

Emergency Radio Button Activation Policies & Procedures
Compiled by Claremont Police Department
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EMERGENCY BUTTON ACTIVATION

When an Emergency Button activation occurs, the dispatcher will determine the radio ID or alias, immediately broadcast the last known location of the unit, send cover officers, and notify the employee's supervisor. When the dispatcher is unable to identify who made the transmission a roll call of the units will be conducted.

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Greg Finch
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448.24 EMERGENCY ACTIVATION ON MDC

If the emergency button is depressed on the MDC, the dispatcher will call the unit and ask if Code 4. If there is no emergency, then he/she should answer "Code4," provide their CJIC number, and all units will resume their normal activity. If there is no response or the officer answers in some other way, the dispatcher shall proceed as follows:

- (a) If the unit is not on a call, send available units to assist in locating the unit transmitting the emergency. Whenever a location is known, immediately dispatch the nearest available unit Code 3.
- (b) Notify the Watch Commander of the incident without delay.

Units not responding to the emergency shall refrain from transmitting on the radio until there is a Code 4, unless they are themselves handling an emergency.

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Karen Butler
Communications Program Manager
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EMERGENCY RADIO ACTIVATIONS:

This procedure will be followed by the **controlling** radio dispatcher whenever an emergency activation occurs:

- You will immediately announce to your talk group that an emergency signal has been received from unit ----- and the location of that unit according to the AVL GPS and where CAD (Computer Aided Dispatch) system indicates the unit was last assigned.
- ****This is unique to our system:** You will not "knock down" the signal until the unit has advised that they are code four. Otherwise "Tone Off" - This stops the flashing border to the other consoles.
- You will initiate "emergency traffic only" until the situation is code four and advise a field sergeant and the desk (Lead Dispatcher) of the incident.
- Emergency signals from units who are not currently logged on should first be tried on all frequencies before given to the desk (Lead Dispatcher position) for further follow-up for status. In these instances dispatchers do not need to initiate "emergency traffic only" on the frequencies.

Once the code four has been given, ask either a supervisor or a unit who is not directly involved to be sure that the initiating unit's emergency button is reset. Also check to be sure that the unit advises once that reset has occurred.

*****The following information is unique to our system ***** If you are not the controlling dispatcher and the controlling dispatcher does not do "tone off", you should "clear STS". If it is not "Knocked down" you will get the audio of the emergency talk group. To turn off the emergency talk group audio, you must select and then unselect the talk group.

I have changed some of the exact language to more generic verbiage hoping it might meet your needs. Please feel free to contact me directly if you have additional questions about our policy.

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Mark H. Rosen, Lieutenant
Beverly Hills Police Department
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Code Edward (document attached)

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Robert Barnes
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(document attached)

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The following information is provided in response to your request (below). Additional information may be found on the County Regional Communication System (RCS) website at <https://www.rcs800mhz.org/web/>. Please do not hesitate to contact me if I can be of further assistance.

Oceanside Police Department P&P Manual

Volume II, Section 931.05 Emergency Button Activation. When an emergency button is activated, Dispatch will go to emergency traffic and immediately announce the activation, the unit name and the last known location. The dispatcher will then attempt to raise the member for an 11-52 check. If the member does not answer, Dispatch will assume the member is unable to transmit and is in need of emergency assistance. In such cases, the dispatcher will send Code-3 Cover unless a supervisor directs otherwise. (Added 03/2003)

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(document attached)

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Emergency Button Activation

Upon receipt of Emergency Button activation the dispatcher will:

1. Determine the radio ID or alias and immediately broadcast the last known location of the unit and send a cover unit.
2. The dispatcher will never assume the activation is false and will treat all Emergency Button activation's as valid requests for cover.
3. The dispatcher will then initiate emergency traffic.
4. Once the cover unit is enroute, the dispatcher will notify the Sergeant.
5. The Sergeant will then determine whether the cover unit will respond code 3.
6. If the unit advises that the activation was accidental prior to the cover unit arriving, the dispatcher will cancel the response.

***The following excerpt is from our General Orders:

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Sergeant Jim Banach
Communications Manager
Redondo Beach Police Department
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Captain Jenkins,

in response to your quire above. We implemented a code 243. Redondo Beach call signs for officers is 6L the other two designators are for shift and area, Example would be 6L21,- 6-Redondo, L-one man car, 2-day shift, 1-area. The below procedures and broadcast are then followed. I hope that this was of assistance and if I can be of further help, please do not hesitate to call.

243 SILENT/MDC HELP ALERT PROCEDURES

- If the radio ID# is listed on the on-duty roster, the Operator shall immediately enter a 243S call and make the following broadcast:
- Redondo units, 243 silent, 6Lxx, shop 6xx, MDC activation, standby for location,
{break}
- Redondo Units, 6Lxx's last known location was: _____
- (or)
- Redondo Units, 6Lxx should be Code 6: _____
- If a BOLO is issued, verify that a Patrol Sergeant has copied it.
- If the HELP ALERT originates from an unassigned radio (or from an assigned radio of an out-of-service unit), log the RADIO event and CAN the call.

Cancel Reasons:

MDC HELP ALERT FALSE ALARM and any additional information pertinent to the false alarm event. Include the name of the employee (or volunteer) and their serial number.

MDC HELP ALERT UNKNOWN and any other available information. If the radio is in some service establishment, enter that information, including the name of the person that provided this information to you.

MDC HELP ALERT ASSIST and additional information at the discretion of the Operator.

MDC WRONG PORTABLE and the name/serial number of the officer or volunteer.

MDC WRONG SHOP and the name/serial number of the officer or volunteer.

MDC NO ID# and any other information at the discretion of the Operator.

Whenever a transmission is received on Primary that is not accompanied by a recognized ID #, the Operator should attempt to determine the source and, if it is a legitimate unit, report it to their immediate Supervisor so that it can be added to the MDC list and Technical Services notified.

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