

Kitsap 911 Radio Procedure Changes

Implemented 5/8/2019

Updates and FAQ 5/23/2019

These changes apply to all law enforcement MCT users, including Kitsap Animal Control and the Kitsap County Coroner's Office.

Purpose:

The Channel Congestion Workgroup was formed to identify ways to reduce radio congestion. The following changes are the result of the first phase of this project. The effectiveness of these changes and their impacts will be reviewed 3 months from the implementation. **Every agency participated in the workgroup. Please forward your recommendations or comments on these changes or ideas for future changes to your agency representative.**

Focus has been placed on priority traffic and priority events so that when help is necessary resources are available.

Units should use the radio when their situation necessitates. Safety is top priority.

Agencies are encouraged to remind their personnel to avoid reading an MCT while driving a vehicle.

The response to these changes has been positive overall. Kitsap 911 has received some questions on how this or that should work in-house as well as from the field. These are outlined below.

1. Priority 3 - 5 events will be dispatched via MCT by default.

Example

Dispatch: "County central units, contact for a verbal domestic, Nels Nelson"

Field Unit: "F070"

Dispatch: "F070, 0200"

The dispatcher assigns F070 to the event in CAD. F070 reads the details via the MCT.

- If the details of a priority 3 – 5 event change, the dispatcher will verbalize pertinent information over the radio, following the current practice (e.g. an update that changes the priority, response, or any safety information.)
- Units who are not equipped with a functioning MCT, or who will be away from an MCT/CAD display for an extended period, may say "go ahead" to indicate they are requesting that the dispatcher broadcast the information via radio. This should, however, not be done when an a unit will be able to view an MCT/CAD display in a time period which is not unreasonably long for a medium or low priority event.

2. Units will be given the ability to close their events with a disposition code via the MCT and will do so whenever practicable.

Units who need to quickly clear from an event, in order to immediately respond to a new priority event, may use the radio to provide a disposition code to the dispatcher. However, the unit should consider whether this radio traffic will be detrimental to the need for other radio transmissions related to the priority event.

If a unit makes a request of the dispatcher via the CAD event, the unit must receive an acknowledgement from the dispatcher prior to closing the event. **Comments must be entered into the CAD event via EVENT REMARKS for them to be seen by dispatch. If a unit enters a comment at the Clear with Disposition prompt this information is hidden in**

system comments (and not visible to the dispatcher.)

The screenshot displays the MobilePublicSafety application interface. At the top, there is a navigation bar with buttons for 'Back', 'Home', 'Inbox', 'Patrol', 'Map', 'NCIC', 'ER', 'AR', 'CLR', 'Msg', and 'Units'. Below this, a form titled 'Available with Disposition' is shown. The form contains a 'Comments' text area, a 'Disposition Code' dropdown menu, and a 'Mileage' text input field. On the left side of the form, there are buttons for 'Submit Form', 'Clear Form', and 'Dismiss Form'. At the bottom of the screen, a status bar displays 'Z552 AV RADIO' and various system indicators including 'Outbox 0', 'Rx Tx Er', 'UDP', 'GPS', and the time '11:02'.

DISPATCHERS DO NOT SEE COMMENTS ENTERED IN THIS FORMAT - ENTER VIA EVENT REMARKS.

Note: For events that need data work completed, dispatchers commonly attach a data unit to the event as a reminder that a task needs to be done. When a unit closes the event with a disposition the event will still be open because the data unit is still attached. Once the dispatcher clears the data unit, the event will be closed. **There have been multiple occurrences of events being closed with associated work that needs to be completed by the dispatcher (a tow request, data work, call-out needed, etc.). It is IMPARATIVE that units wait for an acknowledgement from the request they entered into the event prior to closing the event with a disposition. If a unit does not wait for an acknowledgement, the dispatcher will never see the request, the event will close (disappear from the dispatchers screen) and the work will never get done.**

3. Units will make status changes via MCT whenever practicable.

Units should be performing status changes such as enroute, arrive, clear, transporting, transport arrived, unavailable, available, training, etc.

Although hourly status checks have gone away, it is important for units to continue to maintain an accurate status of available versus unavailable (UA). While the meaning for field units previously may have been tied to status checks, the meaning at dispatch is significant in managing units. When a unit is in the UA status they are placed on a separate tab away the active dispatch units. This is done so that it is clear which units are tied to active, working events, or available to respond to active, working events We do not want those units lost in the mix of numerous units signed into service at the station or court, but unavailable to respond to events In an emergency, we want the eye to quickly go to the location of the unit that needs help, not have to search through lines of data.

Agency	Unit	SC	Info	St	Time	Event Number	Type	Location
KAC	Q1910			AV	0:57			1114 GARRISON AVE PO
KAC	Q1914			AV	0:03			6005 SEABECK HWY NW BR
KCSO	F055			ER	0:51	P190062910	FU	TRILLIUM LN NW/KID HAVEN LN NW B
KCSO	F070			ER	1:06	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	F079			AR	1:15	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	F081			AR	1:00	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	F090			DP	0:28	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	F118			AR	0:49	P190062910	FU	YATES
KCSO	F150			DP	0:28	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	J056			AV	0:53			15151 STEVENS RD SE OL
KCSO	J066			AM	0:16			2903 SE TRAVERA DR PO
KCSO	J072			TR	0:13	P190062968	FU	@JAIL
KCSO	J106			AV	0:19			10559 STATE HWY 3 SW PO
KCSO	J111			TA	0:25	P190062914	FU	@JAIL
KCSO	J116			AV	0:56			15151 STEVENS RD SE OL
KCSO	J127			AR	0:35	P190062943	THEFT4	12743 LALA COVE LN SE OL: DUPLEX
KCSO	J134			AV	0:55			15151 STEVENS RD SE OL
KCSO	K110			ER	0:46	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	R126			AR	0:44	P190062910	FU	NORTH END OF CHRISTINE LN
KCSO	S018			ER	0:52	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	S022			AM	0:40			AV
KCSO	S024			AR	0:45	P190062950	MVCA	NE HAZELWOOD PL/HICKORY ST NE BF
KCSO	T057			TR	0:20	P190062950	MVCA	@HMCBR
KCSO	T063			AR	0:35	P190062910	FU	4524 KID HAVEN LN NW BR
KCSO	X092			AR	0:38	P190062910	FU	6355 NW GROSS RD BR
KCSO	X097			AV	0:21			6321 REST PL NE BR
KCSO	X145			DP	0:08	P190062977	HARAS4	230 BRENTWOOD LN NW BR:***CT @C
KCSO	Z1095			AV	0:02			AV
KCSO	Z1099			AV	0:45			1339 TIMBER TRAIL RD E PO
POPD	P730			AV	0:05			SIDNEY AVE/SMITH ST PO
POPD	P733			AV	0:24			1137 PORTLAND AVE PO
POPD	P734			AV	0:34			@JAIL
POPD	P736			AV	0:08			RT
POPD	S729			AV	0:05			820 ADA ST PO

This screenshot is a pretty standard day. During this time there were 9 additional units on the UA tab. If units were to sign in as available versus UA, it would be impossible to view all the units on one screen.

4. Units should create on-view or self-initiated CAD events via MCT when it is practicable to do so in low risk situations.

The MCT allows users to create some limited types of self-initiated events. In situations such as a follow-up interview, it is strongly suggested that the units stop a short distance from the location, enter the event via MCT, and then proceed to the interview location. Other low risk activities can be handled in a similar manner.

Individual agencies make policy decisions for their agency on what higher priority details are allowed to be done silently. Some agencies allow for silent traffic stops, while others do not. Kitsap 911 assumes units are following their agency policy when silently self-initiating higher priority contacts.

5. Units will be given the ability to self-attach to pending priority 3 - 5 events via MCT.

Should the unit determine the need for cover unit, the unit will make that known. This can be done between the units or via radio to the dispatcher.

A. The Chiefs approved priority 3 to 5 events for self-dispatching, nothing higher. If you take a priority 2 or higher event in error, please notify your dispatcher so that the information may be broadcast.

B. Kitsap 911 has had a long standing policy on how long priority 3 thru 5 events may pend:

Priority 3 – 5 calls are dispatched as soon as possible, but no later than 10 minutes from receipt.

With units now being able to self-attach to low priority events silently, there has been some inconsistency among dispatchers in whether we immediately dispatch these verbally or wait a couple minutes to allow time for a unit to self-attach. This is situational. Some priority 3 event details may dictate the need to broadcast them immediately, while others may be fine to wait a minute or two. Dispatchers will use their best judgment after assessing the details of the event. No event will pend longer than 10-minutes without being broadcast.

6. Units are encouraged to sign in and out of service via MCT without voice unless their agency has a specific need for certain units to use the radio for this purpose.

Reminder: This is allowed, but not required and is dictated by agency policy.

7. Dispatchers will no longer be required to notify the agency OIC of events pending at 30 minutes.

This change only applies to priority 3 – 5 events that have been pending for 30 minutes. Dispatchers will use discretion to make a notification to patrol Supervisors if they become aware that an event has been pending an unusually long time or has special circumstances that may necessitate an agency OIC's attention.

8. Dispatchers will no longer perform hourly status checks for units in an available status.

9. Dispatchers may provide a prompt for a cover unit if only one officer goes enroute to a priority 1-2 event.

Dispatchers will wait a moment after the first unit goes enroute and then may prompt a unit or the agency OIC if additional units should be dispatched, or ask the responding unit if they would like a cover unit.

Example:

“Is there a unit to back?” “Second unit for...?”

10. Radio users with Kitsap Animal Control (KAC) and the Kitsap County Coroner's Office will limit their radio use to critical emergencies, MCT connection failures, and necessary immediate communications with officers of other law enforcement agencies. Routine work will be done solely via the MCT.

Working with KAC units:

- Priority events will be a direct dispatch.
- Units will check for pending priority 3-5 events, self-dispatch and close the event with a disposition or request a call be closed via the event narrative.
- Events may pend with no verbal notification.
- If units are available but do not self-dispatch after a reasonable period of time, the dispatcher will send the detail via the MCT with no verbal notification.
- If all units are on calls and have more than four details pending, the dispatcher will make a verbal advisement to any unit and receive an acknowledgement.
- Units will not be asked to switch between radio frequencies. Should units need assistance from a member agency, they will use the appropriate channel.