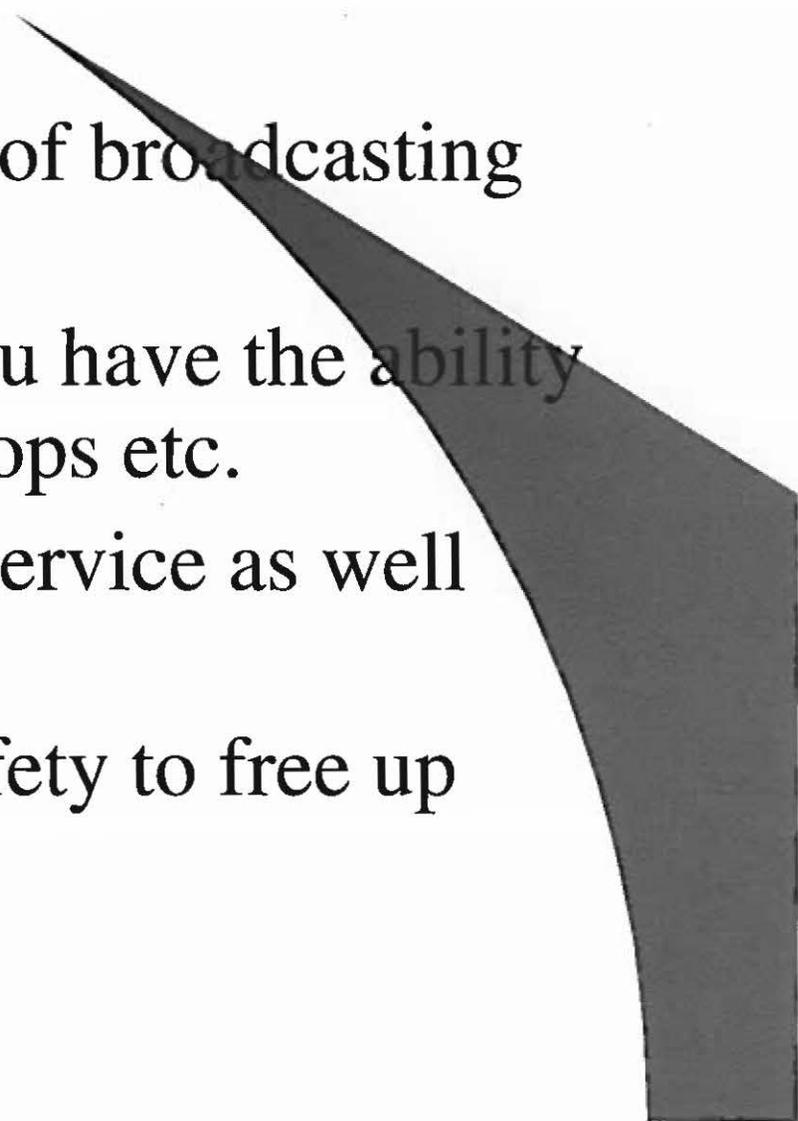
COMMUNICATIONS WITH LAPTOPS MDT/MRE

- Intention of laptops are to streamline dispatch and reduce radio traffic.
- Priority 3 calls will not be broadcasted but sent via the laptop.
- Priority 1 calls will still be sent via voice.
- You will have the ability to check the dispatch que to determine if there are calls in your area.

Laptops cont...

- This system is new and we are still working out the bugs
 - You can put yourself on a traffic stop from the laptop, but remember its only the dispatcher who knows your on a stop.
 - You can change your location and your status.
 - This system still requires you to answer the radio.
- 

Laptops cont....

- What are the advantages of broadcasting stops, locations etc.
 - Even with this system you have the ability to broadcast locations, stops etc.
 - You can put yourself in service as well with MDT/MRE
 - Do not compromise your safety to free up radio system.
- 

Barry Constantine

From: Peter Deveraux
Sent: Thursday, January 26, 2017 3:26 PM
To: Barry Constantine
Cc: Peter Deveraux
Subject: FW: 10-29 checks

Insp.
As you requested.
pete

From: Peter Deveraux
Sent: Wednesday, January 25, 2017 1:12 PM
To: Annette Chaytor; April Gibbons; Bernard Jesso; Cathy Snelgrove; Cheryl Phillips; Claire Priddle; Danielle Green; Darrell Hillier; Edward A. Murphy; Gerard Ryan; James M. Osborne; Jayne Hann; Jennifer Mccreath; Jennifer O'Keefe; Joseph Earles; Karen Hogan; Krista L. Lindstrom; Les Hynes; Lester Parsons; Marilyn Bailey; Mark Oram; Melissa Ralph; Natalee Ziemanis; Owen Todhunter; Paul Fifield; Peter Deveraux; Samantha Slaney; Stephanie Caul; Stephen Fitzgerald; Tammy Brinson; Tanya D. Fernando
Cc: Peter Deveraux; Joe Boland
Subject: FW: 10-29 checks

All Communication Center staff

Please review the below emails.
Pete

From: Joe Boland
Sent: Wednesday, January 25, 2017 12:30 PM
To: Peter Deveraux
Cc: Barry Constantine
Subject: FW: 10-29 checks

Peter,

Can you forward the emails below to all staff in the Communication Center. It was brought to my attention that not all Communication Center employees received my response to Danielle Green's question. The only persons I know that did were Danielle and Sgt. Jesso.

Tks...Joe

From: Joe Boland
Sent: Tuesday, December 27, 2016 9:36 PM
To: Danielle Green; Bernard Jesso
Subject: Re: 10-29 checks

Yes that's correct. I am referring to all checks that come back from a 10 - 29, (PERS, CNI and CFRO) I am not asking for the Criminal Records check.

Joe

When completing a 10-29 ensure that all CPIC response messages including the PERS, CNI, CR and any additional information is disclosed to a member.

Supt. Joe Boland
OIC Operational Support Services
Royal Newfoundland Constabulary
St. John's NL, A1C 2G2
(709) [REDACTED] 314 (office)
(709) [REDACTED] 159 (cell)

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Joe

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Danielle Green
Sent: Tuesday, December 27, 2016 8:03 PM
To: Bernard Jesso
Cc: Joe Boland
Subject: RE: 10-29 checks

Just for clarification. The CR is not done automatically. You have to get the FPS # from the CNI, if its positive. Do you mean PERS, CNI, and CFRO? CFRO is done automatically with PERS and CNI.

From: Bernard Jesso
Sent: Friday, December 23, 2016 12:43 PM
To: Claire Priddle; RNC Communications Centre
Subject: FW: 10-29 checks

Please see attached

From: Joe Boland
Sent: Friday, December 23, 2016 12:22 PM
To: Bernard Jesso
Subject: 10-29 checks

To all Communication Center employees,

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Supt. Joe Boland
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Course Division Report

Public Protection Services
 Public Protection Services
 ROYAL NEWFOUNDLAND CONSTABULARY

Course:	Employee Name:	Start Date	End Date	Travel Cost	Registration	Reimburse	Educational Institution Instructor	Number of Hours
COMMUNICATIONS COURSE - RNC DEVELOPED & DELIVERED - COMM TECH TRAINING								
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00		
	ORAM, MARK	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00		
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	
	[REDACTED]	2010/10/25	2010/10/29	\$ 00	\$ 00	\$ 00	RNC - ST. JOHN'S	

Total Employees: 8

Total Hours: 0