

## Non-Response Procedure

Supersedes: 01-14-02

Effective: 01-01-13

1. While on duty, all personnel issued a department radio shall closely monitor radio traffic and quickly acknowledge when called by the dispatcher.
  - 1.1. If a response unit is available and fails to respond to the dispatcher after having been called two (2) consecutive times a brief alert tone shall be transmitted and the unit called a third time. If there is still no response from the unit, they shall be given a “non-response”.
  - 1.2. If the unit was being called to dispatch them to a reported emergency, the response shall be given to another unit.
2. The Dispatch Operations Center Supervisor and the appropriate Division Supervisor shall be notified of the unit’s last known location and status as well as the unit’s current location according to the AVL system (if so equipped). Attempts to reach the unit shall be made via pager, "all out" broadcasts, satellite ringdown or at the unit’s last known location.
  - 2.1. When located, the unit’s portable or vehicle radio shall be tested and arrangements made for any repair or replacement if necessary.
3. Dispatchers are responsible for ensuring that response units properly acknowledge each response.
  - 3.1. The dispatcher shall direct any response unit failing to properly acknowledge a response to do so in the proper format (unit ID, full street address or common place name and direction if on MBTA or limited access roadway).
  - 3.2. A unit’s continued failure to acknowledge a response in the proper format shall be considered a “non-response”.
4. The Division Supervisor shall collect an incident report filed by the crew for all “non-responses” regardless of whether the unit was being called for a routine message or priority response. A copy of all “non-response” incident reports shall be forwarded to the on-duty Shift Commander and the Commander of Dispatch Operations.

See Related SOP: “Response Acknowledgement Format”