	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: O2805
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			Distribution: All
Title: COMMUNICATIONS		Section: Inter-agency Coordination	
Issued: 5/8/2012		Effective: 5/16/2012	Revised: 11/28/2024
Rescinds: All Previous		Amends: 11/24/2022	
CALEA References: LE Chapter 81			
COM 6.1.2, 6.2.1 – 6.2.5, 6.2.9, 6.2.11, 6.3.1 - 6.3.3, 6.4.1, 6.4.2, 6.5.1 - 6.5.4, 6.6.1 – 6.6.3, 7.1.2			
KLEAP References: 18.1.2, 18.1.3, 18.1.4, 18.1.5, 18.2.1, 18.2.2			
Review: Annual		Authority: Chief Buck Buchanan	

I. Purpose

To establish a comprehensive plan for Andover Police Department's radio procedures and Emergency Communications Section.

II. Policy

It is the policy of the Andover Police Department to maintain a Communications Section to coordinate the routine and emergency communications of the department. The Communications Section shall serve to provide a means of contact with the officers in the field, supervisors, various other governmental entities, and the general public. The Communications Section shall work directly with other sections of the department, assisting them in fulfilling their communications needs in order to achieve the mission and goals of the department. The effective use of the communications system depends upon the cooperation of everyone using it. Each must be aware of the demands placed upon the system and use it properly.

III. Definitions

(This section intentionally left blank).


IV. Regulations

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V. Procedures

A. Administration


1. The administration of the Communications Section is under the authority of the Communications Director. The Communications Section shall include sufficient personnel to maintain staff on duty 24 hours a day, 365 days a year.
2. The Communications Section provides routine and emergency communications for both Andover Police Department and Andover Fire and Rescue.

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3. The Communications Section is the focal point of telephone communications for the department and is the means by which the department's resources are deployed to provide services throughout the city.
4. The Communications Section will operate within current regulatory guidelines of the FCC, available at:
http://wireless.fcc.gov/index.htm?job=rules_and_regulations (LE 81.1.2; COM 6.1.2; KLEAP 18.1.2a).


B. Operations

1. The Department shall operate a 9-1-1 emergency telephone system. In cases where other departments' emergency services are required, it is the responsibility of the Communications Officer to notify the appropriate agency of the nature and location of the request for service.
2. 9-1-1 phones shall enable toll-free emergency calling from any location within the Department's jurisdiction. 9-1-1 lines shall be answered with priority on a twenty-four (24) hour basis (COM 6.5.1).
3. Any misdirected emergency calls that should have been directed to other jurisdictions shall be received and then forwarded to the appropriate agency using the following procedures (LE 81.2.11; COM 6.2.5):
 - a. The Communications Officer will obtain the caller's name, location, and call back number as well as the nature of the call in case the call is dropped.
 - b. The Communications Officer will then forward the call to the appropriate agency, remaining on the line to inform the connecting agency of the type of call and to ensure the connection is made.
 - c. Should the call be disconnected prior to the transfer, the Communications Officer will inform the correct agency of the call and provide the agency with all information received.
4. In a situation where the Communications Officer is able to determine that there is an emergency that requires an emergency personnel response, but the cell phone location is moving (such as a moving vehicle), then the incoming cell phone information should be refreshed while keeping the caller on the line and the locations should be relayed to responding personnel, as necessary, to locate the caller.
5. 911 system hardware/software shall be capable of receiving and responding to TDD/TTY calls (LE 81.2.1; COM 6.5.2; KLEAP 18.1.2c).
6. Callers will be advised if an officer will respond to them or if another action is required on the caller's part. If the request by the caller does not require a response from emergency services, the Communications Officer shall refer the caller to the appropriate agency/service and if available will provide the caller


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with the telephone number(s) and contact information (LE 81.2.6b; COM 6.2.3c).


7. Department members will not provide emergency first aid instructions over the phone unless properly trained and certified (LE 81.2.13; COM 6.2.3d, 6.2.11).
8. All citizen-generated reports should be received by personal contact with an officer. If this is not possible because of the location of the reporting citizen or other aggravating factors, a report may be accepted over the telephone in lieu of an on-scene response (LE 82.2.5; COM 6.2.9).
9. Requests for service received via fax, mail or internet will have an officer assigned and will be handled as any other calls for service (COM 6.2.9).
10. Callers may need to be referred to another agency or transferred to another PSAP under the following circumstances (COM 6.2.3c):
 - a. If the request for service is outside the Department's jurisdiction;
 - b. If the request for service is not for police or fire services;
 - c. If the request for service is provided by another entity by statute, mutual aid agreement, or contracts, such as a community college, wildlife and parks, or a social service agency.
11. When a request for service, a reportable incident, or an event of significant nature is reported to the department, alleging the incident occurred in the City of Andover or Andover Fire & Rescue's district, a department call number will be generated in the Computer-Aided Dispatch (CAD) program (LE 81.2.3a; COM 6.2.4a; KLEAP 18.1.3a).
12. An officer will be assigned to the request for service whether the request was initiated by an officer, a citizen, another agency, or anonymously. The Communications Officer shall obtain and record in CAD the following information (KLEAP 18.1.3a):
 - a. Call For Service number will be automatically generated by the CAD/RMS when a new call for service is generated (LE 81.2.3a; COM 6.2.4a; KLEAP 18.1.3a);
 - b. Date and time of request which will be automatically entered when the call for service is generated (LE 81.2.3b; COM 6.2.4b; KLEAP 18.1.3a);
 - c. Name and address of reporting party, if available (LE 81.2.3c; COM 6.2.4c);
 - d. Nature of request reported and will categorize the type of incident based upon the information provided by the caller (LE 81.2.3d; COM 6.2.4d);
 - e. Location of request reported (LE 81.2.3e; COM 6.2.4e);
 - f. Identification of officer(s) assigned, with the primary officer indicated (LE 81.2.3f; COM 6.2.4f);
 - g. Time of dispatch (LE 81.2.3g; COM 6.2.4g);
 - h. Time of first officer arrival (LE 81.2.3h; COM 6.2.4h);
 - i. Time of last officers' return to service (LE 81.2.3i; COM 6.2.4i); and

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- j. Any and all updated dispositions, status changes, and/or any action taken by the Department regarding the request for service (LE 81.2.3j; COM 6.2.4j).
- 13. When a request for service is made to the Department, it is essential that Department personnel receiving the request solicit as much information as is feasible and practical. Obtaining this information, and sharing it with the responding officer(s) helps the officer(s) understand the degree of urgency and to anticipate dangers or special conditions that may be encountered.
- 14. Officers will notify Communications of any change in status via radio, MDC, or telephone (LE 81.2.4a; COM 6.3.1a; KLEAP 18.1.4).
- 15. Field personnel shall inform Communications at any time they are unavailable to respond to calls for service. The Communications Officer will record the officers' appropriate status in CAD/RMS indicating the officer is unavailable for calls (LE 81.2.4b; COM 6.3.1b; KLEAP 18.1.4).
- 16. Communications Officers shall routinely perform the following duties:
 - a. Alert field officers to requests for service by the public (COM 6.3.1a);
 - b. Access and monitor routine inbound messages and transmit outbound messages to the appropriate agency, or personnel;
 - c. Alert the Watch Commander of any unusual or significant activities within the Department's jurisdiction;
 - d. Track and record on-duty officers' status and their availability to respond to calls for service (COM 6.3.1g), and;
 - e. Provide officers in the field with ready access to computerized and manual files for various types of information; including driver's license records, vehicle registrations, NCIC, local warrants information, and RMS data (LE 81.2.8; KLEAP 18.1.5).
- 17. The Department shall use one method for officer identification in radio transmissions. Each officer shall be identified by a radio number assigned to them upon their employment or reassignment (LE 81.2.4c; COM 6.3.1c; KLEAP 18.1.4).
- 18. Communications shall dispatch one unit to routine calls for service to maximize police resources and respond to calls for service in the shortest amount of time. Some calls require the response of more than one officer. Such calls shall include, but are not limited to (LE 81.2.4e, COM 6.3.2a; KLEAP 18.1.4):
 - a. Any felony crime in progress;
 - b. Any aggravated crime;
 - c. Resisting arrest;
 - d. Fleeing suspect;
 - e. Officer requesting assistance;
 - f. Any call involving physical or verbal confrontation; and
 - g. As otherwise directed by other department General Orders.

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19. Whenever a serious incident occurs, which necessitates a response by the Watch Commander, the Watch Commander shall be dispatched to the scene and they shall then assume command of the incident and coordinate response by other officers or agencies. Incidents that the Watch Commander shall respond to are, but shall not be limited to (LE 81.2.4f, COM 6.3.2b; KLEAP 18.1.4):
 - a. The report of any violent felony;
 - b. Any felony in progress;
 - c. Any fleeing suspect, either by foot or vehicle;
 - d. Any traffic accident involving serious bodily injury or fatality;
 - e. Any traffic accident involving Department employees;
 - f. Any unattended death, reported suicide, or accidental death; and
 - g. Any call involving violence committed by, or directed towards, a department employee; or
 - h. As otherwise directed in other department General Orders.
20. The Watch Commander will routinely monitor calls involving two or more officers to determine further manpower needs or assistance (COM 6.2.3b).
21. If all available patrol units are assigned to calls for service, the Communications Officer shall notify the on-duty Watch Commander of the nature and details of a call holding, assign APD1, APD2, or APD3 to the call for service, and add a call note advising the Watch Commander was notified and record how the Communications Officer was advised to proceed with the call for service (LE 81.2.4f; COM 6.2.3b; KLEAP 18.1.4).
22. Communications personnel shall have access to the following resources:
 - a. Watch Commander or other officer in charge (LE 81.2.5a; COM 6.2.1a);
 - b. Duty roster of all personnel (LE 81.2.5b; COM 6.2.1b, 6.2.2a);
 - c. Off-duty contact phone number for all department members (LE 81.2.5c; COM 6.2.1c, 6.2.2b);
 - d. Visual maps of Andover and Bruno Township (LE 81.2.5d; COM 6.2.1d, 6.2.2c);
 - e. Status of on-duty personnel (LE 81.2.5e, COM 6.2.2d);
 - f. Telephone numbers and contacts for other agencies for emergency service needs (LE 81.2.5f; COM 6.2.1e, 6.2.2e);
 - g. Tactical dispatching plans (LE 81.2.5g; COM 6.2.1f, 6.2.2f);
 - h. All Hazard Plan (COM 6.2.1g, 6.2.2g); and
23. Notification of beat or special assignments. Communications Officers shall classify calls for service as (LE 81.2.6a; COM 6.2.3a):
 1. Priority 1 – High: Call in progress, with a high possibility of personal injury to reporting party or others;

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2. Priority 2- Medium: Call in progress, no threat to personal safety of reporting party or others but some degree of risk to property;
 3. Priority 3 – Low: Call in progress, nuisance calls; no threat to personal safety or property;
 4. Priority 4 – Non-Priority: Not in progress, information only, or other reports after the occurrence.
24. Communications Officers shall use their best judgment from all information presented by the reporting party in determining at what level the call will be classified. These priorities are pre-populated in CAD based on the Nature of Call, but may be over-ridden as needed by Communications Officers (LE 81.2.6a; COM 6.2.3a).
25. Communications has the capability of immediate recording and playback of telephone conversations and radio traffic. The Department will record the primary radio talk groups and incoming 911 phone lines (KLEAP 18.1.3b).
- a. Immediate playback of 911 phone lines is available via the 911 phone system.
 - b. All calls are digitally recorded onto a server located in the secure Department Tele/Com Room and immediate playback of radio traffic is available via the radio console (COM 6.5.4b). The calls are backed up daily and are retained for a minimum of 90 days and pursuant to state, city, county, or local agency records retention laws (LE 81.2.7a & b; COM 6.5.4a).
 - c. Long-term storage and playback of 911 phone lines, administrative phone lines, and radio traffic is available via the NICE Inform recording platform (LE 81.2.7b; COM 6.5.4b).
 - d. Retention of long-term recordings shall be for a minimum of one year (LE 81.2.7a; COM 6.5.4a).
 - e. Local retention shall be secured in the Tel/Com room (LE 81.2.7b; COM 6.5.4b).
 - f. Remote retention of radio traffic is provided by Butler County Emergency Communications (LE 81.2.7b; COM 6.5.4b).
 - g. Review of recorded radio transmissions or telephone conversation will be limited to employees who can articulate a specific need for same.
Employees wishing to obtain a copy of a recording will submit a request to the Communications Director and/or the Records/Evidence Custodian (LE 81.2.7c; COM 6.5.4c).
26. Accepting and delivering emergency messages is a legitimate law enforcement function. Consideration will be given for death or severe illness notification and instances where great monetary loss or severe inconvenience would occur if the Department did not deliver the message (LE 81.2.10; COM 6.3.3).

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- a. The Watch Commander shall determine if the Department will attempt to deliver an emergency message.
- b. If the Watch Commander has determined that an emergency message will be delivered by the Department, then an officer shall be assigned as specified in this General Order regarding calls for service.

C. Facilities and Equipment

1. The Communications Center is a secured facility and is inaccessible to the general public. Authorized personnel who may enter the Communications Center unescorted are (LE 81.3.1a; COM 6.4.1a; KLEAP 18.2.1a):
 - a. Sworn Department personnel;
 - b. Communications personnel;
 - c. Other Department personnel with completed fingerprint-based background checks;
 - d. Fire Department and other city personnel who have completed a fingerprint-based background check;
 - e. Contract personnel with completed fingerprint-based background checks;
 - f. Clearly identified sworn officers of other agencies.
2. The Communications Center has an alternate source of power, an external diesel fuel generator, in the event that electrical power should be interrupted. The generator power is switched over automatically to ensure the minimum loss of power time. The generator has a locked shell to protect it from the general public (LE 81.3.1c & d; COM 6.4.1b & d; KLEAP 18.2.1b).
3. The generator performs a weekly, full-load test, and documentation is maintained by the Communications Director (LE 81.3.2; COM 6.4.3b; KLEAP 18.2.2).
4. The Communications Director shall arrange for an annual preventive maintenance inspection of the generator (COM 6.4.3c).
5. Critical systems will have an Uninterrupted Power Source (UPS) to protect the equipment in the transfer from commercial power sources and the generator, and back (COM 6.4.1b, 7.1.2d).
 - a. Critical systems include:
 - i.) Servers for 911 phone system;
 - ii.) Servers for CAD;
 - iii.) Servers for administrative phone systems;
 - iv.) Computers operating CAD at Communications positions;
 - v.) Radio system infrastructure, and;
 - vi.) Switches/Routers providing connectivity for any of the above.
6. The Department has two (2) phone systems to aid in separating emergency from non-emergency telephone calls. Telephone directories are provided with


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information to clearly mark emergency calls to be directed to 911 and non-emergency/administrative calls to the Department's general administrative number. Priority will be given to all emergency lines over the answering of administrative lines (COM 6.5.3)


7. The Andover Emergency Communications Center and EOC are located inside a FEMA shelter. In the occurrence of a severe weather event, Communications personnel will secure the shelter in accordance with manufacturer's guidelines.
8. In the event of severe weather, or any other extenuating factor that would lead to the evacuation of the Emergency Communications Center, the Chief of Police or designee:
 - a. Will direct all person(s) to a safe location (COM 6.4.2a), and,
 - b. All dispatching responsibilities and services will be transferred to the Augusta Department of Public Safety per Memorandum of Agreement (COM 6.4.2b).
9. Annually the Emergency Communication Center will conduct and document a training exercise or actual evacuation for all Communications personnel (COM 6.4.2c).

D. Radio Procedures

1. The Andover Police Department and Andover Fire Department have multi-channel mobile and portable radio equipment capable of two-way communications with other joint public service agencies, interjurisdictional and/or regional frequencies (LE 81.3.3; COM 6.6.1; KLEAP 18.1.2d)
2. Communication with various other departments is possible via positioning the radio selector switch to available programmed talk groups/frequencies (COM 6.6.2).
3. Communications will have the sole authority to designate the use of radio talk groups. Officers will use the talk group they have been directed to use by Communications. Officers wishing to use a talk group shall ask Communications for authorization.
4. When dispatching calls involving a multiple agency response, Communications Officers will assign calls to appropriate talk groups per established coordination with other PSAPs (LE 81.2.4d; COM 6.3.1d; KLEAP 18.1.4).
5. Communications Officers should use plain English when dispatching calls, especially calls involving other agencies that may not be familiar with the department's radio codes. All radio transmissions shall be made in a professional manner and contain only official business, with an emphasis on brevity.
6. Communications Officers will establish emergency traffic for a talk group upon request from field personnel and direct non-emergency traffic to an alternate talk group (COM 6.3.1e).


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7. Should there be a failure of the radio communications system, officers shall attempt to initiate contact with Communications in the following order:
 - a. On secondary talk-groups;
 - b. Site trunking repeaters;
 - c. Andover South repeater, and;
 - d. Cellular or landline telephone.
8. All calls for service will be broadcasted over the radio, regardless of officer location. Calls of a sensitive nature or information not to be broadcast may be sent via Mobile Data Computer (MDC) messaging, but officers will be advised over the radio to check the MDC for a call (COM 6.3.1a).
9. Officers shall communicate over the radio their arrival on calls for service, any change of location during a call for service, and their availability for additional calls upon completion of their call for service.
10. If an officer fails to answer a radio transmission, Communications will continue to attempt to contact the officer via radio. A second officer should be dispatched to the officer's GPS location within 60 seconds of an officer not responding. Additionally, an attempt may be made to contact the non-answering officer via cellular phone if available. If no GPS is available, and/or no contact is made via cellular phone, the Watch Commander will be notified and the last known position of the non-answering officer will be provided
11. In the event of an officer declaring "in trouble" or the activation of the emergency alert on their radio, the following steps will be taken (LE 81.2.4g, COM 6.3.1f; KLEAP 18.1.4):
 - a. All other officers will converse with Communications on Andover PD 2 talk group, allowing the primary talk group to remain free for the officer requesting assistance.
 - b. Communications will broadcast the officer's last known location, nature of call, and any other available information on Andover PD 2 talk group, Butler County PSAP talk group, and any other talk group needed to notify surrounding agencies that may be able to respond to the request for assistance.
 - c. An officer who activated an emergency alert signal may indicate "Code 99" to advise he/she is not in danger. A second unit may be dispatched to the officer's location to visually confirm his/her welfare. Upon receipt of "Code 99," communications may resume normally. Communications Officers may cancel responding units from other agencies.
 - d. If no "Code 99" is received, only a second unit, who was not previously on-scene when the request for assistance was made, may clear the officer in trouble.

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E. Interoperable Radio Communications Plan

1. The Andover Police Department participates in interoperable communications with other agencies. The Interoperable equipment is as follows (COM 6.6.3a):
 - a. Mobile Radios;
 - b. Portable Radios;
 - c. Radio Consoles;
 - d. Radio Towers;
 - e. Desk Radios;
 - f. Antennas, and;
 - g. Mobile Data Computers (MDC).
2. The Butler County Radio infrastructure is equipped with eight (8) Event Channels. All Andover Police Department portable radios are all equipped with these interoperability radio channels.
3. All department radios have the ability to communicate with surrounding Law Enforcement Agencies, EMS, Fire, and Emergency Communication Centers. The Communications Center shall have a portable radio available within the room and available for the use of this purpose.
4. A listing of all frequencies used by public safety agencies in the area includes (COM 6.6.3b):
 - a. 851.325;
 - b. 851.425c;
 - c. 851.7375a;
 - d. 851.825;
 - e. 852.0625, and;
 - f. 852.3875.
5. The Communications Officer on duty is responsible for monitoring the Andover Police Department and Andover Fire Department assigned radio Channels. Additionally, the Communications Officer assigns an Event channel(s) for incidents within the city (COM 6.6.3c).
6. The Butler County 911 Center is the organization responsible for monitoring, upkeep, and troubleshooting any problems within the Butler County Radio Infrastructure (COM 6.6.3c).
7. The Kansas Highway Patrol is the organization responsible for switching or combining UHF/VHF/800Nhz radio bands on the Butler County Radio Infrastructure (COM 6.6.3c).
8. The Andover Police Department has other means of audible communication such as voice-activated pagers and cellular phone use (COM 6.6.3d).
9. The Communications Director will annually perform and document the testing of all interoperable equipment (COM 6.6.3e).

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F. Rescue Dispatch

1. In the event of an emergency where a Communications Officer is unable to perform their duties, a trained Andover Police Department Police Officer will take over E-911 Communications until a second Communications Officer can arrive to take over.
2. All Andover Police Department Officers will receive training in Rescue Dispatch.
3. The Watch Commander shall determine if Rescue Dispatch needs to be activated. In the event of the activation of Rescue Dispatch, the following steps will be taken:
 - a. The Rescue Dispatcher shall do the following.
 - i. If the Communications Officer that is unable to continue their duties from the result of a Medical Emergency, dispatch Fire and EMS to evaluate the Communications Officer.
 - ii. Resume all functions of the Communications Center including, but not limited to, answering emergency and non-emergency phone calls, answering and relaying radio traffic, transferring phone calls to the appropriate agency, annotating calls on a call log, and dispatching the appropriate officer.
 - iii. Contact the Communications Director and advise them of the situation. Once the Communications Director has been contacted, the Communications Director will call in a second Communications Officer and shall respond to the station.
4. Rescue Dispatch Training will be provided in two (2), four (4) hour shifts within the first year of employment, as well as one (1), four (4) hour shift annually for the Rescue Dispatcher to refresh their skills. The Rescue Dispatcher will be trained in basic dispatch tasks during the first four (4) hour training and will demonstrate during the second four (4) hour training they can perform the tasks and operate as a Rescue Dispatcher. The Communications Officer will verify that the Rescue Dispatcher comprehends the material and can perform the tasks prior to releasing them from Rescue Dispatch Training.
5. It will be the responsibility of the Lieutenants to ensure each individual assigned to their team completes the initial and annual Rescue Dispatch Training.
6. The following is a list of tasks the Rescue Dispatcher will need to be able to perform to fully function as a Rescue Dispatcher:
 - a. Radio;
 - b. 911 Phone System;
 - c. Open Fox;
 - d. Warrants;
 - e. Fire Dispatching;
 - f. Non-emergency Telephone System;

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- g. Video Monitors;
- h. Siren Activation, and;
- i. Call Handling.