

CODE 99

GENERAL: CODE 99 is the term used when any public safety field unit activates their mobile radio emergency button, portable radio emergency button or MDT emergency button. If the unit is not logged onto the CAD system, only the radio system will activate and indicate an emergency signal associated with the radio ID. If the unit is properly logged on and activates one of their radio emergency buttons, or their MDT emergency button, the CAD system will generate another alert in the form of an "exploding red box" that will appear on the unit status monitor and will display the most current location information for that unit.

PROCEDURE:

1. Once a CODE 99 signal is received:
 - a. Using the alert tone, announce RESTRICTED TRAFFIC on the appropriate talk group.
(PDWIDE or FIREWIDE)
 - b. Using the information provided by either the CAD or radio console, announce the ID of that unit and their last known location.
 - c. Then ask the unit if they are CODE 4.
2. If that unit answers affirmatively:
 - a. Cancel the RESTRICTED TRAFFIC.
 - b. Reset the radio and/or CAD systems.
3. If a PD unit, that answers negatively, or does not respond:
 - a. Assign at least two (2) additional police units to respond.
 - b. Notify the appropriate supervisor via radio.
4. If a Fire unit, that answers negatively, or does not respond:
 - a. Immediately notify the BC, IC or CP.
 - b. Assign the additional resources as directed by the BC, IC or CP and/or follow steps 3a and 3b if a police-related problem is indicated.
5. Once a Code 4 is given:
 - a. Cancel the RESTRICTED TRAFFIC.
 - b. Reset the radio and/or CAD systems.

CODE 99 TESTING

GENERAL: During the first week of each month, the Dispatch shift supervisor will coordinate a test of the radio/MDT emergency buttons with a Police Watch Commander on each shift. Together they will choose a date, time and a unit that is appropriately logged onto the CAD system for testing the emergency buttons. It is anticipated that this test will be arranged so as not interfere with any Dispatch or Patrol operations.

PROCEDURE:

1. At the agreed upon time, the dispatcher will announce on PDWIDE: "All Santa Clara units disregard the following alert tone, we are conducting an emergency button test". The dispatcher will then instruct the designated unit to activate their MDT or radio emergency button.
2. The shift supervisor should also ensure that the Fire Dispatcher makes a similar announcement on FIREWIDE if the designated unit will be testing their MDT emergency button.
3. Upon receipt of the emergency button activation in the Control Room, the dispatcher will:
 - a. select on PDWIDE,
 - b. use the alert tone and restrict radio traffic on PDWIDE,
 - c. inquire if the unit involved in the test is CODE 4,
 - d. once the CODE 4 is determined, clear PDWIDE for normal traffic,
 - e. reset all CAD and radio system indicators.
4. At the end of this testing process, if the MDT emergency button is activated, the shift supervisor should announce on FIREWIDE that the test has been concluded. If the test is performed during late swings or during the midnight shift, this announcement may need to be broadcast more than once.
5. Once the test is completed the dispatcher should fill out the test form and forward it to their shift supervisor for review and documentation.
6. Each Senior Dispatcher is required to submit a written report on this testing process to the Operations Manager on a quarterly basis.