

	Policy & Procedures				No. 4.22	
	Subject: Dispatch Center Access and Use					
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					References:	
Review						
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CALEA STANDARDS

81.3.1 81.3.2

Background

The capability of our agency to maintain communications in all emergency situations dictates that security measures be implemented to protect communications, personnel, facilities and equipment. As a protective measure, bullet resistant glass has been installed at the front of the Dispatch Center in areas of public access. In addition, security cameras have been positioned inside and outside the department to monitor access. **81.3.1 (B)**

As the critical hub of communication between the public, our own responding personnel, and outside agencies, the Dispatch Center must remain free of any unnecessary distractions.

The Canton Police Department is committed to maintaining an organized and efficient workplace for dispatching officers and all staff members. This will help ensure the:

- Minimal distraction of assigned staff
- Highest levels of officers safety
- Prompt and efficient service to the community and other agencies
- Accurate exchange of information with all involved parties

Food and Beverages

In order to provide reasonable opportunities for staff assigned to the Dispatch Center to maintain their health and alertness, food and beverages will be allowed in that area, with appropriate restrictions to protect the facility and its critical equipment.

The only designated location to consume food will be in the Dispatch Center Break Room. Beverages will be allowed inside the Dispatch Room only if they are placed off to the side of the work station.

Tops or shelves of other cabinets or equipment shall not be used to rest beverages on. Any electrical or electronic equipment in the room, such as the CJIS computer, should be given the same consideration as the Dispatch Console and other equipment present.

Employees are encouraged to use the Dispatch Center Break room for their meal breaks. This area should be kept neat and clean. All perishable foods should be stored in the refrigerator located just outside the Break Room. Employees should inspect the food weekly and discard any outdated/expired food(s).

Access to Dispatch Center 81.3.1 A

In order to provide a work environment with minimal distractions; allow for full concentration on the assigned tasks; and to ensure the operability of the equipment and systems in the Dispatch area, access to the room is restricted to those with assigned business.

This shall include:

- Dispatching officers;
- The Chief of Police
- Command Staff, Supervisors and those given specific permission by a supervisor;
- Detectives while completing investigations;
- The IT Coordinator or assistants;
- Accreditation Team conducting policy updates or reviews;
- The Chief's Administrative Aid when handling a work issue;
- Outside personnel performing a maintenance or support function.

If approved by a supervisor, visitors may be allowed to tour the facility providing there is no interruption to normal operations.

The entry door and rear door to the cell block area shall remain closed to minimize casual foot traffic.

Personnel working in the dispatching area are accountable for the condition and occupancy of the Dispatch Center at all times.

Protecting Equipment 81.3.1 B

Essential communications equipment within the department shall be stored in locked, designated areas. Only the Chief, members of the Command Staff and the IT Coordinator will have access to these areas. The only exception is to the audio/video recording system used in the booking area, interview area and interrogation area. This equipment will be accessible to members of this department, but not to members of the public.

External equipment and power sources will be monitored by utilizing the outside security cameras. **81.3.1 D**

Providing Back-up Resources 81.3.1 C

A spare portable radio with a charged battery will be left in the Dispatch Center Break Room for dispatching officers to use in the event the central dispatch console malfunctions. All portable radios have the capability of switching to alternate frequencies.

As referenced in the Canton Police Department's Communications Policy (#1.02), the Communications Center will also 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 a primary power loss. Should the PD experience a power outage of any kind, it should be noted in the log for documenting full-load testing. **81.3.2 (1)**