

**CAMBRIDGE POLICE DEPARTMENT**

**Title:                    *RADIO, TELEPHONE, DATA  
AND ALARM MONITORING***

**Procedure: 5.311**

**Date Issued:**

**Revised: December 16, 2008**

**POLICY:**

To outline the various components of the police communications function.

Radio communications, telephone use, data communications and monitoring of alarms are essential components of the public safety dispatch process. The Department will maintain a system that uses all components in providing efficient and effective service to citizens.

**PROCEDURE:**

***RADIO COMMUNICATIONS***

1. The Department maintains a communications unit that is responsible for the radio communications functions. Radio communications is a key component of the Department's communications system.

The radio communications function will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

Two-way radio communications will be maintained with officers on duty on a twenty-four (24) hour basis. All field units will be equipped with multi-channel portable units.

***TELEPHONE COMMUNICATIONS***

1. The Department maintains a communications unit that is responsible for the telephone communications function. Telephone communications is a second key component of the agency's communications system.

The Department maintains twenty-four (24) hour telephone communications. Emergency 911 police calls within the City limits

should be transferred to the Cambridge Police Department from the 911 Center. Access is available within the municipal jurisdiction toll free.

In addition, the Department maintains twenty-four (24) hour telephone communications service through independent telephone lines. Non-emergency calls, if received on emergency lines, are referred to the proper telephone number or agency.

Administrative telephone inquiries are received or made through a separate telephone number to aid in keeping emergency lines available.

Emergency calls which are received by this agency but intended for another agency will be accepted, the information obtained from the caller and then promptly relayed to the appropriate agency. Non-emergency calls will be referred to the proper agency but that department will not be contacted by dispatch center personnel.

Emergency notifications will be accepted and delivered to individuals within our jurisdiction when:

There is the need to check on the well being of any individual who has not had contact with family or close friends for an extended period of time.

The request is from another public safety agency, or medical facility and they have been unable to contact the individual through normal channels.

The situation requiring notification is of an emergency or critically important nature and requires the person to be notified immediately and in person.

The department maintains access for hearing impaired individuals on a twenty-four (24) hour basis. This line is connected to special keyboard equipped phone instruments for communication with hearing impaired individuals.

#### ***DATA COMMUNICATIONS***

1. The Department maintains a communications unit that shares the responsibility for data entry with the records unit. Automated data communications is a third component of the communications system.

The Department maintains data communication on a twenty-four (24) hour basis. The Police Communications Officers have direct access to METERS and NCIC.

Articles reported as stolen will be entered into the state METERS and national NCIC computer system as soon as sufficient information is available from field units. The proper control number verifying entry will be placed in the proper area on the report form. Entry will follow the guidelines established by the state METERS System. Recent stolen vehicle information will be disseminated by the Supervisor during roll call.

#### ***ALARM MONITORING***

1. Alarms which are telephoned into the communications center by private alarm companies will be dispatched as required.