800 MHz Radio Coverage - Response Protocol

349.1 PURPOSE AND SCOPE
There are known multi-family residential complexes within our jurisdiction in which the issued Motorola 800 MHz radio system cannot receive or transmit voice communications due to physical barriers. The physical barriers and locations are primarily associated with diminished radio coverage in subterranean parking areas. The Irvine Police Department recognizes the importance to communicate using the 800 MHz radio system in all areas of the City. The department is currently addressing the identified areas and is committed to taking all necessary steps to implement reliable technology-based solutions to ensure consistent radio coverage.

In the interim, it is important that administrative controls be established to provide guidelines to manage and mitigate risk when officers respond to areas known not to have radio coverage, or areas where the ability to transmit or receive radio broadcasts is intermittent.

349.2 TERMS DEFINED
For the purpose of this policy, “Poor Radio Coverage Location” means any identified location or area in which transmitting or receiving radio broadcasts is either not possible or only intermittently possible, due to physical structures or other reasons.
If practical, based on the nature and location of the call, personnel may request that the RP meet them in a location where there is radio coverage, or move the investigation to such an area. For instance, an officer investigating a petty theft from a vehicle from an underground parking structure—with consideration for preservation and protection of potential evidence—may request that the RP drive his or her vehicle outside the structure to complete the investigation.

It is the responsibility of any personnel who become aware of a Poor Radio Coverage Location to report these locations to the Communications Supervisor, via the chain of command.

When exiting a Poor Radio Coverage Location, personnel should broadcast they are “back on the air.”

349.5 COMMUNICATION RESPONSIBILITY

The Communications Supervisor is responsible to ensure a list of the current Poor Radio Coverage Locations is posted at each dispatch console, and entered into the department’s on-line “INFO” file.

All calls dispatched to known Poor Radio Coverage Locations shall be dispatched over the air, and the dispatcher shall broadcast that the location is a “poor radio coverage location.”

If personnel are handling a call for service in a Poor Radio Coverage Location, and dispatch does not receive a Code-4 after a reasonable period of time, then the dispatcher shall attempt to raise the personnel over the air, as well as take other reasonable steps to contact the personnel. If dispatch still cannot reach the personnel, the alert tone will be activated and two officers shall be dispatched to check on the welfare of the personnel at their last known location.

Dispatch shall also notify the field supervisor of the situation.