

Kentucky Association Chiefs of Police



Communications Accreditation Program Manual



KENTUCKY ASSOCIATION CHIEFS OF POLICE

ACCREDITATION PROGRAM

The Kentucky Association of Chiefs of Police Accreditation Program is intended to provide public safety communications agencies of the Commonwealth with an avenue for demonstrating that they meet commonly accepted standards for efficient and effective operations. It is recognized that the standards included in this program do not reflect the maximum amount that can be done by an agency in any one area. They also are not minimum standards.

Public safety communications executives who choose to have their agencies accredited under this program will have examined all aspects of their operations. They will have made conscious decisions about policies and procedures that fit the requirements of their jurisdictions and will have implemented those policies and trained their employees in their use.

Accreditation does not reflect that one agency provides better services to its community than that of a non-accredited agency. What it does reflect is that the accredited agency was carefully measured against an established set of standards and has met or exceeded accepted practices in public safety communications.

A. THE STANDARDS

The standards used in this program were approved by the membership of the Kentucky Association of Chiefs of Police (KACP).

The Accreditation committee put the standards in final form and submitted them to the KACP Executive Board for final approval.

1. Distribution of the Standards

A set of standards and any revisions are available upon request.

2. New and Revised Standards

As new standards or revisions to existing standards become necessary, they will be submitted to the KACP Professional Standards Committee (PSC) for recommendation. Revisions of standards recommended by the PSC will first be approved by the Executive Board and then submitted to the general membership for approval at the next regularly scheduled general membership meeting. Only standards approved by the general membership will be incorporated into the Accreditation Program.

3. Mandatory Standards

All Standards in the KACP Communications Accreditation Program are mandatory for all agencies unless specifically waived.

B. ELIGIBILITY

All general public safety communications agencies are eligible for Accreditation. The KACP Executive Board will resolve questions of eligibility.

C. FEES

The following fee schedule will apply to agencies seeking accreditation.

10 or fewer personnel	\$2,000
11 to 50 personnel	\$2,500
51 personnel and above	\$3,000

Expenses for the on-site assessment team will be paid by the applying agency on an actual cost basis.

D. ACCREDITATION PROCESS

The Accreditation Process entails four phases beginning with the initial application to the final review and decision for award of Accreditation. These include the Application Phase, Self-Assessment Phase, On-Site Assessment, and Decision Phase.

1. Application Phase

The accreditation process begins when an agency requests information from the KACP Accreditation Manager and completes an application for participation in the program.

2. Self-Assessment Phase

a. Agency Self-Assessment

The agency initiates a self-assessment to determine compliance with the standards. The agency, upon self-examination, may decide to withdraw its application, in which case it will advise the KACP Accreditation Manager in writing regarding its decision. If the agency decides to proceed, it will ensure compliance with all KACP standards. Proof of compliance will be provided through the agency's assessment document. The assessment document consists of the agency's policy, procedure, or other verifying document organized according to KACP standards. The agency may arrange their documents in the following manner:

- ❖ In a binder or electronic format, place a single standard in a divided section labeled with the accreditation standard number and include any document(s) used for verification with it. The verification may take the form of a policy or procedure segment, a copy of an ordinance or law, portions of employee handbooks, training records, etc.
- ❖ This set of standards verifications are then sent to the Accreditation Manager for review prior to the on-site assessment.

b. Waiver of standards

Agencies applying for accreditation may apply to the PSC for a waiver of an individual standard or standards. Waivers will be granted or denied on a case-by-case basis. Waivers will generally be granted because the function covered by a standard is not within the agency's area of responsibility. Waivers, however, will not be granted for economic reasons or the agency's inability to fund or permit a required change. The Accreditation Manager will advise the agency whether the waiver(s) is granted prior to the initiation of on-site assessment activities.

3. On-Site Assessment

a. On-site assessment phase

Details on the site assessment are worked out with the requesting agency. Once full payment has been received, the KACP Accreditation Manager will schedule the assessment visit.

b. Selection of assessment team

The KACP Accreditation Manager selects the members of the assessment team; possible alternates, and advises them of the date for the proposed on-site assessment. When availability is confirmed, names of the potential assessors are made available to the requesting agency. The agency has the opportunity to object to any person for cause. The agency and the KACP Accreditation Manager will work out the details.

c. On-Site assessment

The KACP Accreditation Manager will establish a mutually agreeable date for the site visitation by the Accreditation team. The Accreditation Manager and assessors then conduct the assessment, based on information included in the standards verification binders or files previously submitted for review. The Accreditation Manager shall be responsible for ensuring that necessary travel and lodging arrangements are made for team members either independently or with the assistance of the requesting agency.

d. Assessment team report

- (1) If the agency is found to be in compliance with all the standards, the Accreditation Manager will so advise the agency, and submit a recommendation of Accreditation to the KACP PSC
- (2) If, during the on-site assessment an agency is found not to be in compliance with a standard(s), the agency is so advised orally by the Accreditation Manager. The Accreditation Manager may suggest that the agency offer additional proofs of compliance, or grant up to 60 days to get into compliance. The Accreditation Manager will then submit a recommendation to the KACP PSC at the time of compliance or expiration of the 60-day extension.
- (3) Upon receipt of the Accreditation Manager's recommendation, the KACP PSC will forward their recommendations to the KACP Executive Board for review and decision.

4. Review and Decision

a. KACP Executive Board Review

The KACP Executive Board will review the PSC recommendation. Based on their review a decision to award Accreditation is made.

b. Notification to Agency

The Accreditation Manager notifies the agency of the Board's decision. If accreditation is approved, the agency is advised to arrange for the time and location when the award can be presented.

c. Accreditation

Formal Accreditation will be conferred on the agency during the KACP Annual Conference. An appropriate presentation ceremony may also be arranged in the agency's jurisdiction if desired.

5. Review

In the event that an agency is not granted Accreditation, it has 60 days to request that the decision be reviewed. The agency initiates a review by submitting a letter to the chairman of the KACP PSC. The letter should state the nature and scope of the review and include additional information justifying reconsideration of the decision. Upon receipt of the request for review, the KACP PSC will review the matter based on the new or additional information supplied. If the review is positive, a letter is sent to the agency and the KACP Executive Board advising them of the decision. If the finding is negative, the KACP PSC prepares a report outlining the reasons for the negative finding. A letter is sent to the participating agency advising them of the decision. The review, at the agency's request, may then be submitted to the Executive Board for final decision.

E. REACCREDITATION

An Accredited agency will remain accredited for a period of four years. The agency may be required to verify that it still meets all applicable standards during the four year period. Standards adopted or modified after an agency is accredited must be met upon reaccreditation.

Limitation of Liability

The Kentucky Association of Chiefs of Police (KACP) makes no warranty, expressed or implied, for the benefit of any person or entity with regard to any aspect of the accreditation standards included herein. These standards were developed by professional law enforcement officials and practitioners and adopted for the sole use by KACP for the exclusive purpose of providing Kentucky communications agencies with the industry recognized “Best Practices” and as a basis of determining compliance with these practices as part of the KACP Accreditation Program. There are no third party beneficiaries, either expressed or implied. These standards shall in no way be construed to be an individual act of any member, director, employee, agent, individual, or other legal entity associated with KACP or otherwise construed so as to create any personal liability of any member, director, employee, agent, individual, or legal entity associated with KACP

TABLE OF CONTENTS

Chapter 1	AUTHORITY AND ORGANIZATION	
1.1	Communications Services Agreement.....	1
1.2	Organizational Structure.....	1
1.3	Criminal Justice Information Systems.....	1
1.4	Telecommunications Code of Ethics.....	1
1.5	Policy Manual.....	1
Chapter 2	DIRECTION	
2.1	Mission.....	2
2.2	Chain of Command.....	2
2.3	Supervisor Accountability.....	2
2.4	Duty to Obey Lawful Orders.....	2
2.5	Written Directives.....	2
Chapter 3	PERSONNEL AND PERSONNEL ALTERNATIVES	
3.1	Recruitment and Selection.....	3
3.2	Classification Plan.....	3
3.3	Job Descriptions.....	3
3.4	Evaluation of Employees.....	3
3.5	Promotions and Transfers.....	4
3.6	Conditions of Work.....	4
3.7	Personnel Files.....	4
3.8	Workplace Harassment.....	4
3.9	Agency Computer Use and Electronic Mail.....	5
3.10	Employee Commendations.....	5
Chapter 4	FISCAL MANAGEMENT AND AGENCY OWNED PROPERTY	
4.1	Accounting System.....	6
4.2	Cash Funds/Accounts.....	6
4.3	Audits.....	6
4.4	Inventory Controls.....	6
Chapter 5	COMPLAINT AND DISCIPLINARY PROCEDURES	
5.1	Personnel Complaints.....	7
5.2	Disciplinary Policy.....	7
5.3	Grievance Procedure.....	8
Chapter 6	TRAINING AND CAREER DEVELOPMENT	
6.1	Basic Training.....	9
6.2	Formal Training.....	9
6.3	Supervisor Training.....	9
6.4	Executive Training.....	9
6.5	Communication Training Officer (CTO) Program.....	10
6.6	Training Policy.....	10

Chapter 7	PUBLIC INFORMATION AND COMMUNITY RELATIONS	
7.1	News Media Relations.....	11
7.2	Community Relations.....	11
Chapter 8	DISPATCH OPERATIONS	
8.1	Communications Operations.....	12
8.2	Telephones and Cell Phones.....	12
8.3	Recording and Playback.....	12
8.4	Agency Resources.....	12
8.5	Call Handling.....	13
8.6	Pre-Arrival Instructions.....	13
8.7	Relevant Information.....	13
8.8	911 Hang-Up or Misdirected Calls.....	13
8.9	Difficult Callers.....	14
8.10	Non-English Speaking Callers.....	14
8.11	Emergency Medical Dispatch.....	14
8.12	Alarm Monitoring.....	14
8.13	Alternative Reports.....	14
Chapter 9	FIELD UNIT COMMUNICATIONS	
9.1	Field Unit Radio Protocol.....	15
9.2	Incident Criteria.....	15
Chapter 10	FACILITIES AND EQUIPMENT	
10.1	Security Measures.....	16
10.2	Emergency Power.....	16
10.3	Back-Up Systems.....	16
10.4	Encoding.....	16
Chapter 11	RECORDS	
11.1	Records Security.....	17
11.2	Records Retention.....	17
11.3	Collection of Data.....	17
11.4	Incident Reporting.....	17
Chapter 12	UNUSUAL OCCURRENCES	
12.1	Written Plan.....	18
12.2	Essential Communications.....	18

Chapter 1

AUTHORITY AND ORGANIZATION

1.1 – Communications Services Agreement

If the agency provides communications services to public safety agencies outside of its own governing body, a written agreement governs public safety communications services provided by the agency and includes:

- a. Specific services to be provided;*
- b. Financial responsibilities of involved parties;*
- c. Personnel and employment considerations and control;*
- d. Ownership of and arrangements for use of facilities and equipment;*
- e. Duration, modification and termination requirements; and*
- f. Review/revision criteria and legal contingencies.*

1.2 – Organizational Structure

A written directive establishes the agency's organizational structure and functions.

Purpose: That the agency provides a detailed description of the functions assigned to the various components of the organization. Written and/or graphic depictions of the agency's structure provide a clearer understanding to employees and the public on how the service organization is structured.

1.3 – Criminal Justice Information Systems

The agency participates in state and federal criminal justice information systems and maintains required certifications, including Security Awareness Training, for all personnel.

Purpose: To ensure participation in necessary criminal justice information systems and that employees obtain necessary certifications and comply with all certification maintenance requirements.

1.4 – Telecommunications Code of Ethics

A written directive requires that all telecommunications personnel sign and adhere to the Telecommunications Code of Ethics.

Purpose: To ensure that the agency adopts a Telecommunications Code of Ethics that all personnel must abide by.

1.5 – Policy Manual

A written directive requires that all employees have the current written or electronic edition of the policy manual available to them.

Chapter 2

DIRECTION

2.1 – Mission

The agency has a written mission statement.

2.2 – Chain of Command

A written directive designates the order of command authority in the absence of the Chief Executive Officer.

Purpose: To inform all personnel of the order of succession in the absence of the CEO and to ensure continuity of leadership and command.

2.3 – Supervisor Accountability

A written directive establishes the accountability of agency supervisory personnel for the performance of employees under their immediate control.

Purpose: To inform all agency personnel that supervisors are held accountable for the job performance of their subordinates.

2.4 – Duty to Obey Lawful Orders

A written directive requires employees to obey lawful orders of a superior, including any order relayed from a superior by an employee of the same or lesser rank, and establishes specific procedures to follow when an employee receives inconsistent, illegal, or conflicting orders.

Purpose: To provide procedures addressing the area of conflicting orders or orders deemed to be illegal, unethical, or contrary to the agency's policies.

2.5 – Written Directives

The agency shall have a written directive system that may be used by the Chief Executive Officer to make changes to policy and procedures. At a minimum, the written directive system shall include the following:

- a. Procedures for formatting, indexing, purging, and updating;*
- b. Procedures for dissemination to all employees;*
- c. A process for staff review and input prior to implementation; and*
- d. Identifies person or position, other than the Chief Executive Officer, authorized to issue written directives.*

Purpose: To ensure that the agency has a consistent and current policy and procedures manual that provides clear employee performance expectation and constraints, organizational philosophy, and both operational and administrative procedures.

Chapter 3

PERSONNEL AND PERSONNEL ALTERNATIVES

3.1 – Recruitment and Selection

The agency utilizes a formal recruitment and selection process that provides equal opportunity to all applicants, full and part-time, based on minimum employment and testing requirements as established by the governing authority and the laws of the Commonwealth of Kentucky, to include at a minimum:

- a. Citizen of the United States;
- b. Minimum of 18 years of age;
- c. Minimum High School Graduate or G.E.D;
- d. No convictions for a Felony or other crimes involving moral turpitude;
- e. Negative Drug Screen (10-Panel)
- f. Suitability Screener;
- g. Polygraph Exam

Purpose: To create a professional, fair and equitable recruitment and selection process that attracts qualified candidates meeting established minimum requirements, and that employment standards are created for each job classification that, at a minimum, includes required special training, abilities, knowledge and skills.

3.2 – Classification Plan

The agency develops and maintains a classification plan that categorizes every agency job by class on the basis of similarities in duties, responsibilities and qualification requirements, provides for relating compensation to classes, and provides for reclassification.

Purpose: To ensure that jobs with similar duties and responsibilities are appropriately classed and grouped and provide for fair and equitable compensation and treatment of employees.

3.3 – Job Descriptions

A written directive requires the agency to establish job descriptions for all positions within the agency and to establish a process for periodic review and update.

Purpose: To ensure the agency maintains current and accurate job descriptions for each agency position that identifies required duties and responsibilities.

3.4 – Evaluation of Employees

A written directive establishes and describes an annual employee performance evaluation system for permanent and probationary employees that include appropriate rating criteria for each job classification.

Purpose: To ensure that regular evaluations of employee performance are completed that includes identification of levels of performance, supervisory responsibility, and disposition of completed evaluations.

3.5 – Promotions and Transfers

A written directive establishes a competitive process for promotion with identified minimum qualifications, criteria for work transfers, and selection criteria for special assignments.

Purpose: To ensure that fair, consistent, and professional processes are followed for promotions, special assignments, or transfers of personnel; and that all employees are notified of promotional or special assignment opportunities.

3.6 – Conditions of Work

A written directive outlines specific conditions of work, to include at a minimum the following:

- a. Personal appearance standards;*
- b. Tobacco use policy;*
- c. Alcohol and drug use policy;*
- d. Reporting of employee convictions; and*
- e. Outside employment.*

Purpose: To establish professional guidelines for all employees that provide consistency of operation, minimize or eliminate conflict of interest, and comply with legal requirements.

3.7 – Personnel Files

A written directive regulates the maintenance, retention, and access to personnel files in accordance with established law.

Purpose: To ensure that records related to agency personnel are legally maintained, updated, and purged as needed, and that dissemination criteria are established and confidentiality is maintained as allowed.

3.8 – Workplace Harassment

A written directive prohibits any discriminatory or harassing act or conduct by an employee of the agency, and shall include:

- a. Employee responsibilities;*
- b. Supervisory responsibilities;*
- c. Documentation of complaints;*
- d. Investigative responsibilities;*
- e. Disposition of complaints; and*
- f. Notification of disposition to complainant.*

Purpose: To prevent discriminatory and/or harassing practices and ensure conformance with Title VI of the Civil Rights Act of 1964, and the guidelines issued by the Equal Opportunity Commission.

3.9 – Agency Computer Use and Electronic Mail

A written directive specifies the authorized use and prohibitions of agency-owned computers, software and systems, and specifies procedures for electronic mail. At a minimum, the following shall be covered:

- a. Supervisory inspection or review of system;*
- b. Agency property rights;*
- c. Software duplication and introduction of outside software;*
- d. Internet use and associated risks;*
- e. Protection of agency systems and files;*
- f. Right of privacy; and*
- g. Allowable use of email.*

Purpose: To prevent unauthorized access to and use of agency systems and information, reduce the risk of computer virus infection, ensure that appropriate security of agency property and systems is maintained, and to ensure appropriate use of electronic systems.

3.10 – Employee Commendations

A written directive establishes a process and criteria to recognize and commend exemplary employee performance.

Purpose: To ensure recognition of employee performance that exceeds the norm.

Chapter 4

FISCAL MANAGEMENT AND AGENCY OWNED PROPERTY

4.1 – Accounting System

The agency has an established fiscal accounting system that includes budget preparation and management, and equipment/supply requisition and purchase.

Purpose: To provide consistent fiscal management of the agency consistent with generally accepted accounting principles and statutory requirements for government agencies. This may be a function of another unit of government.

4.2 – Cash Funds/Accounts

A written directive establishes procedures for the maintenance of all cash funds or accounts where agency personnel receive, maintain or disburse cash, and includes at a minimum the following:

- a. An accounting system that identifies initial balance, cash received, cash disbursed, and the balance on hand;*
- b. Receipts or documentation for cash received;*
- c. Identification of person(s) by name or position authorized to disburse or accept cash funds, with CEO authorization for expenses over a certain amount;*
- d. Financial statements or records for cash expenditures; and*
- e. Quarterly accounting and reconciliation of agency cash activity.*

Purpose: To ensure that control measures are in place for all cash activities in the agency, specifically the common areas of petty cash, cash received in records, or other areas where cash funds are maintained.

4.3 – Audits

A written directive establishes procedures for annual audits of the agency's fiscal activities.

Purpose: To ensure the integrity of the agency's fiscal activities and that sound business practices are followed; to comply with Kentucky Revised Statutes.

4.4 – Inventory Controls

A written directive establishes procedures for inventory control of agency property, equipment, and other assets.

Purpose: To ensure that procedures are in place to account for agency-owned property and other assets.

Chapter 5

COMPLAINT AND DISCIPLINARY PROCEDURES

5.1 – Personnel Complaints

A written directive establishes procedures for the reporting, investigation, and disposition of complaints received against the agency or any employee of the agency. At a minimum, the directive should provide for the following:

- a. Categories of complaints;*
- b. Acceptance of complaints;*
- c. Complaint documentation and format;*
- d. Responsible person or position for investigations;*
- e. Investigation process and timelines;*
- f. Employee notification and rights;*
- g. Procedures for notifying complainant;*
- h. Administrative leave;*
- i. Disposition;*
- j. Annual analysis of complaints; and*
- k. Maintenance of records and confidentiality.*

Purpose: To ensure that the agency has a formal process of internal investigation to appropriately respond to allegations of misconduct against the agency or agency employees in a timely manner; to annually analyze all complaints to determine if there is a training deficiency, a policy failure, or a problem employee.

5.2 – Disciplinary Policy

The agency has a written directive regarding its disciplinary policy that addresses the following areas:

- a. Due process requirements;*
- b. Forms of discipline to be used;*
- c. Code of conduct;*
- d. A statement requiring the investigation of all allegations of misconduct;*
- e. Supervisor and command responsibilities;*
- f. Employee rights;*
- g. Maintenance of records; and*
- h. Appeal process.*

Purpose: To establish a code of conduct and ensure that established and current standards for discipline and employee rights are in place within the agency. Records maintenance should include location of and access to complaint and disciplinary records, records retention schedule, and circumstances that require purging of records.

5.3 – Grievance Procedure

A written directive establishes grievance procedures that include at a minimum the following:

- a. Identification of matters that can be grieved;*
- b. Levels within the agency or unit of government that grievances may be filed or appealed;*
- c. Time limitations for filing or appealing grievances to the next level;*
- d. Description of necessary information to submit upon filing a grievance;*
- e. Procedural steps and timelines for response to grievances and appeals.*

Purpose: Establishment of a clear and concise process to resolve differences between employees and employer quickly and fairly. Controlling contract language and/or unit of government grievance procedure can constitute proof of compliance with this standard.

Chapter 6

TRAINING AND CAREER DEVELOPMENT

6.1 – Basic Training

The agency requires all newly hired telecommunications personnel meet Kentucky Law Enforcement Council (KLEC) requirements prior to any assignment requiring the answering of emergency calls or making dispatching decisions.

Purpose: To ensure that prior to any assignment to critical duties telecommunications personnel have supervision or adequate training either through KLEC approved training or on-the-job training.

6.2 – Formal Training

A written directive requires all newly hired uncertified telecommunications personnel to satisfactorily complete the prescribed basic course through a KLEC Certified Academy, including field training portions, within the timeline established in Kentucky Revised Statutes (KRS).

Purpose: To ensure that all telecommunications personnel complete a certified basic training program that meets professional training requirements as approved by KLEC and required by KRS 15.530-15.590.

6.3 – Supervisor Training

A written directive requires all employees appointed, promoted, or newly hired to a supervisory position successfully complete a minimum of 40 hours of supervisory training which has been approved by the Kentucky Law Enforcement Council prior to or within one year of such appointment, promotion, or hire. Equivalent training will be accepted, however, the agency must demonstrate that the training is equal to or exceeds KLEC standards.

Purpose: To ensure the agency is providing necessary training to personnel assigned to the supervision of others.

6.4 – Executive Training

A written directive requires all employees appointed, promoted, or newly hired to an executive level position successfully complete a minimum of 40 hours of executive level training which has been approved by the Kentucky Law Enforcement Council prior to or within one year of such appointment, promotion, or hire. Equivalent training will be accepted, however, the agency must demonstrate that the training is equal to or exceeds KLEC standards.

Purpose: To ensure the agency is providing necessary training to personnel assigned to the fiscal and operational management of the dispatch center.

6.5 – Communication Training Officer (CTO) Program

A written directive requires that the agency implement a Communications Training Officer (CTO) program for newly hired dispatch personnel to observe, evaluate, and document required skills and knowledge. .

Purpose: To ensure the agency is providing necessary and required training to all new dispatch personnel and document the employee's performance throughout the program.

6.6 – Training Policy

A written directive requires that the agency develops and conducts an annual training plan that includes, at a minimum, the following:

- a. State mandated training;*
- b. Legislative changes;*
- c. Technological improvements;*
- d. Agency policies and procedures; and*
- e. Career development.*

Purpose: To ensure the agency is providing necessary and required training to all personnel that not only maintains and enhances necessary skills and knowledge but provides opportunity for career development

Chapter 7

PUBLIC INFORMATION AND COMMUNITY RELATIONS

7.1 – News Media Relations

A written directive provides procedures for relations with the news media, to include:

- a. Responding to requests for information;*
- b. Media access;*
- c. Preparation and distribution of agency news releases;*
- d. Scope of information subject to release; and*
- e. Agency personnel authorized to make releases.*

Purpose: To provide guidelines for media access and release of information that meets the needs of the agency and the media.

7.2 – Community Relations

A written directive establishes a community relations function to include at a minimum the following:

- a. Opportunities to educate citizens on the agency's objectives;*
- b. Procedures for identifying active or potential issues between the agency and service population;*

Purpose: To ensure that the agency is appropriately meeting and/or responding to the needs of the citizens served, and responding to and handling calls within agency policies and procedures.

Chapter 8

Dispatch Operations

8.1 – Communications Operation

The agency has 24 hour, two-way radio capability that provides continuous communication between the agency and on-duty personnel.

Purpose: To ensure that a continuous link is established between a central emergency communications center and officers in the field. Twenty-four hour two-way radio capability is an essential function to safe, efficient and responsive operations.

8.2 – Telephones and Cell Phones

The agency has 24-hour toll-free voice and TDD telephone access for emergency calls for service, and meets E911 Phase I requirements for ANI/ALI, and Phase II requirements of latitude/longitude coordinates for cell phones.

Purpose: To ensure that the public is able to contact the agency at all times for information or assistance in the event of emergencies, to include all people.

8.3 – Recording and Playback

The agency has continuous recording and immediate playback capability of all telephone conversations and radio transmissions to and from the communications center. Procedures have been established for the retention, storage, security, and review of recordings.

Purpose: To ensure that information can be immediately replayed, if necessary, to verify call or radio information, and to retain information as a source for criminal investigations, internal investigations, public records disclosure requirements, and service delivery audits.

8.4 – Agency Resources

Telecommunications personnel have immediate access to at least the following agency resources:

- a. Supervisor in charge;*
- b. Duty roster of all personnel;*
- c. Contact phone number of all agency members;*
- d. Visual maps of the agency's service area;*
- e. Public safety officer status indicators;*
- f. Procedures and phone numbers for obtaining emergency and/or necessary external services;*
- g. Tactical dispatching plans;*
- h. Multi-casualty incident plans or procedures; and*
- i. Hazardous materials plans or procedures.*
- j. A process for conducting and documenting quality assurance checks of calls handled;*
- k. Contingency Plans for a back-up location*

Purpose: To ensure that necessary resource information is available to on-duty telecommunications personnel to respond to and handle any eventuality in an efficient and timely manner.

8.5 – Call Handling

A written directive that is immediately available to call taking personnel describes procedures to follow, to include at a minimum:

- a. *How to answer emergency, non-emergency or administrative phone lines.*
- b. *The handling of emergency calls, priority calls, and calls requiring special response; and*
- c. *Handling non-emergency and administrative calls by informing the caller of the public service agency's response, including direct contact with fire, EMS, or law enforcement services, or referral to other agencies.*

Purpose: As the first point of contact, telecommunications personnel can set a tone that affects the outcome of an incident. Therefore, it is important to have written procedures available regarding the proper handling of such calls.

8.6 – Pre-Arrival Instructions

A written directive establishes procedures for providing pre-arrival instructions by telecommunications personnel.

Purpose: To establish protocol for when and under what circumstances pre-arrival instructions should be given, with those instructions designed to ensure the safety of responding personnel and to limit potential liability.

8.7 – Relevant Information

A written directive establishes procedures for obtaining and recording relevant information of each request for service or initiated activity, to include at a minimum:

- a. *Control number;*
- b. *Date and time;*
- c. *Name and address of caller, if possible;*
- d. *Type of incident;*
- e. *Location of incident;*
- f. *Assigned primary and/or backup units;*
- g. *Time of dispatch;*
- h. *Time of first arrival;*
- i. *Time of last unit clearance; and*
- j. *Incident disposition or status.*

Purpose: To ensure that a process has been established to obtain and record necessary information of each call for service or initiated activity. The method used to capture this information can be a card, log, or computer entry that allows a permanent record to be maintained.

8.8 – 911 Hang-Up or Misdirected Calls

A written directive establishes procedures for handling 911 or emergency hang-up calls and appropriate routing of misdirected calls.

Purpose: To ensure prompt response to any potential emergency and that misdirected calls are immediately transferred to the appropriate agency having jurisdiction or, if that capability is not available, that necessary information is immediately relayed to the appropriate agency having jurisdiction.

8.9 – Difficult Callers

A written directive provides procedures for dealing with callers that may seem to be under the influence of substances, are obscene, or are otherwise difficult.

Purpose: To provide consistent procedures for dealing with difficult callers to ensure that a true emergency call is not ignored or automatically disconnected. As some callers may be suffering from valid medical issues or suffer mental incapacitation, at a minimum, attempts should be made to gather enough information to establish whether a valid emergency or priority exists.

8.10 – Non-English Speaking Callers

The agency has the ability to communicate with callers who do not speak English.

Purpose: To ensure that the agency has procedures established to translate and permit direct communication with a non-English speaking caller in a timely manner.

8.11 – Emergency Medical Dispatch

If the agency authorizes first aid and lifesaving instructions to be given over the phone, all personnel authorized to give such instructions must be trained and certified through an approved training program, and have immediate access to approved emergency medical guidelines and material.

Purpose: To ensure that telecommunications personnel who engage in providing medical lifesaving instructions receive necessary and approved training.

8.12 – Alarm Monitoring

If the agency monitors alarms, a written directive addresses the circumstances and conditions under which the agency provides those services and establishes procedures for monitoring alarms and responding to activations.

Purpose: That alarm monitoring activities comply with applicable local and/or state regulations.

8.13 – Alternative Reports

If the agency allows alternative reports, such as telephone, mail-in, or CAD reports, in lieu of an on-scene response, a written directive specifies the criteria for such reports.

Purpose: If alternative reports are authorized, that a list is established of call types that can be dealt with in alternative manners as well as procedures for handling such calls or referring the information to the appropriate agency.

Chapter 9

FIELD UNIT COMMUNICATIONS

9.1 – Field Unit Radio Protocol

A written directive establishes procedures for radio communications to and from field units, to include at a minimum:

- a. Circumstances requiring radio communications to field officers;*
- b. Recording of public safety responders status when out of service;*
- c. Methods used for identifying officers during radio transmissions;*
- d. Procedures to designate and use special channels for tactical or special operations;*
- e. Procedures for responding to field personal emergency alarms, when the capability exists; and*
- f. Monitoring the officer responder status system.*

Purpose: To ensure that procedures are established for effective and efficient radio communications between the communications center and field units, and that a system is in place for monitoring the status of field units.

9.2 – Incident Criteria

Criteria are developed and are available to telecommunications personnel addressing the following:

- a. The assignment and number of personnel and units for specific types of incidents;*
- b. The assignment or notification of a supervisor at the scene; and*
- c. Determining the level and staging areas for fire or EMS incidents.*

Purpose: To provide an available list to all telecommunications personnel that provide criteria relating to critical factors, e.g., officer or firefighter needs assistance, life hazard situations, or felony in progress.

Chapter 10

FACILITIES AND EQUIPMENT

10.1 – Security Measures

The agency has security measures in place to:

- a. *Limit access to the communications center to authorized personnel;*
- b. *Protect equipment;*
- c. *Provide for back-up resources;*
- d. *Provide for security for transmission lines, antennae, and power sources; and*
- e. *Provide evacuation plans that include transfer of responsibilities and services to an alternative site.*

Purpose: To ensure maintenance of communications capability in all emergency situations through implementation of security measures that protects personnel, facilities, and equipment.

10.2 – Emergency Power

In the event of a power failure, the agency has an alternative source of power sufficient to ensure the continued operation of the communications center. Documented inspections and testing are conducted at least monthly or in conformance with manufacturer recommendations.

Purpose: That all emergency communications equipment in the communications center can be powered for an extended period of time if the normal electrical power source is interrupted.

10.3 – Back-Up System

The agency has an independent back-up communications system with documented testing that is performed at least monthly.

Purpose: That a separate, secure back-up communications system is established with separate antennae and power supply that is capable of meeting the basic requirements of participating agencies that may be involved in unusual situations.

10.4 – Encoding

The agency has the ability to either encode sensitive communications or procedures for delivering sensitive communications, if there is no encoding capability.

Purpose: When necessary, to ensure the agency can provide a means to deliver sensitive communications for the safety and success of first responders.

Chapter 11

RECORDS

11.1 – Records Security

A written directive establishes methods for privacy and security of agency records, to include at a minimum the following:

- a. Physical security of agency files;*
- b. Authorized access to agency files; and*
- c. Procedures and criteria for release of agency records.*

11.2 – Records Retention

The agency has a records retention schedule that meets statutory requirements.

Purpose: To ensure that records are maintained in accordance with state records retention requirements.

11.3 – Collection of Data

A written directive establishes procedures for the collection and submission of necessary data as may be required by client public safety agencies

Purpose: Client agencies may require collection and dissemination of information for use in planning, budget preparation, or other needs.

11.4 – Incident Reporting

A written directive establishes procedures for categorizing and numbering all reported incidents and complaints, and calls received.

Purpose: That the agency has a system to classify and number incidents reported to and calls received by the agency that provides the basis for a comprehensive reporting system that ensures proper actions are taken or referrals made.

Chapter 12

UNUSUAL OCCURRENCES

12.1 – Written Plan

The agency has a written plan for responding to unusual occurrences that is reviewed and updated annually, requires annual training for all personnel on the plan, is readily available to all personnel, and includes at a minimum:

- a. Personnel requirements;*
- b. Special communication needs;*
- c. Situation maps and plans;*
- d. Chain of command, to include other agencies;*
- e. Required notifications;*
- f. Other agency support;*
- g. Release of information;*
- h. Equipment and logistical requirements;*
- i. Facility security; and*
- j. Post-operation review.*

Purpose: That the agency has the ability to immediately and effectively respond to any unusual occurrence or situation.

12.2 – Essential Communications

The agency has written plans to maintain essential communications in the event of an unexpected loss of the communications function or use of the facility.

Purpose: While a standard exists for a back-up radio system, plans must address access to the communication center by phone or other means.