

Comm-Link Introduction and Background Information

BACKGROUND: In past years, inter-agency communication during pursuits and critical incidents was not timely or accurate. During pursuits, some agencies had no inter-agency operability. Some agencies did utilize the same radio system, but moving zones and talk groups during a pursuit created a safety hazard. Therefore, dispatch staff participated in cumbersome communications “relay” practices that consisted of the following relay pattern:

OfficerA→to→DispatcherA→to→Call-takerA→to→Call-takerB→to→
DispatcherB→to→OfficerB.

This relay created a hazardous time delay, often in excess of 4-6 minutes. By the time the information was “relayed”, it was no longer accurate.

In smaller centers, the call-taker portion is eliminated. However, the dispatcher functions as a call-taker/dispatcher simultaneously. In small communications centers, dispatchers are required to simultaneously answer 911, non-emergency and all radio traffic.

Large and small agencies utilize a “Hotline” communications mechanism, which allows the dispatchers from multiple agencies to communicate. This mechanism is more efficient than the scenarios outlined above, however, the information was still not “real time” due to the “relay” process. In addition, all agencies within the county were not equipped with the Hotline.

In both large and small communications centers, adverse field unit and citizen safety circumstances result due to a lack of timely and accurate information.

RESPONSE: The problem was presented to the Sacramento Regional Radio Communications System (SRRCS) Technical Advisory Committee (TAC) by Folsom Police Department. The problem was illustrated by a lengthy multi-jurisdiction pursuit, which had involved two counties and four jurisdictions. The incident clearly illustrated that the technical and operational components of

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law enforcement were not working together to make the “best use” of developing technology.

The TAC developed a “patching” solution that allowed agencies to patch to one common hub – a phone line. The phone lines operate as a “bridge”, which allows each agency’s dispatch AND field staff to converse with other participants that initiate the patch. Sacramento Police Department Dispatch Staff named this process/technology “Comm-Link”.

Comm-Link differs from other communications tools, because field and dispatch personnel from all agencies may talk directly to each other in “real time”. Information relayed is accurate and users may converse as needed. Comm-link eliminates the need for “relay” of information as previously described.

Comm-Link has been used to patch agencies utilizing conventional UHF/VHF radio platforms to an 800 MHz trunked radio system.

While the technology component of Comm-Link was being developed, a group of Communications Managers and Supervisors was convened to develop operational guidelines. An existing pursuit policy – the “Sacramento Inter-Agency Pursuit Guidelines”- was updated to include the Comm-Link technological solution developed by the TAC.

This project was unique because the operational needs of the end-users were brought to TAC so that they could “design” a solution around the problem. TAC was instrumental in working within the constraints developed by the operational group. The following items were identified as key components of a successful solution:

1. Each agency must have the ability to initiate or drop.
2. Field personnel responding to the pursuit/critical incident must not be required to switch to an alternate frequency or to perform any activity that would take attention away from the emergency.
3. Dispatch personnel at each agency must have the ability to initiate Comm-Link immediately.
4. Communication procedures must be clearly defined to eliminate too many field personnel/dispatchers and agencies speaking at the same time.
5. Procedures must also clearly state when and how to “pass” a moving incident from one jurisdiction to another.

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6. Field personnel must be aware that they may receive dispatch direction from another agency's dispatch center.
7. All users must receive identical training.
8. Agencies could "drop off" if the incident moved out of their jurisdiction, or if they choose not to participate.

Each of the items identified above were resolved through technology, written operational procedures, and/or training methods.

RESULTS: Comm-Link allows field personnel and dispatchers from multiple agencies, utilizing multiple radio platforms to speak to each other in "real time". As a result, field personnel and citizen safety is greatly enhanced. When field personnel are making decisions relating to a life-threatening pursuit or critical incident, they now do so utilizing accurate, up-to-the-second information.

The value of Comm-Link cannot be quantified in a monetary manner, as the use of this tool will ultimately save lives. Documented incidents have occurred in the past where officers were told that a suspect had been stopped, only to discover that the suspect was still in flight and/or firing upon officers.

The cost of developing Comm-Link was minimal due to the use of already existing technologies - from a layman's perspective, the pieces of the puzzle already existed – they only had to be assembled technologically and operationally.

**COMM-LINK OPERATIONS MANUAL
SECTION 2**

INTER-AGENCY VEHICULAR PURSUIT GUIDELINES

PURPOSE

These guidelines are intended to reduce potential hazards to the public and pursuing officers generated by police pursuits of fleeing suspects.

I. OBJECTIVES

To establish uniform county-wide guidelines for pursuing fleeing suspects and minimize the danger to the officers and the public while still reasonably assuring apprehension of the violator.

POLICY

A. When to Initiate a Pursuit

Pursuits should normally be initiated when, in the officer's judgment, an individual clearly exhibits an intent to avoid arrest by using a vehicle to flee the officer.

B. When to Discontinue a Pursuit

1. The majority of pursuits originate from misdemeanor violations and this factor should be considered in the officer's, or supervisors, decision.

The officer is never justified in arbitrarily using the highways with a willful and wanton disregard for the safety of him/herself or others. Therefore, under most circumstances, pursuits should be discontinued when:

- a. In the pursuing officer's or his/her supervisor's opinion, the hazard that is present to the public and/or the pursuing officer outweighs the public interest in apprehending the violator.
 - b. The pursued vehicle's location is no longer definitely known.
2. The suspect(s) can be identified to the point where later apprehension can be accomplished. The decision to abandon the pursuit should rest with the pursuing agency.

C. Pursuit Units

1. Normally, pursuits should be limited to three (3) vehicles. When possible, one (1) of these units should include a supervisor.
2. Officers on motorcycles and in unmarked cars shall relinquish positions as primary and/or secondary units when marked cars are in position to take over or assist in the pursuit.
3. Officers in patrol units other than the three (3) units involved should not join the pursuit, but should remain alert to its progress. They should position themselves so as to be available as perimeter units or to join the pursuit if needed.

D. Joining of Pursuits by Allied Agencies

1. Units of allied agencies shall not join a pursuit unless specifically requested by the agency whose officers are in pursuit. (An exception would be when a single unit of the initiating agency is in pursuit. Under these circumstances, an allied agency unit may join in the pursuit until other units from the initiating agency join the pursuit.)
2. The mere notification by another agency of a pursuit in progress shall not be construed as a request to assist in the pursuit.
3. Requests for assistance should be reviewed and approved by a watch commander or supervising officer on duty and available.
4. Requests for assistance shall include specific number and types of units (helicopters, K-9, etc.). Assisting agencies should honor the request if the units are available.

E. Pursuits into Allied Agency Jurisdictions

1. When a pursuit extends into an allied agency's jurisdiction, the on duty supervisor of the pursuing agency should determine if the other agency should assume the pursuit. The following should be considered:
 - a. The distance involved.
 - b. Pursuing officer's possible unfamiliarity with the area.

- c. Limitations of agencies radio communications at longer distances.
- 2. When considering turning the pursuit over to another agency, the pursuing agency supervisor should consider the following:
 - a. Ability to keep up in the pursuit.
 - b. The circumstances surrounding the pursuit.
 - c. Whether or not the officer(s) can be spared to continue the pursuit.
- 3. When a pursuit is assumed by an allied agency:
 - a. The officer initiating the pursuit should proceed to the termination point at the reduced speed so as to provide information, which may be required for the arrest.

If the distance involved makes this impractical, the officer should meet the arresting officers at the jail or other place of confinement.
 - b. The agency initiating the pursuit shall assume responsibility for handling the prosecution of the violation for which the pursuit was initiated.
 - c. If the pursuit is terminated within the initiating agency's area of responsibility, or if the initiating agency has responded to the termination point, they will take physical custody of the violator.
 - d. If non-traffic violations have occurred subsequent to the pursuit being relinquished to another agency, the agency that has assumed the pursuit and witnessed the violations should be responsible for their prosecution. The agency having or witnessing the most serious crime should retain custody of the violator.
 - e. Once transfer of control has been accomplished, the previous agency will not reenter a pursuit unless a request for assistance has been made or an emergency condition dictates.

4. Use of Helicopter:

- a. When available, the California Highway Patrol, Sacramento County Sheriff's Department's, or the Sacramento City Police Department's helicopter(s) should be used to minimize the hazards inherent in pursuits. The helicopter is to assist pursuing ground units by advising of the pursued vehicle's direction of travel, of potential traffic hazards, possible cut-off routes, and other logistical information.
- b. Coordination and/or supervision of the pursuit shall not be relinquished to the helicopter pilot unless the primary officer of the agency in charge of the pursuit at the time, or his/her supervisor, directs this action be taken.

PROCEDURE

A. Initiating Pursuit

1. The initiating officer shall immediately notify the dispatch center providing all available information.
2. The initiating officer should, as soon as possible, inform the dispatch center if assistance from an allied agency will be needed.
3. The initiating agency may, at their discretion, discontinue the pursuit. The initiating unit shall immediately notify the dispatch center of the discontinuance and the information shall be immediately relayed to allied agencies.

B. Secondary Unit

1. The secondary unit shall also immediately notify their dispatch center that they are involved in the pursuit.
2. When possible, the secondary unit should assume radio communication responsibilities, thereby relieving the initiating unit to concentrate on pursuit driving.

C. Communications Center Responsibilities

1. The initiating agency Communications Center shall notify allied agencies of pursuits if assistance is needed, and/or the likelihood exists that the pursuit may travel into another jurisdiction. The following information shall be broadcast:
 - a. If assistance is needed, specify type of assistance.
Example: block on/off ramp
 - b. Or if for information only.
 - c. Preliminary synopsis with as much descriptive information as available.
2. When an allied agency(ies) responds to a request for assistance, the Communications Center will initiate the COMM LINK patch, advising over the Hotline/CLERS and over the channel on which the incident is occurring.
3. The following guidelines shall be used when broadcasting:
 - a. Use plain language.
 - b. Use the alert tone – 3 times
 - c. Advise the type of incident.
 - d. Provide: Direction of travel
Vehicle description
License
Make/model/style
Color
Number of occupants
Want
Weapon
Speed
 - e. The EIP (emergency in progress) signal shall be activated by the initiating agency. Should an allied agency assume responsibility, the EIP shall continue.

- f. If known, advise if unmarked vehicles/plain clothes officers are involved in the incident.
4. Allied agencies who have been requested to assist, or may become involved due to the geographical area of the call, shall also initiate the COMM LINK patch. Allied agencies dispatch staff will advise the primary agency that their agency has initiated COMM LINK and is awaiting their instructions. Each agency will refer to their agency dispatcher and officers by complete detail.
5. If a specific request for assistance has been initiated, the allied agency shall complete all steps outlined in "3" above, and shall also provide the primary agency with the detail numbers of allied units on the COMM LINK channel available for the incident.
6. The primary agency dispatch will speak directly to allied agency officers. Dispatch staff from allied agencies will continue to monitor the traffic and provide support to the primary agency for the duration of the incident or until the patch is disengaged.
7. The initiating agency shall have primary dispatch responsibility unless they relinquish the responsibility to another agency in accordance with guidelines listed in this policy. (See Pursuits into Allied Agency Jurisdiction, Section E1 of this document.)
8. All channels patched to COMM LINK channel will be declared to be on "emergency traffic" and will be restricted to traffic related to the incident.
9. All agencies with units responding or involved will provide a dispatcher to monitor the traffic. The dispatcher handling will be from the agency assuming responsibility for the incident.
10. If it becomes clear that an allied agency should become primary, the primary agency will advise all other participating agencies of the change. This will only occur when the new primary dispatcher advises they are prepared and ready to assume responsibility. The originating primary dispatcher shall provide the most recent information to the new primary dispatcher. The originating agency dispatcher shall continue to

monitor COMM LINK for the duration of the incident, or until the originating agency is no longer involved.

D. Supervisory Responsibilities

1. Upon being notified of a pursuit, the supervisor shall assure that:
 - a. No more than the required or necessary units are involved in the pursuit.
 - b. Allied agencies have been advised of a pursuit in progress.
 - c. Supervisors or assisting allied agencies are contacted directly.
2. The supervisor of the agency in whose jurisdiction the pursuit terminates should proceed to the termination point, if at all practical, to provide supervision and on-the-scene coordination with allied agency supervisors who may be present.
3. The supervisors present should determine each agency's responsibility for transporting, booking, and prosecution following the policies contained in these guidelines.
4. Evaluation Reports

In the event of unusual pursuits involving more than one (1) agency, each agency involved may request an evaluation of the pursuit from the other agencies involved. Such evaluations shall only address the need for amendments or changes to the Inter-Agency Vehicular Pursuit Guidelines and not serve as a basis to critique the judgments and/or actions of personnel of another agency or the policy(ies) of another agency.

E. Deviation from Department Policy

In those instances wherein a conflict arises between a department pursuit policy and the inter-agency guidelines, the departmental policy will take precedence.

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License
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Color
Number of occupants
Want
Weapon
Speed

- e. The EIP (emergency in progress) signal shall be activated by the initiating agency. Should an allied agency assume responsibility, the EIP shall continue.
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only occur when the new primary dispatcher advises they are prepared and ready to assume responsibility. The originating primary dispatcher shall provide the most recent information to the new primary dispatcher. The originating agency dispatcher shall continue to monitor COMM LINK for the duration of the incident, or until the originating agency is no longer involved.

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In the event of unusual pursuits involving more than one (1) agency, each agency involved may request an evaluation of the pursuit from the other agencies involved. Such evaluations shall only address the need for amendments or changes to the Inter-Agency Vehicular Pursuit Guidelines and not serve as a basis to critique the judgments and/or actions of personnel of another agency or the policy(ies) of another agency.

E. Deviation from Department Policy

In those instances wherein a conflict arises between a department pursuit policy and the inter-agency guidelines, the departmental policy will take precedence.

COMM-LINK OPERATIONS MANUAL SECTION 3

COMM-LINK AGENCY AGREEMENT REVIEW PROCESS

Comm-Link is a procedure that allows law enforcement/emergency services agency field and dispatch personnel to speak directly to other agencies via a telephone line connection. Comm-Link improves the accuracy and timeliness of radio traffic that is heard by field and dispatch personnel. The potential for increased criminal apprehension, coupled with enhanced citizen and officer safety make Comm-Link a valuable tool for all law enforcement/emergency services agencies.

Public safety agencies within the Sacramento Region have agreed to utilize Comm-Link as a means by which to communicate during an inter-agency critical incident and/or pursuit. The policy and procedure pertaining to Comm-Link is addressed in the Sacramento Regional Inter-Agency Pursuit Guidelines on page 4, section C.

Continued use and changing environments will undoubtedly identify new challenges as Comm-Link is used. Consistent review of its usage is essential to ensure that the procedure is accurate and efficient. The purpose of this document is to establish a review process that each agency can utilize any time that Comm-Link is activated. The review process is strictly limited to the critique of the Comm-Link communication process. All participating agencies agree to follow the review process.

The objectives below will be considered as a preliminary guide in determining how successful the use of Comm-Link was in each incident.

OBJECTIVES:

- Eliminate or significantly minimize the need for communications staff to relay information regarding the incident via the telephone
- Allow field personnel to obtain timely and accurate information as the incident occurs via the radio channel
- Allow control of the incident to move from agency to agency within the guidelines of the policy
- Allow the agency responsible for the geographic area where the incident is occurring to become the lead agency, if appropriate

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All agencies agreed to complete a review of Comm-Link any time it was used during the first eighteen months of implementation. After the eighteen-month review period, any agency may request a review based on need. The agency that activated Comm-Link is responsible to host a debriefing within four weeks of the incident. All agencies listed in the Comm-Link Inter-Agency Agreement (Section 8) will be invited to attend, whether they participated in the incident or not. Every effort must be made to include the dispatch and field personnel that were involved in the incident. After the review, the lead agency will submit a completed "Review Worksheet" and a cover letter to each agency head. The report should clearly state if the objectives of Comm-Link were met. Additionally, the report will provide suggestions for improvement, suggested policy revisions, and documentation of any specific problems that occurred during the incident specifically relative to communications.

Comm-Link is not owned by a specific agency so it is not necessary to ask for permission to use it. It can be utilized for regional DUI enforcement details or multi-agency training events. If a real emergency develops during one of these details/events and Comm-Link is needed by another agency:

1. An announcement will be made on Comm-Link that it is needed for the emergency.
2. The agencies on Comm-Link will disable their patches immediately and make other arrangements for communication until they can resume using Comm-Link.

Comm-Link Review Worksheet

Date/Time of Review:

Date/Time of Incident:

Initiating/Hosting Agency:

Agencies Represented at Review:

Name/Phone/Email of person completing worksheet:

Instructions: Please be complete in the manner in which you respond to the objectives listed below. A yes/no answer may be appropriate, but include narrative supporting how or why you answered the question in the manner that you did. The review will be more valuable if it is complete and thorough. Continue narrative on multiple pages if desired.

OBJECTIVES:

1. Did Comm-Link eliminate or significantly minimize the need for communications staff to relay information regarding the incident via the telephone?
 - a) If so how?
 - b) If not, why not?
2. Did Comm-Link allow field personnel to obtain timely and accurate information via the radio channel(s) as the incident occurred?
 - a) If so how?
 - b) If not, why not?
3. Did Comm-Link enable control of the incident to move from agency to agency within the guidelines of the policy?
 - a) If so how?
 - b) If not, why not?
4. Did Comm-Link enable the agency responsible for the geographic area where the incident was occurring to become the lead agency if appropriate?
 - a) If so how?
 - b) If not, why not?
5. Overall, what portion(s) of Comm-Link worked well?
6. Overall, what portion(s) of Comm-Link did not work well?
7. Suggestions for improvement. If the changes include specific update to policy and procedure, please include the specific language necessary to address the issue. Obtain consensus from the group if possible. If not, provide differing positions.
8. Please list any discussion topic(s) regarding Comm-Link that is relevant to enhancing its use.

NOTE REGARDING QUESTION SEVEN: the purpose of this question is to quickly provide inter-agency participants with enough information to thoroughly review and, if necessary, make policy changes quickly and efficiently that affect their specific agency. Comm-Link shall be reviewed and amended in the same manner as the inter-agency pursuit policy.

COMM-LINK RADIO TEST

Date test completed:

Test proctor & agency name:

Instructions:

1. The Comm-Link test will be completed in a sequential manner using a “roll call” type technique. Each dispatch center and field unit will broadcast the following information when advised to do so by the test proctor.
Example:
 - Dispatch: Agency Name - Dispatch – testing 5, 4, 3, 2, 1
 - Field Unit: Agency Name - Unit ____ - testing 5, 4, 3, 2, 1
2. Once the above broadcast is made, the proctor will utilize Comm-Link to communicate with participating agencies throughout the test. He/She will call (via Comm-Link) participating agencies individually to determine if the radio traffic was heard.
3. Each Dispatch center/field unit will respond by advising if they did/didn't hear the traffic of the agency being tested. If the quality of the traffic was not acceptable they will advise the proctor of this by using clear, easily understood terms. The proctor will make note of any such response on the log sheet.
4. A response such as “Sac PD Dispatch copied” will indicate that the traffic was heard, and that the audio quality was acceptable.
5. The proctor will contact each participating agency and field unit. Once this has been completed the proctor will note – Folsom PD test complete. He/She will then call the next agency on the list and begin the process again.

Note: Comm-Link testing will be conducted weekly. One field unit from each agency will be utilized in the testing of Comm-Link. A sample script was created to standardize the coordination of the weekly test.

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SECTION 4**

SAMPLE SCRIPT

Good _____, Galt PD is proctoring a Comm-Link test for _____,
_____ (day)
_____. Reminder, the Comm-Link test will be completed in a
(month/ date/ year)

sequential manner using a "roll-call" type technique. Each dispatch center and field unit, if available, will broadcast the following information when asked to do so by the proctor.

* Dispatch example: Galt PD- Dispatch- testing 5-4-3-2-1

* Field Officer example: Galt PD- Unit # _____ - testing 5-4-3-2-1

If at any time any agency is **not** able to copy another agency dispatch or field unit broadcast, please advise the proctor.

Participating in today's Comm-Link test, Galt PD welcomes agencies:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

We will begin the test with _____ dispatch and field
_____ (Agency name)
unit, if available. _____, proceed with test.
_____ (Agency name)

_____ Dispatch- testing 5-4-3-2-1
_____ (Agency name)

_____ Field Unit- testing 5-4-3-2-1
_____ (Agency name)

Galt PD dispatch copies _____ traffic.
_____ (Agency name)

Galt PD unit _____, confirming you copy _____ traffic?
(Agency name)

_____ test complete.

(Agency name)

* _____ proceed with dispatch test.

(Agency name)

* _____ proceed with field unit test.

(Agency name)

* Galt PD dispatch copies _____ traffic.

(Agency name)

Galt PD unit _____, confirming you copy _____ traffic?
(Agency name)

** Repeat previous steps until all participating agencies have completed the test.**

This concludes Galt PD's Comm-Link test for _____ at _____ hours.
(date)

All agencies, thank you for your participation.

Script written by Mary-Frances Tassano, Galt Police Department

October 2008

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Section 4

COMM-LINK TEST LOG SHEET

Participating Agencies

Testing Agency	SPD	SSD	CHP	TRUSD	UCDPD	SRFECC	FPD	WSPD	DPD	GALT	CHPD	EGPD	LRPD
SPD - Dispatch													
SPD - Officer													
comments:													
SSD - Dispatch													
SSD - Deputy													
comments:													
CHP - Dispatch													
CHP - Field Unit													
comments:													
TRUSD - Dispatch													
TRUSD - Officer													
comments:													
UCDPD - Dispatch													
UCDPD - Officer													
comments:													
SRFECC-Dispatch													
SRFECC-FieldUnit													
comments:													
FPD - Dispatch													
FPD - Officer													
comments:													
WSPD - Dispatch													
WSPD - Officer													
comments:													
DPD - Dispatch													
DPD - Officer													
comments:													
GALT - Dispatcher													
GALT - Officer													
comments:													
*Must notify GALT PD of test via phone, they do not have the HOTLINE in their center													
CHPD-Dispatcher													
CHPD - Officer													
comments:													
EGPD-Dispatcher													
EGPD - Officer													
comments:													
LRPD-Dispatch													
LRPD - Officer													
comments:													
LEGEND:													
SPD - Sacramento Police Department								P = Pass F = Fail					
SSD - Sacramento Sheriff's Department								WSPD- West Sacramento PD dispatched by Yolo County Communications					
CHP - California Highway Patrol								DPD-Davis Police Department					
TRUSD-Twin Rivers Unified School District								GALT-Galt Police Department					
UCDPD- University California Davis Police Department								CHPD-Citrus Heights Police Department					
SRFECC - Sacramento Regional Fire Emergency Communications Center								EGPD- Elk Grove Police Department					
FPD - Folsom Police Department								LRPD- Los Rios Police Department					

Additional comments:

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Comm-Link Operations Manual

Section 4

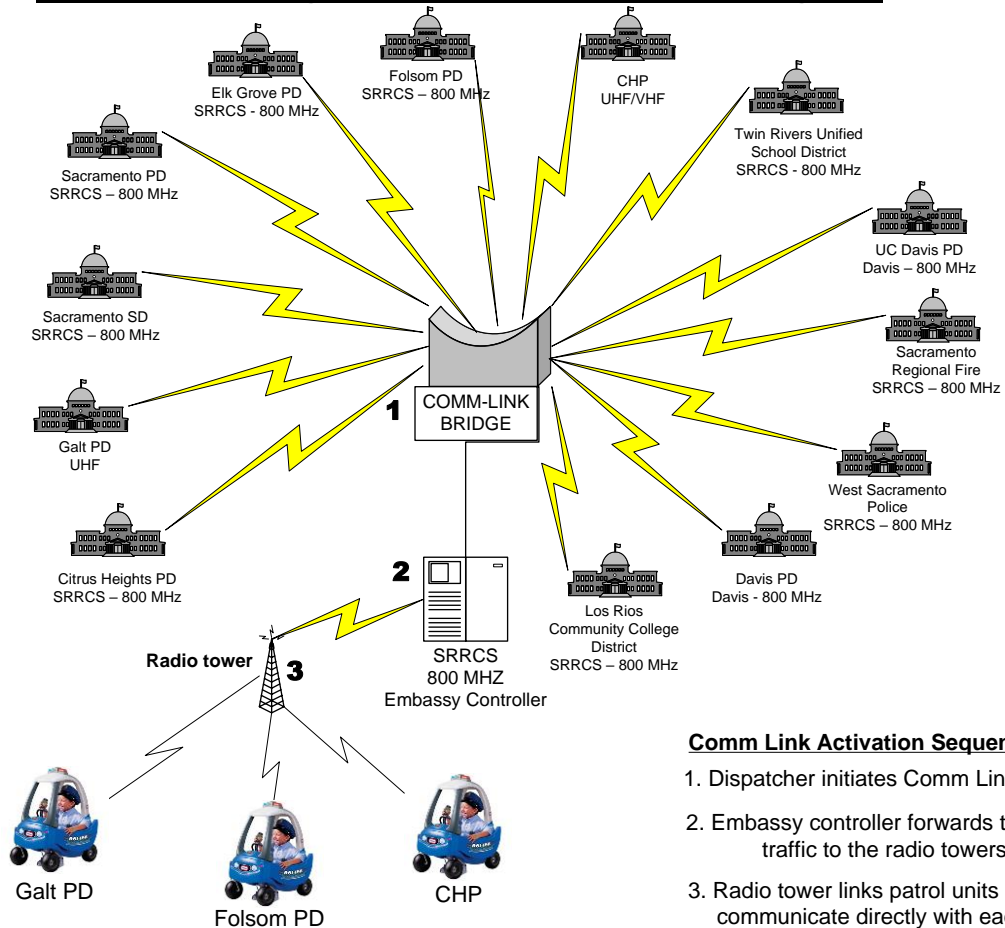
COMM-LINK TEST LOG SHEET

EXAMPLE OF VARIOUS TEST RESULTS

Testing Agency	Responding Agency												
	SPD	SSD	CHP	TRUSD	UCDPD	SRFECC	FPD	WSPD	DPD	GALT	CHPD	EGPD	LRPD
SPD - Dispatch													
SPD - Patrol Office													
comments:													
SSD - Dispatch	P		P	P	P	P	FAIL	P	P	P	P	P	P
SSD - Deputy	P		P	P	P	P	FAIL	P	P	P	P	P	P
comments:	SSD field units unable to copy FPD units-both dispatchers could hear the field units												
CHP - Dispatch													
CHP - Field Unit													
comments:													
TRUSD- Dispatch													
TRUSD- Officer													
comments:													
UCDPD - Dispatch													
UCDPD - Officer													
comments:													
SRFECC-Dispatch													
SRFECC-Field Unit													
comments:													
FPD - Dispatch	FAIL	P	P	FAIL	P	P		P	P	FAIL	P	P	P
FPD - Officer	FAIL	P	P	FAIL	P	P		P	P	FAIL	P	P	P
comments:	FPD field unit unable to hear SDP, TRUSD and GALT dispatcher												
WSPD - Dispatch													
WSPD - Officer													
comments:													
DPD - Dispatch													
DPD - Officer													
comments:													
GALT-Dispatch													
GALT-Officer													
comments:													
*Must notify GALT PD of test via phone, they do not have the HOTLINE in their center													
CHPD-Dispatch													
CHPD-Officer													
comments:													
EGPD-Dispatch	P	P	P	P	P	P	P	P	P	P	P		P
EGPD-Officer	P	P	P	P	P	P	P	P	P	P	P		P
comments:	EXAMPLE OF A SUCCESSFUL TEST. ALL AGENCIES COPIED BOTH THE DISPATCHER AND FIELD UNIT												
LRPD-Dispatch													
LRPD-Officer													
comments:													
LEGEND:													
SPD - Sacramento Police Department							P = Pass F = Fail						
SSD - Sacramento Sheriff's Department							WSPD- West Sacramento PD dispatched by Yolo County Communications						
CHP - California Highway Patrol							DPD-Davis Police Department						
TRUSD-Twin Rivers Unified School District							GALT-Galt Police Department						
UCDPD- University California Davis Police Department							CHPD-Citrus Heights Police Department						
SRFECC - Sacramento Regional Fire Emergency Communications Center							EGPD- Elk Grove Police Department						
FPD - Folsom Police Department							LRPD- Los Rios Police Department						

COMM-LINK OPERATIONS MANUAL SECTION 5

Comm-Link Regional Communications Diagram



October 2008

(Diagram by Mike Bowler, Systems Administrator – YECA 911 and
Chuck Schuler, Communications Engineer- Folsom Police Department)

**COMM-LINK OPERATIONS MANUAL
SECTION 6**

COMM-LINK Circuit Information and Repair Sheet

				Description of who to call			
When a problem occurs, order of callout		1. County Telecom		SR RCS / 800 MHz Support			
		2. Service Provider		Who maintains consoles			
		3. Circuit Provider		Who provides audio path for Comm Link			
		<i>Note: Typically the Service Provider or County Telecom will contact the Circuit provider if needed.</i>					
Vendor / Agency		Telephone Number					
	ComTech Communications	916-568-2277					
	County Telecom (800 MHz Support)	916-875-5000					
	Delta Wireless	916-928-1200					
	Motorola FSO	916-564-9058					
	AT&T	1-800-332-1321					
Customer	Circuit Type / Provider	Circuit Number	Order Number	Service Provider			
Folsom PD				Delta Wireless			
Sac Regional Fire				ComTech Communications			
Sacramento SD				AT&T			
Sacramento PD				Motorola FSO			
CHP Dispatch				State Telecom			
Twin Rivers USD				Delta Wireless			
UC Davis				ComTech Communications			
Yolo / WSPD				ComTech Communications			
Galt PD				AT&T			
Davis PD				Motorola FSO			
Los Rios PD				Delta Wireless			
Citrus Heights PD				Delta Wireless			
Elk Grove PD				Delta Wireless			
<i>Misc. Notes</i>							
<i>Notes for Service Providers:</i>							
Oct-08							

Comm-Link Video Study Guide

What is Comm-Link?

- A system used during any critical incident whenever multi-jurisdictions become involved.
- Enhances **Officer Safety** and **Communication** by reducing “relay” of information from one agency to another.
- Radio Systems are “patched” together.
- Dispatch staff activates patch.
- Agency officers can speak with each other in real time.
- Training Video.

Comm-Link – What you need to know

- Patch multiple agencies that use different radio systems.
- Real time versus current practice.
- 100% county participation.
- Currently twelve participating agencies.

Who Participates?

- Agencies:
 - ✓ Sacramento Police Department
 - ✓ Sacramento County Sheriff’s Department
 - ✓ California Highway Patrol
 - ✓ Galt Police Department
 - ✓ Folsom Police Department
 - ✓ University of California Davis Police Department
 - ✓ Grant Unified School District Police Department
 - ✓ Sacramento Regional Fire Emergency Communication Center
 - ✓ West Sacramento Police Department
 - ✓ Federal Bureau of Investigations
 - ✓ Office of Emergency Services
 - ✓ California State Fair Police Department

COMM-LINK OPERATIONS MANUAL SECTION 7

- Sacramento Inter-Agency Pursuit Guidelines.
- Potential for future expansion to include outside counties and cities.

Field Supervisor Responsibility

- May request Comm-Link be activated.
- Coordinates agencies involved.
- Determines when/if pursuit should be passed to allied agency.

Officer Responsibility

- May communicate directly with other agency dispatch and patrol staff.

Dispatch Responsibility

- Gives broadcast for activation on the Hotline. Specifics on the critical incident are given out.
- Initiating agency only activates the emergency in-progress “beeper”.
- Main channel becomes dedicated to the incident - other traffic may be moved to a sister channel depending upon agency policy.
- Activates Comm-Link by utilizing radio system equipment.
- Monitor traffic bordering agencies in case incident moves into own jurisdiction.
- In instances where primary dispatch responsibility moves from one agency to another - advise other agencies when dispatch is ready to assume, or remove primary responsibility.
- Coordinate the transition from one agency to another.

Everyone’s Responsibility

- Use agency mnemonic in front of identifier of detail number.
 - Example: SPD BV10
- Dispatch will preface assignment with agency name.
 - Example: Folsom Dispatch or Folsom Communications.
- Use clear text- exclusion of 9, 10 or 11 codes
- Keep traffic to an absolute minimum.
- Be aware of “clipping” beginning of transmissions, allow for a 2-second pause.