

**CHAPTER 9**  
**COMMUNICATIONS CENTER RADIO EQUIPMENT**  
**REVISED JULY 2019**  
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## CHAPTER 9

### COMMUNICATIONS CENTER RADIO EQUIPMENT

#### 1. GENERAL.

- a. This chapter contains policy and procedures governing the maintenance of communications systems and equipment. Only departmentally approved equipment shall be used for communications center (CC) operations.
- b. Administrative procedures for the CC's telecommunications systems are detailed in Highway Patrol Manual (HPM) 60.2, Telecommunications Management Manual.

#### 2. MAINTENANCE OF RADIO CONSOLE/RADIO EQUIPMENT ROOM.

##### a. Radio Console.

- (1) Personnel shall not store personal property on the radio console.
- (2) In centers where it is allowed, personnel shall exercise care when eating or drinking at or near the console.
- (3) Consoles shall be maintained in a clean, orderly manner.

b. Radio Equipment Room. The radio equipment room is intended to house radio-related equipment. It shall not be used to store other items. Access shall be limited to authorized personnel.

c. Responsibility. Telecommunications Section (TS) is the Office of Primary Interest for the management, design, acquisition, and support of the radio communications systems and equipment. All equipment deficiencies or outages should be reported in accordance with HPM 60.2, Chapter 1, Radio Systems.

##### d. Trouble Investigation.

- (1) Prior to completing a CHP 272, Radio Trouble Report, CC personnel shall attempt to identify the problem.
- (2) The following steps shall be taken, and resulting information accurately recorded, to assist the technician and expedite the repair process:
  - (a) Try a different headset and/or headset jack box.

(b) If available, try the back-up console.

(c) Try each site on the affected frequency individually.

(3) If the problem persists, CC personnel shall complete the bottom portion of the CHP 272 and notify the local radio technician during normal business hours. After hours emergency repairs shall only be requested when no alternate means of communication are available.

e. CHP 272, Radio Trouble Report.

(1) A CHP 272 will be used to document failures or problems with remote radio sites (mountain tops), dispatch consoles, auxiliary receivers and circuits, reports of poor radio communications, and Operational Dial Telephone circuits. Minor one-time incidents need not be reported to the technician; however, documentation shall be made and forwarded to the Public Safety Dispatch Supervisor (PSDS) for future reference.

(2) The PSDS shall follow up with the California Office of Emergency Services Public Safety Communications (PSC) radio technician to ensure the problem has been resolved.

(3) A trouble ticket shall be opened with the California Highway Patrol (CHP) Help Desk for support and tracking purposes whenever a CHP 272 is generated.

(4) Negative reports are not required.

(5) Reports should:

(a) Be as specific as possible.

(b) Be as complete as possible.

(c) Provide a summary of console events related to the CHP 272 (e.g., what repeater was utilized, simulcast, or vote/steer, etc.).

(d) Be submitted as soon as possible to TS.

f. Radio Outage. In the event of a complete radio failure, the PSDS, or designee, shall immediately contact TS at (916) 843-4200. Do not include routine items that have been documented on a CHP 272, or problems that have been satisfactorily resolved.

3. TECHNICIAN CALL OUT.

a. When technician call-out is deemed necessary, a PSDS, or designee, will contact the local radio technician. If a call-out is needed after hours, the PSDS, or designee, shall contact the Emergency Notification and Tactical Alert Center (ENTAC).

(1) All relevant information describing the problem should be provided to the radio technician/ENTAC.

4. EMERGENCY TRANSPORT/RELAY OF EQUIPMENT.

a. On occasion, PSC may request CHP personnel provide emergency transportation or relay of equipment needed to repair or to restore service to disabled communications facilities.

b. If the need arises, requests should be honored at the discretion of the local commander or designee.

5. ASSISTANCE TO LOCAL RADIO TECHNICIANS.

a. In support of occupational safety, PSC policy requires that technicians and other personnel do not go alone to a remote radio site during hazardous conditions or where a snowmobile is required.

b. In the event no other PSC personnel are available to provide timely assistance, the local radio technician may request that the affected Area or Division provide an employee to accompany the technician to the remote site. The employee assigned is to provide safety backup only and need not possess any technical skills.

c. The decision to approve or deny these requests and whether to send a CHP employee will be made at the local level. Field commanders should establish procedures to ensure that any request for assistance receives a prompt and thorough evaluation. The evaluation should consider the following:

(1) The Need for Radio Site Restoration. Since CHP has a redundant radio system, the loss of a single site may not be of such immediate concern that repairs cannot be delayed until conditions are less hazardous.

(2) The Impact on Field/Road Patrol Coverage. An officer assigned to a radio site detail may be unavailable for several hours.

(3) The Potential Risks to Both California Highway Patrol Employee and the Local Radio Technician. Many of the Department's radio sites are located in extremely remote areas with rugged terrain. Reaching them could involve hazardous conditions and/or may impose significant physical demands such as riding a snowmobile or walking some distance in deep snow or mud.

d. If the decision is made to send a CHP officer, the officer should be informed that their role is to provide safety backup only. All technical work is to be handled by the radio technician.

e. If the decision is made to deny the request for assistance, the affected commander should ensure that:

(1) The local radio technician is informed as soon as possible.

(2) The affected CC is advised that the remote site will not be restored until conditions are no longer hazardous or until another radio technician is available to provide assistance.

## 6. HEADSET MAINTENANCE.

a. To expedite repair or replacement of defective headsets, CCs shall contact Communications Centers Support Section (CCSS).

b. In order to facilitate verification of charges billed against warranty or maintenance contracts, CCs should maintain records of repair transactions, including the number of headsets serviced, model numbers, and dates mailed and returned.

c. The CC should maintain an adequate supply of spare headsets to cover routine operational needs.

d. The CCSS will immediately advise PSDSs of any changes in maintenance agreements and repair policy or procedures.

## 7. AUDIO LOGGING RECORDERS.

a. General. All authorized CC personnel should become familiar with the audio logging recorders (ALR) and utilize the operating and maintenance instructions provided by the vendor.

b. Purpose. The purpose of the ALR is to provide 24-hour master recordings for all telephone calls and radio transmissions in CCs.

- c. Access. Each CC will designate persons authorized to have access to the ALR software. Request for access shall be sent to CCSS, via e-mail to CCSS@chp.ca.gov. The ALR system operates with each user's Windows Active Directory (AD) network login to identify and verify CHP users through a secure platform. Each user should utilize their departmental AD login when retrieving audio.
- d. Retrieving Audio. Every Public Safety Dispatcher/Public Safety Operator has the ability to immediately retrieve audio while maintaining a continuous recording of radio transmissions and telephone calls. This is accomplished through the Instant Recall Recorder (IRR). The IRR is available on the radio console and the 9-1-1 telephone system. Recorded audio already purged from the IRR can be retrieved through the ALR system.
- e. Audio Storage. Recordings are stored on a server for access at any time by authorized personnel for legitimate business reasons. Authorized CC personnel do not have the ability to alter the original audio record stored on the server, thus preserving the original record. Audio retention can be located in HPM 60.1, Communications Operations Manual, Chapter 2, Forms, Logs, and Retention.
- f. Repairs. In the event of a system failure, contact CCSS for service or repair.

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