

Hamden Police Department General Orders

Policy Number: 017-001

Effective Date: August 01, 2005

Section: Communications

Rescinds:

Title: Radio Procedures

Approved By:

Approval Date:

PURPOSE

To provide for the safety of all officers in the field and to be able to check on the status of on duty units.

POLICY

The safety of officers in the field is a main concern of the department. Units that do not answer radio calls may need assistance. It is with this in mind that the following procedures are established.

Procedures

A. Responsibilities of Communications Technicians

1. When calling a unit in the field and they do not respond the Dispatcher will:
 - a. Check to see if the unit is out of service i.e. on a call, M/V stop, lunch etc:
 - i. If unit is on a call, m/v stop and they do not answer in reasonable time, have another unit check on his/her status.
 - b. Continue to try and contact the unit for up to one minute using the alert 1 tone prior to calling.
 - c. The dispatcher will then make one last attempt and if no response will then take a time and number.
 - d. The CAD/CFS will be classified as a Failure to Answer Radio I.C. 4880.
 - e. The dispatcher will then notify the desk supervisor that he has been unable to contact the unit and a time and number has been taken.
 - f. The dispatcher will continue trying to raise the unit making calls at least every 30 sec. as work load permits.
 - g. If contact is made dispatcher will:

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- i. Will clear the CAD documenting the time contact was made with the unit.
- ii. Will contact the desk supervisor and advise him that contact has been made.

h. If contact is not established the dispatcher will:

- i. Contact the desk supervisor and the shift supervisor and advise them that the unit is still not answering the radio.
- ii. Receive further instructions from the Shift Supervisor or desk supervisor on locating the unit.

B. Responsibilities of the Desk Supervisor/Shift Supervisor.

1. When notified by the dispatcher of a unit not answering radio calls the desk officer will:
 - a. Confirm with the dispatcher that a time and number has been taken.
 - b. If not a patrol unit notify a supervisor of the unit involved if working.
 - c. Contact the Shift Supervisor and notify him of the situation.
 - d. If the Shift Supervisor is off then the Senior Sgt. on duty will be notified.
 - e. Continue to monitor the situation and direct units if need be to locate the unit.
 - f. Instruct the unit when located to do a case incident report on his/her actions using the time and number initially taken.

C. Responsibility of the Shift Supervisor.

1. To review the case incident report submitted by the officer on the incident.
2. Forward a copy of the report to the Patrol Commander with his recommendations.
3. Forward a copy of the report to the Internal Affairs Division.