RADIO & MCT POLICY CHANGES
EFFECTIVE MAY 8, 2019

A letter from the Chiefs & Kitsap 911

In a 2017 an analysis on radio utilization showed an average of 75% utilization on SOUTH with peaks between 85 and 100%. While NORTH and BPD averaged 50% with peaks to 75%. None of these channels allowed for "surge" activity of high priority events to occur and to be managed effectively. During the peak times on SOUTH, there was a significant likelihood that a unit needing air time would not have had the ability to transmit. Working at this level posed an increased threat to citizen and responder safety. The workload is not going to decrease therefore we need to make changes to better utilize the radio to ensure it is available for priority situations.

The Radio Congestion Group was formed at the request of the law enforcement chiefs. Supervisory and field representatives from each agency worked to develop changes that were reasonable, focused on reserving air time for priority traffic, and would impactfully decrease radio utilization. Recommendations from this group were presented to the chiefs and unanimously approved for implementation.

On May 8, 2019 the following radio/MCT changes will begin at 0700 for all law enforcement MCT users, including Kitsap Animal Control and the Kitsap County Coroner's Office.
1. Priority 3 - 5 events will be dispatched via MCT by default.
2. Units will be given the ability to close their events with a disposition code via the MCT and will do so whenever practicable.
3. Units will make status changes via MCT whenever practicable.
4. Units should create on-view or self-initiated CAD events via MCT when it is practicable to do so in low risk situations.
5. Units will be given the ability to self-attach to pending priority 3 - 5 events via MCT.
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.
7. Dispatchers will no longer be required to notify the agency OIC of events pending at 30 minutes.
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.
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.

More detailed information is provided in the following pages as well as information on how to perform specific MCT functions. We will conduct another radio analysis in approximately 3 months to gauge the impact of these changes.

All of these changes have been made with the expectation that units will utilize them whenever possible based on the situation at hand. It is not an option to simply not want to go to your MCT/INetviewer/Mobile Responder or to not enter an event yourself. In order to make an impactful change to the level of radio utilization we must all do the work.

Kitsap 911 Radio Procedure Changes
Effective 5/8/2019

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.

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.

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.

   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.

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.

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.

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.

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.**

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.

Topic: MPS TIPS
Tips & examples of MPS for functions such as create field events, self-attaching to events, change unit status, clearing events and the differences between AV, AM, UA & OS.

Creating Field Events

To create a field event:

1) Access the "Field Event" form from one of 2 places in MPS:

   Home Page – **Favorites Tab**   **Patrol Dashboard**
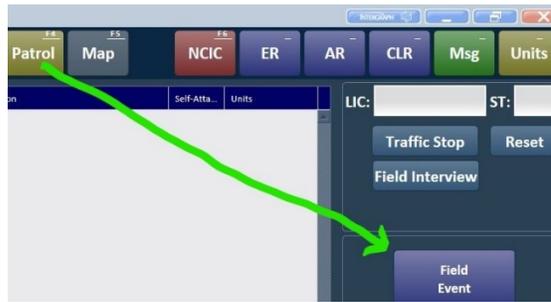
2) Fill out the following fields then click **Submit Form**

   Event Type (Required):   Select from drop down list
   Location (Required):   Select estimated address that prepopulates or type in an address, a common
                                    name or cross streets

   Verify Location (Optional):   Recommended
   Comments (Optional):   Recommended for all Field Events created
   Tag (Optional):   Enter License plate
   State (Optional):   Defaults to WA or enter other state abbreviation
   Type (Optional):   Required for Out of State
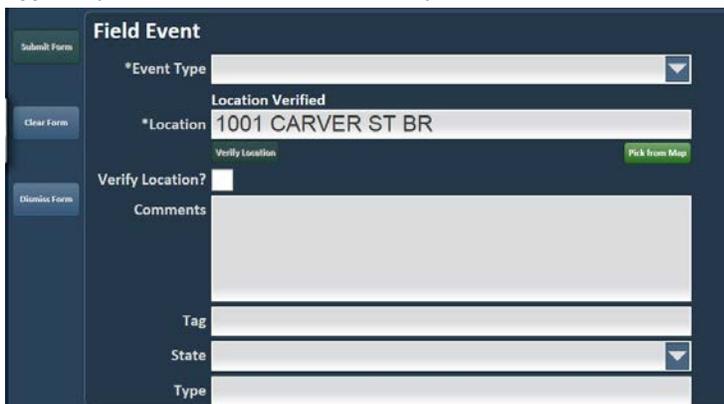
3) View your event by one of two methods:
   a. Clicking on any of the Dispatch notification buttons (Pri 1, Pri 2, Routine or Updated) on the bottom notification bar.
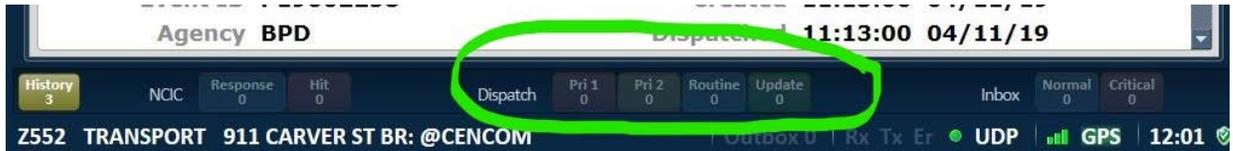
   b. Click on the Inbox and then Click on My Dispatches

Unit Status Changes

There are several different ways to change your status:

1) Use the quick status buttons ER, AR or CLR (If not the only unit on the event) from the top toolbar

2) Use the Status buttons from the Status Menu

3) Use the Avail W/Dispo, Transport & Transport Arrive Status buttons from the Event. Please note that when arriving on a transport you should use the correct status of Transport Arrive (not Arrive) to avoid inaccurate event statistics.

Transport Status

To change your status to Transport there are two options:

Access the Transport button from one of the following locations:

      a.   From HOME, Click on the Status Menu & Choose the Transport button, **OR**

      b.   From the event you are dispatched to, Click on the Transport Button

2) Click on the desired tab on the left. There are 4 tabs of Transport Locations.

a. The "**Common**" tab is the default view, which is a list of the most commonly used transport locations by Law Enforcement MPS users. **Type in Mileage** (Optional) & then **Click on the desired button**.
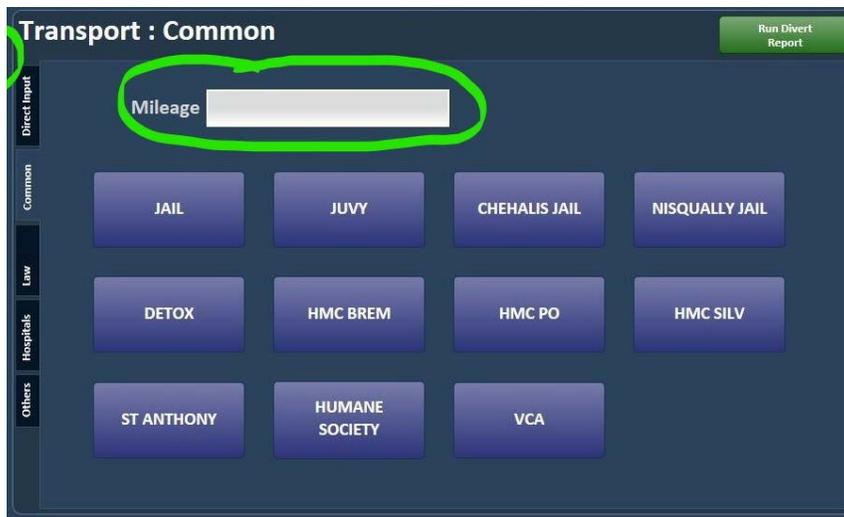
b. The "**Law**" tab is the list of law enforcement offices. **Type in Mileage** (Optional) & then **Click on the desired button**.

c. The "**Direct Input**" tab is where you can manually enter a **location**, Enter mileage (Optional), Click Verify Location (Recommended), Type in Mileage (Optional) & Click **Submit Form.**
For Location you can type in:
An actual address (3426 Kitsap Way),
A common name using the @ symbol (@McDonalds) or
Cross streets (Morgan Rd/Kitsap Way)

*This replaced the previous I/Mobile Transport button labeled **Other destination** and functions in the same manner.*
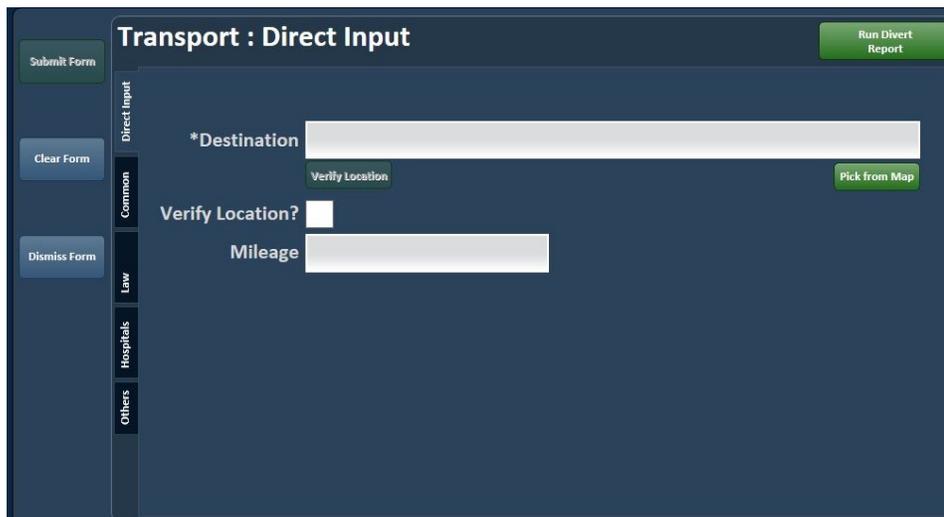
d. The "**Hospitals**" and "**Others**" tabs are unused by Law.

Clearing Events with Disposition Code

There should only be one disposition assigned to an event by the person responsible for the event. The responsible person will need to use Available w/Dispo to assign a disposition code and close the event. If you are not responsible for the event you can clear the event by using the CLR button on the top toolbar to clear the call w/out assigning a disposition code.

Access the Available W/Dispo form from one of the following locations:

1. From the event you are dispatched to, Click on the **Avail W/Dispo** Button, <u>OR</u>
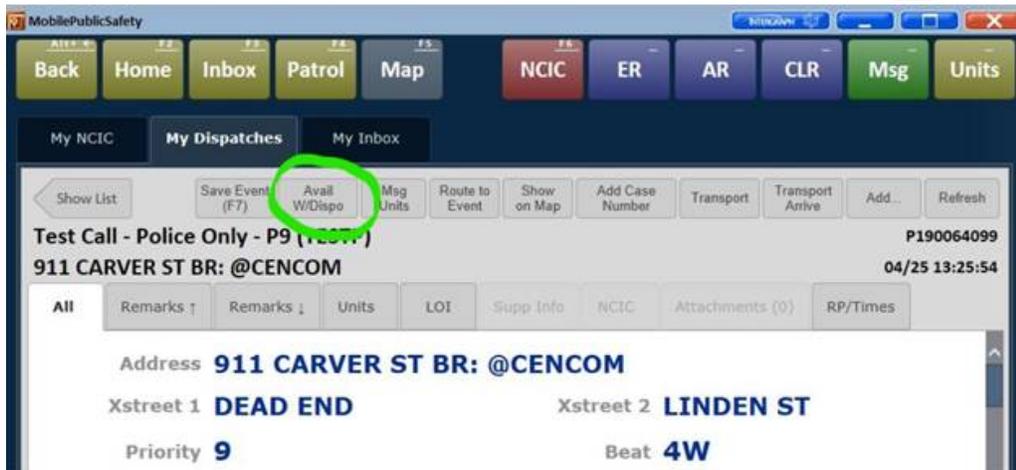
From HOME, click on the Status Menu & then choose the "**Available W/Dispo**" button
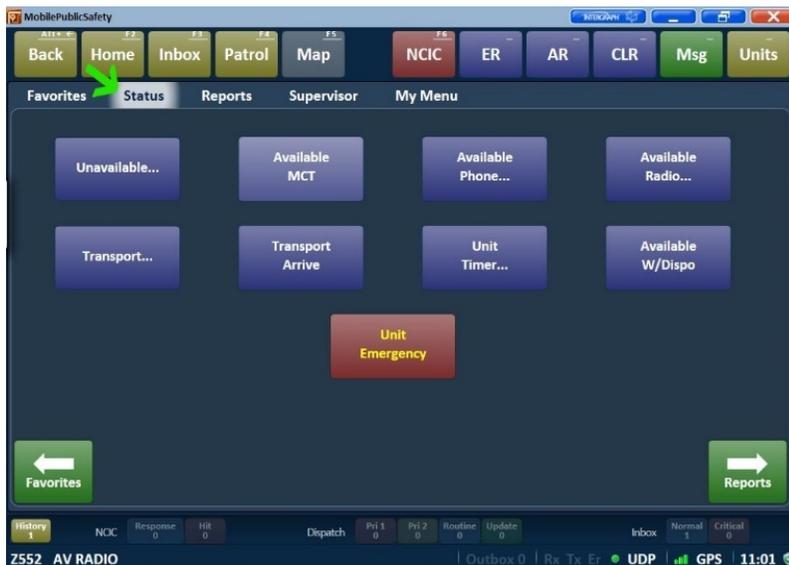
2. **Choose a disposition code** from the drop-down list (Required).

   Enter Mileage   (**Optional,** Goes into Unit History, not the event)

   Enter Comments   (**Optional**, Goes into Unit History, not the event)

   Click **Submit Form**.
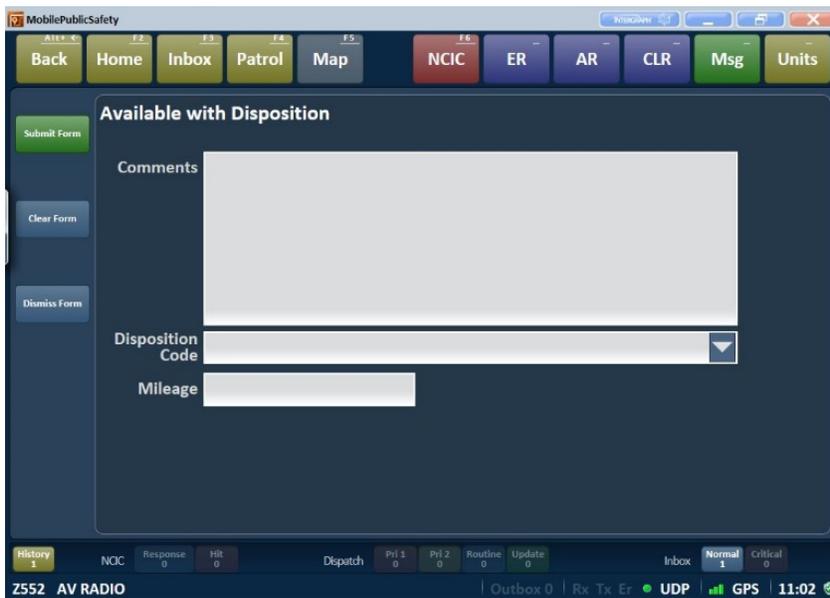
Self-Attaching to Events

There are several ways to self-attach to a pending priority 3-5 event via MPS:

1) **Through the Event Monitor** (Accessed from **Patrol** button)

   OR

   Through The Unit Monitor (Accessed from the **Units button** on the top toolbar and then clicking on the Event Monitor button)
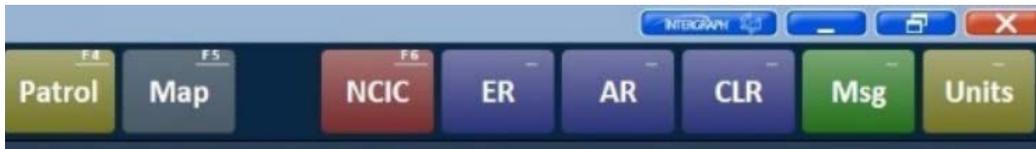
   a. **Highlight the row** for the desired event (row will turn green). Ensure you don't click on any of the hyperlinks on the row such as the event number or Unit.

b. Click on the **ACTION** button, which will give you a popup window.
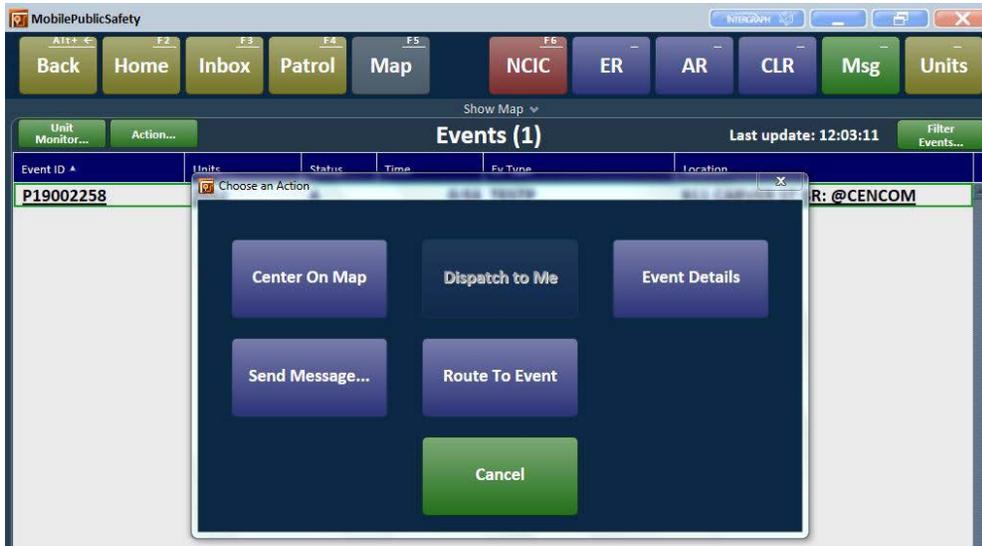
c. Click on the **Dispatch to Me** button

2) **Through viewing an active event**. Request an event report by clicking on its hyperlink (from Unit Monitor, Event Monitor, Patrol Dashboard or an Event Search). You will receive an "Event Search Result" In your Inbox.
    a. Click on the **Dispatch To Me** Button on the top right

3) From the Patrol Dashboard, click on the Self Attach icon (Looks like a person with a paperclip next to it)

Unavailable Status (UA)

The unavailable status is used when units are not available for calls. Units in this status are moved off of the dispatcher's main CAD screen. Units will note the length of time they will be in this status. Units in an unavailable status will not receive status checks. If the unit has not cleared from the unavailable status at the end of their noted time period, the dispatcher will make contact with the unit.

1) Change status to **UNAVAILABLE:** From the Home page, Click on the Status Menu and choose the Unavailable Button

    a. **Type in a Location** (Optional) such as "NS 4 Hours" or "EVOC til 1900"………. & **Click the Submit Form** button

Available Radio (AV)

When units log into the MCT, their default status is Available Radio (AV). This means the unit is available for calls. Units in this status are displayed on the dispatcher's main CAD screen.

1) Change Status to **AVAILABLE RADIO (AV):** From the Home page, Click on the Status Menu and choose the Available Radio Button

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Fill in any of the desired fields (All are Optional) & Click Submit form.
(All fields go into UNIT History)