



Alexandria Police Department



Directive 10.23

RADIO FAILURE PLAN

Effective Date: 01-02-2019		Cancels: 01-28-2016
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10.23.01 POLICY/PURPOSE

The policy of this Department is to provide prompt, courteous, and appropriate service to the public and to process calls from citizens and requests from employees as expeditiously as possible.

The purpose of this directive is to outline a contingency plan for a partial radio system failure, a complete radio system failure, and a failure that affects Alexandria and surrounding jurisdictions.

10.23.02 DEFINITIONS

Failsoft- mode occurs when a malfunction prevents the radio system from operating in trunked mode. Failsoft mode is indicated to radio users by a flashing message on the radio display and a beep occurring every 20 seconds, and to dispatchers by an alarm on the consoles. The radio system reverts to operating as an 11-channel conventional system and most features of the radio system (private calls, emergencies, alerting, etc.) are no longer available. Dispatchers will need to operate from either portable radios or conventional resources on the consoles (available approximately 30 seconds after entering Failsoft mode).

System Failure – A System Failure occurs when a catastrophic malfunction prevents the radio system from working at all. Radio users will receive “Out Of Range” on their radios and the consoles will likely be inoperable.

Wide Area Radio System Failure – A Wide Area Radio System Failure occurs when a catastrophic malfunction or incident prevents the radio system, and the radio systems of our neighboring jurisdictions, from working at all. Radio users will receive “Out Of Range” on their radios and the consoles will likely be inoperable.

Relay Location – The predetermined location designated for the purpose of relaying calls for service and other important information to officers.

10.23.03 FIELD OPERATIONS PROCEDURES
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In the event of Failsoft or Total System Failure the Department of Emergency Communications (DEC) supervisor will notify police personnel via MDB or other means as to the status of the radio system (Failsoft or Total System Failure).

A. **Failsoft** -the following radio limitations could occur.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

B. **Total System Failure** - radios not working.

- [REDACTED]

C. **Wide Area System Failure**- no radio system available and all radio systems have failed.

- [REDACTED]

2. The method of dispatch and relay of calls will be coordinated between the on-duty watch commander and the DEC supervisor.

10.23.04 RESPONSIBILITES

- A. *Supervisors are responsible for ensuring officers are trained with their portable radio to switch to the channels listed above.*
- B. Sergeants and Commanders will ensure they have their issued cellular telephone with them at all times during the shift. The cellular telephones will be used as a backup to the existing telephone service at the relay location.
- C. Sergeants will be utilized to relay calls unless they are needed to respond to a call with an officer(s). If a sergeant is needed for a call for service, they will direct an officer to fulfill the call-relaying responsibilities.
- D. Officers will respond on the call, handle it, and promptly return to the relay location for additional assignments.
- E. Calls for service will be logged by the sergeant at the relay location on a sheet of paper and returned to the Watch Commander (or designee) at the end of the radio failure. A copy of the calls for service log will be routed to DEC by the end of each workday.
- F. At the end of the radio failure, each sergeant will review the operational procedures and recommend any changes to their commanders within 72 hours.
- G. All radio failures will be noted on the Daily Activity Report.
- H. The radio failure contingency plan will be tested once each calendar year by the Radio Manager and coordinated with the *Assistant Chief of the Field Operations Bureau*. Recommended changes are to be reported to the Chief of Police.
- I. Patrol Division Captains will review this directive each year for accuracy.

The review will take place in January and recommendations will be sent to the FOB Commander, the DEC Commander, and the ASB *Administrative* Services Division Commander.

By Authority of:

Michael L. Brown
Chief of Police