

		Policy & Procedures			No. 1.02	
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		Communications				
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CALEA STANDARDS:

81.2.2 81.2.8 81.3.2 81.3.4

Discussion

The basic function of the communications system is to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies.

It is the latter, which places the greatest demands upon the communications system and tests the capability of the system to fulfill its function.

Policy

It is the policy of the Canton Police Department to ensure compliance with the following standards.

Radio Testing [81.2.2]

The radio systems of the Canton Police Department, both primary and secondary shall be such to allow for twenty-four (24) hour two-way communication capabilities between the command center and all officers on-duty, and be tested semi-annually to ensure proper operation. The radio repair vendor shall provide the agency with written reports as to their findings and any suggested measures to correct the deficiencies. A designated Superior Officer shall be responsible for seeing that testing is completed in a timely fashion and that a file is kept on the results of such tests. These files are located in the administrative files in the office of the Chief of Police.

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81.3.4

In the event of a joint operation, the radio system contains separate channels/frequencies that connect the Canton Police to contiguous communities. Authorization for use of these channels shall be made by the Incident Commander. See Appendix A and B for a complete breakdown of all available channels and the designated districts.

***Portable
Radios***

To ensure that each officer is in twenty-four (24) hour two-way radio communication, each officer shall be issued a portable radio, a detachable “collar” microphone, a detachable ear piece, two batteries and a charger. Each officer shall be responsible for ensuring that the radio is in good operating condition prior to the start of each shift. **81.2.2**

***Recorded
Communications***
81.2.8

All telephone calls received on the Canton Police Department’s emergency lines and all police radio communications will be recorded. **81.2.8 (2A, 8)**

All Audio recordings will be saved for a period of not less than thirty (30) days. If during that period of time, no request has been made for information, it may be erased and the space reused to record additional telephone calls.

81.2.8

The responsibility for securing all recordings and records pertaining to calls received, radio transmissions and NG911 will belong to the Administrative Sergeant. This officer will ensure that all digital recordings and records are stored in a locked secure place; on the State’s recorder/server in the 911-Communications room in the basement or in evidence if case is criminal. Only the Administrative Sergeant or his/her designee and MIS personnel will have the authority to access this secure area. **81.2.8 (5A,D,E,11A)**

All NG911 certified personnel will have the authority to playback recorded conversations with no prior approval needed. Only the most recent 4 hours of recordings can be accessed. These recordings will be available ONLY for clarification or investigative purposes, emergency purposes, or when requested by the Department Prosecutor for purposes of court prosecution. **81.2.8 (6A,B,C,)**

The Administrative Sergeant is to be notified by email when a recording needs to be accessed that is beyond the restricted time frame or when a recording needs to be downloaded to support criminal charges. **81.2.8 (6A,B, 7)**

Radio Recordings

Radio recordings will be retained for a period of not less than one year provided no litigation is pending. **81.2.8 (9)** These recordings will be securely stored on the hard drive of the State's recorder/server system which is contained in a locked room, Communications Room, in the basement. Only the Administrative Sergeant or his/her designee and MIS personnel will have the authority to access this secure area. **81.2.8 (11A,E)**

These stored recordings can be reviewed for clarification, training, investigation, court, and internal affairs to name a few. **81.2.8 (12A)** An email is to be sent to the Administrative Sergeant for help in reviewing any stored recordings. **81.2.8 (12B)**

E911 Recordings and Records

In accordance with M.G.L. c 6a §18g, NG911 recordings shall be maintained for a period of not less than one (1) year providing no litigation is pending. **81.2.8 (4A)**

In accordance with M.G.L. c 6a § 18A-18F, call detail NG911 records shall be maintained for period of not less than three (3) years. **81.2.8 (4B)**

Instant Playback Recorders

[81.2.8]

The Canton Police Department maintains a digital recording system, which enables instant playback (for most recent 4 hours of recordings) of all incoming/outgoing police radio communications, business telephone lines and the NG911 system. **81.2.8 (2A, 8A)**

The instant playback system can be accessed from the console in the MIS office or from the two dispatch NG911 consoles in the Communications Center. The digital playback recorder enables instant playback of a message received over the radio, phone or 911 lines. All NG911 certified personnel will have access to instant playback (with that 4-hour restriction) of these communications. Playback will be for clarity, emergency, and investigative purposes. No prior approval is needed to review these recordings. **81.2.8 (6A, 12C)**

Alternate Power Source

[81.3.2]

The Canton Police Department's Communications Center shall have available an alternate power supply via a generator sufficient to ensure continued operation of emergency communications and public safety communications equipment in the event of primary power loss **(1)**. The generator shall be maintained by a third-party contractor, FM Generator. Maintenance includes regularly documented and scheduled testing including a Full-Load test. This is to confirm the generator is in good working condition and is sufficient to meet the department's needs. **(2B)** Recorded documentation can be made in the form of inspection and observation of a self-testing generator's performance once a month **(2A,4,5)**.

In the event the agency loses power and the generator turns on, the desk officer will make a log entry into IMC using Power Outage as the call reason. In addition, whenever the desk officer hears the generator turning on, a log entry will be made indicating such.

APPENDIX A

Radio Channels

Review Date: 10/29/2023

- #1 = Canton PD
- #2 = Weymouth PD
- #3 = Wrentham PD
- #4 = Foxboro PD
- #5 = Foxboro Channel 3
- #6 = Foxboro Stadium
- #7 = MBTA Police
- #8 = Area Wide A
- #9 = Area Wide B
- #10 = Area Wide C
- #11 = Area Wide D
- #12 = Area Wide E
- #13 = City Wide
- #14 = Inter OPS
- #15 = Mobile OPS
- #16 = METRO – STAR

APPENDIX B



