
	<b>SPRINGFIELD POLICE DEPARTMENT</b> <b>POLICY MANUAL</b>	<b>POLICY</b> <b>#81.2.4</b>
EFFECTIVE DATE 10/9/23	 Andrew Shearer, Chief of Police	ACCREDITATION REFERENCE 3.1.2

# Communications Equipment

## 81.2.4.1 PURPOSE AND SCOPE

This policy summarizes equipment used in Springfield Police Dispatch with possible troubleshooting and procedures for repairs, as needed. The equipment manual is designed for utilization in troubleshooting and repairing issues with radios, telephone, printer, CAD and RMS.

## 81.2.4.2 RADIO EQUIPMENT OVERVIEW

- a) The efficient function of the Police Department and the safety of the individual employee are dependent on the proper use of the police radio. It is Department policy that all on duty sworn members of the Springfield Police Department shall have constant access to a police radio while in the field and shall keep dispatch apprised of their locations and current activities. Dispatch shall log all updates in CAD.
- b) Members shall operate police radios for official purposes only and shall observe regulations set by the Federal Communications Commission in Title 47 of the Code of Federal Regulations, Part 90. A current copy of these regulations can be found at <https://www.ecfr.gov>.
- c) Any malfunction of the radio system shall be reported by the communications officer to a supervisor for immediate repair. The supervisor shall inform the Patrol Lieutenant and the Management Analyst assigned to the Chief's office of any action taken.

## 81.2.4.3 RADIO SYSTEM

- a) The communication center is connected to a shared, trunked and simulcast system in the Springfield-Eugene Metro area and is P25 compliant. The Department has multiple talk groups assigned on the system, several of which are encrypted for secure communications. Backup dispatching stations are available at Central Lane 911 Communications Center in the event that the primary Springfield Center must be evacuated.
- b) The system is designed for communications between any combination of base, mobile and portable two-way radios. For normal operations, the Department radios have been programmed with Departmental and regional talk groups, including those from other agencies. A series of interoperable talk groups are programmed into every radio on the system to provide an avenue for interoperable communications between agencies and disciplines. The Department maintains one conventional frequency at -TX 465.475 RC 460.475 in case the regional system completely fails.

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#### **81.2.4.4 RADIO EMERGENCY BUTTON**

An Emergency Alert feature is designed into Springfield portable radios. This allows an officer to depress the emergency button on the portable and transmit the unit's ID and an emergency tone to dispatch, on channel SPD 6 EMER. Officers on the street will not hear the distress call. Activating the Emergency Alert puts the radio into an 'open mic' setting for 30 seconds. Units using the emergency alert should transmit further information concerning their status, location, nature of emergency, etc., at the earliest possible time.

Dispatch shall air the officer's unit number, location either from the call they were on, the information provided by the open mic on SPD 6 EMER or the "AVL" location on the map. Updates shall be given to all responding officers. Procedures for "Officer Needs Help" outlined in 82.2.4. Pressing and holding the Emergency Alert button a second time will return the radio to normal operations, or by removing the battery from the back of the radio and replacing it.

#### **81.2.4.5 RADIO TROUBLESHOOTING**

- a) The radio system is designed to automatically route radio traffic through the best available channels and repeater sites. In cases of equipment failures or interference on the system, the radio system is programmed to alert repair crews. Most system issues will be detected and repaired without any intervention from the end users, and without causing noticeable disruptions.
- b) A failure at any operator position in the communications center which does not affect the other positions may indicate a problem with the telephone/radio box and/or the connections that go to and from the radio computer. The telephone/radio box is tan with a black dial on the top placed near the back of the dispatch desks. To the extent possible, all radio and phone system connections inside the Dispatch Center should be checked to ensure they are properly connected. If that does not resolve the problem, then dispatching should continue from the functioning desk until repair services arrive.
- c) Communications officers shall also have a portable radio available to use at all times in the event that base station equipment becomes non-functional. When a red circle with an "X" appears on any channel it is no longer working from the computer screen. If this happens on SPD 1, the portable is an option to see if units can copy dispatch. After 30-45 seconds, the Trunked BkUp tab SPD/BU SPD 1 should be available.
- d) A system failure that noticeably affects operations, or an inability to dispatch from any desk position should be immediately reported to the Watch Commander, Patrol Lieutenant and the Management Analyst assigned to the Chief's office. In the event of a system failure that significantly impacts system operations, the 911 Center should be notified immediately to ensure that repair crews are aware and responding to the problem.

#### **81.2.4.6 TELEPHONE AND RADIO RECORDING EQUIPMENT**

- a) All radio transmissions, incoming and outgoing 911 calls, and phone calls to and from Dispatch positions one, two and three are recorded. Incoming telephone conversations on lines 726-3711, 3712, 3714, are recorded from other phone positions as well.
- b) Recordings are made to a digital call logger located in the dispatch center equipment room located off the break room in the Dispatch center.

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- c) Recordings are available for immediate playback and shall be retained for a minimum of 210 days before destruction. When a recording is to be held for evidence, it shall be copied as a digital file or a compact disc and lodged as evidence until released.
- d) A communications officer or other employee of the Springfield Police Department designated by a supervisor is authorized to play back the recordings and make necessary copies.
- e) Any malfunction found in the recording equipment shall be reported to the Management Analyst assigned to the Chief's office and on-duty supervisor so arrangements for repair can be made.

### **81.2.4.7 EMERGENCY NOTIFICATION EQUIPMENT**

The Department utilizes a software application to send alert notifications via cellular phones to specialized groups such as SWAT, Command Staff, MAIT, K9, etc. The software application also allows for two-way communication between pre-defined groups and members within those groups.

### **81.2.4.8 LANGUAGE LINE**

The Department subscribes to AT&T Language Line. This service is accessed via any telephone (fixed or cellular) by calling 1-800-523-1786 and providing customer number 142015. Members are authorized the use of the language line whenever the service is helpful in resolving a Department language need.

Further information on translators is available in G.O. 41.4.15 Interpreter Services.