



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Subject: Communications

Section: Administration

Effective Date: November 25th, 2003

Revised Date: October 17th, 2016

ADM 04.01, 08.02

OPS 02.09, 16.01, 16.02, 16.03, 16.04

16.05, 16.06, 16.07, 16.08, 16.09, 16.10

16.11

Jeff Watts, Chief of Police

POLICY

The Stillwater Police Department Central Communications Center (Central Dispatch) is charged with the responsibility of receiving all Emergency 9-1-1 and non-emergency calls from the public and subsequent dispatch of appropriate emergency service responders 24 hours a day, 7 days a week.

Stillwater Central Dispatch receives and processes emergency and non-emergency calls for service ensuring the appropriate response by public safety resources. Central Dispatch is responsible for dispatching police, fire-rescue, and medical first response calls for the Stillwater Police and Fire Departments. Stillwater Central Dispatch also provides dispatch services for the volunteer fire departments of Glencoe, Ripley, Ingalls, and Perkins. Stillwater Central is also responsible for answering and dispatching emergency public works and animal welfare calls for the City of Stillwater after normal business hours, on weekends, and holidays.

The center operates an Enhanced 911 Emergency telephone system, and maintains access to nationwide law enforcement records and communications via OLETS/NLETS and NCIC. Calls for service are processed via a computer-aided dispatching system (CAD system).

PROCEDURES

DISPATCH SHIFT SUPERVISORS

Dispatch Shift Supervisors are responsible for the direct supervision of the daily operations of Central Dispatch.

He shall supervise the operation of personnel assigned to their shift, analyze duty requirements, coordinate and assign duties to shift personnel as needed, monitor and evaluate their performance and work output to maintain efficiency and quality of work.

He shall schedule all dispatchers, monitor work flow, and provide support as needed.

He shall investigate complaints from the general public and emergency services agencies as related to the 911 center service delivery.

He shall maintain a structured, documented and comprehensive training and certification program for all newly hired dispatchers. He shall coordinate continuing education and training for all communications personnel.



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

He shall review conformance to standard operating procedures, including, but not limited to, the review of telephone and radio recordings for quality assurance and critique.

He shall coordinate directly with the City's Police and Fire Departments plus regional and county law enforcement, fire, and EMS agencies regarding efficient operations of the emergency communications systems.

He shall interact with the public in person and over the phone to handle transactions, research and answer technical/incident specific questions, and resolve problems as required.

He shall assist with the preparation of budget recommendations, reports, and requests for communications equipment and training needs.

He shall prepare, approve, and submit payroll for personnel assigned to their control or as directed by the unit commander.

He shall ensure that radio operations are conducted in accordance with Federal Communications Commission procedures and requirements.

He shall maintain a wrecker rotation list as assigned.

He shall maintain the alarm permit registration and renewal system as assigned.

He shall complete employee evaluations as required.

He shall serve as the OLETS TAC (Terminal Agency Coordinator) as assigned.

He shall perform the duties of subordinates and all other duties as required per SOP 100 – Non-Sworn Civilians (Supervisory)

911 DISPATCHER (PUBLIC SAFETY TELECOMMUNICATOR)

The Public Safety Telecommunicator is responsible for receiving Emergency 911 and non-emergency requests for police, fire, and medical assistance, determining nature/urgency of calls, initiating emergency personnel action, and maintaining close contact with field units to monitor response, provide updated information, and needed support requirements.

He shall receive, process, classify, and prioritize calls in order to dispatch appropriate emergency units and/or agencies in a timely manner.

He shall record information obtained from callers by typing information in to the Computer Aided Dispatch (CAD) system.

He shall receive and forward pertinent updated information to field units as it is received, shall assign backup units, and arrange for mutual aid as necessary.

He shall monitor and coordinate police and fire unit activity and assignments via radio and computer systems while maintaining status and current locations of all City of Stillwater public safety personnel.

He shall complete automated and manual logs as required.



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

He shall maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties including access to highly confidential criminal history data contained in the OLETS, NCIC, and Stillwater Police computer systems.

He shall conduct prisoner searches of members of the same sex as requested when staffing and activity levels in the communications center permit.

He shall provide on-the-job training for dispatch recruits and submit progress reports and evaluations on trainees when assigned.

He shall perform all other duties as required by SOP 100.

Call Taking Procedures

The lasting impression citizens have of the department and the support they provide depends primarily on the quality of service received. Each call answered is an opportunity for the Dispatcher to be an ambassador for the City of Stillwater by providing professional assistance. Clearly understood, calm, tactful, courteous, and efficient call takers are critical to callers in need of emergency services.

Answering 911 Phone Calls

Stillwater Central Communications is the 911 Public Safety Answering Point (PSAP) for land lines, wireless, and VOIP 911 calls within the city limits of Stillwater and the PSAP for wireless 911 calls for all of western Payne County. Stillwater Central Dispatch operates an Enhanced 911 system that provides the public with 24 hour toll-free telephone access for emergency calls. The public should be able to contact the Police Department at all times for information or assistance that may be needed in emergencies.

Incoming 911 calls will be answered by stating, "Stillwater 9-1-1, Where is Your Emergency?" The PD non-emergency admin phone lines will be answered by stating "Stillwater Police Department". All incoming calls will be answered and treated as an emergency until it is determined otherwise.

The expectation is to answer 90% of incoming emergency calls in less than 10 seconds. Call takers must be attentive to the caller, be flexible in their approach, ask pertinent questions, listen actively, build rapport to gain the caller's trust, pace and lead the conversation, and respond appropriately.

If a non-emergency call is received on 911, advise the caller to call back on the non-emergency number or refer them to the appropriate agency. If the call is made from a cellular phone, verify the location of the caller and then refer them to the appropriate agency. If the 911 call is a misdirected emergency call from another jurisdiction, the receiving Dispatcher will obtain information concerning the caller and the incident. The Dispatcher will then transfer the caller to the agency having jurisdiction or contact the appropriate agency to forward the information.

If the caller is reporting a medical emergency requiring an ambulance the call taker will obtain the location of the emergency and immediately transfer the caller to the appropriate ambulance service communications center for emergency medical dispatch (EMD). The call taker may remain on the line when necessary to obtain additional information or to offer assistance to LifeNet Dispatch as required.

If the 911 caller is reporting an incident requiring a fire department response obtain the location, type of fire, type of injuries or illness, trapped persons, and a call back number. Immediately dispatch the appropriate fire department. If the fire or medical emergency is outside the city limits, get directions to



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

the location and ask someone to meet the Fire Department vehicles, if possible. The Dispatcher will then advise the Fire Department and also notify the appropriate law enforcement agency, i.e. Payne County S.O., OSU Police Department, Oklahoma Highway Patrol, etc.

If the caller is reporting an emergency police matter within the city, handle as a normal call for service. If the caller is reporting an emergency police matter outside the Stillwater Police Department's jurisdiction, obtain necessary information from the caller, then transfer the caller to the appropriate agency or forward the information to the proper law enforcement agency.

All telephone and 911 lines are recorded for instant replay and should be used as needed.

Answering 911 calls shall receive priority over incoming calls on non-emergency lines. Should a dispatcher be handling a non-emergency telephone line when a 911 call comes in, the non-emergency call will either be terminated or placed on hold. Dispatchers must determine on an individual basis whether to place priority on a 911 call or officer radio traffic.

Information Gathering

When it is determined that a caller's primary need is for SPD service, the call taker will generate a CAD Call for Service (CFS), which shall include the call classification (incident type), location, and pertinent information along with the name, address and phone number of the caller. Call takers should obtain as much pertinent information as possible on every call for service. Questions will vary depending on the type of call.

Location

The call taker will verify the location information received from the calling party, and will determine if the location is inside Stillwater city limits. Building numbers, apartment numbers, gate codes, business/landmark names, driving directions, and other information to help responding officers locate the call should be obtained. Addresses will be GEO-Verified in the CAD system prior to terminating the call. Dispatch Supervisors will maintain updated maps showing the current jurisdictional boundaries of the city and the boundaries of the different patrol areas.

Incident Type

The call taker will ask sufficient questions to determine the type of incident being reported in order to choose the appropriate call type code and priority level. When a call involves multiple incident types, it shall be classified using the call type of the highest priority.

Time of Occurrence

The time of occurrence is required to determine call priority levels.

Caller Name and Phone Number

The call taker will request the name and call back number of every calling party. If the caller refuses, it should be noted on the call screen.

Suspect Identification/Description

On crimes in progress or having just occurred, dispatchers will always ask the reporting party to identify the suspect(s) if they can. Obtain as much information possible from the caller about all suspects involved including names, dates of birth, descriptions, direction of travel, vehicle descriptions, known addresses, possible destinations, etc.



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Weapons

Dispatchers will inquire about the existence and involvement of weapons on all calls where officers will potentially encounter a suspect, on all fight/assault in progress calls, and on all calls potentially involving violence. The dispatcher will ascertain the type of weapon and if the suspect has used the weapon, brandished it, or was known to be in possession of a weapon of any kind. If a gun is involved, the dispatcher will attempt to obtain details about the type, size, caliber, description, etc. and will relay the information to all responding officers as soon as possible. Dispatchers will determine if calling parties are armed and will relay the information to responding officers. Fire and EMS units responding to a call where weapons are involved will be notified to stage until law enforcement secures the scene.

Injuries

Dispatchers will determine from calling parties the number, nature, and the extent of persons who have been injured in order to advise responding officers and to formulate an appropriate EMS response.

Pertinent Information

Pertinent information such as suspect / vehicle descriptions, direction of travel, weapons, injuries, should be obtained and added to the narrative window of the CFS screen to ensure that first responders will receive information updates as they are obtained. Dispatchers will broadcast "pertinent information" to responding units over the radio as it is received to ensure officer safety.

After obtaining information from the complainant, the Dispatcher will identify which officer will be assigned the call and if a backup officer will be required. The Dispatcher will utilize the CAD system to record the time of dispatch, time of officer's arrival, and the time the officer returns to service. When the officer returns to service, he will advise Dispatch of the disposition of the reported incident.

Translation Services

The department contracts with a 24-hour telephone-based language translation service. This service is available to any police employee who needs assistance from an interpreter. Once a call taker has determined he/she is unable to effectively communicate with a caller because of a language barrier, the call taker should establish a 3-way call with the language translation service. Instructions for use of the current translation service will be kept on the Police Department Intranet (PDI) page and should also be kept in the Communications desk reference manuals.

Prioritization of Police Calls

Calls for police service will be divided into high priority and low priority calls for service. High priority calls are requests for service that require an emergency, urgent, or immediate response by a field unit. Low priority calls are requests for service where there is reason to believe that an immediate response by a field unit will provide little or no opportunity for the apprehension of the suspect, protection of life, or property.

High priority calls would include, but are not limited to, any felony in progress, medical emergencies, threats to life, danger of serious physical injury, major property damage, any felony or violent misdemeanor that is in progress or just occurred and the probability exists that a suspect near the scene may be apprehended. Examples of high priority calls would be: active shooter, abduction, fight in progress, man with a gun, armed robbery, situations where a private citizen is detaining a suspect, domestic disputes, motor vehicle accidents with injury or where the roadway is blocked.



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Low priority calls would include, but are not limited to, burglaries that were not recently committed, parking violations, traffic enforcement, and reports of criminal offenses where no offender is at the scene and the opportunity for an apprehension is not likely or when there is no physical evidence to be collected or witnesses to be interviewed at the crime scene. Calls that do not actually require the presence of an officer where protection of life or property is not an issue are considered low priority calls.

Police calls for service will be dispatched using one of the three following priority levels:
In Progress, Just Occurred, or Investigation

In Progress

High priority calls that are occurring at the time of dispatch. These calls require an emergency, urgent, or immediate response by field units. A backup officer should always be assigned on In-Progress calls.

Just Occurred

Crimes that have literally "just occurred" and are no longer in progress.

Investigation

Investigation calls are low priority calls where there is reason to believe that an immediate response by a field unit will provide little or no opportunity for the apprehension of a suspect, protection of life, or property. Examples of "Investigation" calls would include but not be limited to: burglaries that were not recently committed; parking violations; traffic enforcement; cases where no offender is at the scene and the opportunity for an apprehension is not likely; or when there is no physical evidence to be collected or witnesses to be interviewed at the crime scene. Calls that do not actually require the presence of an officer where protection of life or property is not an issue are considered low priority calls.

In-Progress Call Handling

As soon as the existence of an in-progress or just occurred call is determined, dispatch will obtain the minimum information needed to safely dispatch the call (type and location of the call, if weapons are involved, if there are injuries), and ask the calling party to stay on the line while they dispatch police units. After dispatching units, the call-taker will continue gathering pertinent information from the caller such as descriptions of persons, vehicles, buildings, direction of travel, etc. This information will be relayed to responding units on the radio. It is imperative to keep the caller on the line until the officers arrive or advise you to release the caller as long as doing so does not place the caller in danger.

Holding Calls

If no units are available for an emergency call, dispatch shall notify the patrol supervisor of the nature and location of the incident. His/her response will be documented in CAD. The responsibility of the call lies directly on the dispatcher if the patrol supervisor is not notified.

Low priority calls for service will not be routinely held. Exceptions would be low manpower or at the direction of the on-duty patrol supervisor. The patrol supervisor shall be notified when multiple low priority calls are being held for extended periods of time with no or few officers available.

Radio Procedures

Police officers in the field depend on the dispatcher for information. His/her life can depend on how well the dispatcher advises them of what to expect on a call. It's important to be alert at all times. Members of the Police Department shall speak in a normal tone of voice, permitting persons receiving the message



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

to accurately understand the information. Members shall avoid the use of slang, sarcastic, discourteous, or argumentative language over the radio. Personal names and unofficial codes should not be used.

The use of the Stillwater Police Radio System shall be restricted to law enforcement purposes only. Information broadcasted over the radio should be as brief and concise as possible. Only necessary information shall be broadcast over the police radio. For lengthy, non-emergency transmissions, officers and dispatchers should consider use of the telephone or MCT. Members of the Police Department shall be attentive to information transmitted over the police radio to avoid unnecessary repetition of specific information.

Central Dispatch will operate local Stillwater Police Department radio communications on two channels (Channel 1 and Channel 3). All priority or initial radio traffic should be conducted on the department's primary radio channel, Channel 1. Information transfers or communication directed solely to an individual officer may be transmitted on Channel 3. In the event a tactical situation arises which requires the full attention of one or more Dispatchers, the on-duty Dispatcher will have the authority to transfer all non-emergency radio traffic to Channel 3 for the duration of the situation.

Officers will communicate, by radio, with Central Dispatch when they are dispatched to a call, when they arrive at the location of the call, and when they clear contact with parties at the call. Officers should also radio Central Dispatch prior to leaving their car on traffic stops, building checks, field interviews, etc. Central Dispatch will record the status of every on-duty officer using the CAD system.

Officers will identify themselves during radio transmissions through the use of their badge number. When contacted by Dispatch, officers will respond with their badge number and their location.

When communicating with other agencies, dispatchers will identify their communication with "Stillwater Police" or "Stillwater P.D." or "Stillwater Central".

The responsibility of ensuring proper radio procedures and discipline rests with the on-duty supervisors.

Broadcasting Numbers and Letters

When transmitting numbers over the radio, it is preferred that they are pronounced two different ways. For instance, the dispatcher can say the entire Number 1472 (fourteen seventy-two) but should also repeat it with each separate Number (one-four-seven-two).

The phonetic alphabet is used for spelling out words, providing tag numbers, and to provide clarification for letters that sound alike.

PHONETIC ALPHABET:

A-Adam	H-Henry	O-Ocean	V-Victor
B-Boy	I-Ida	P-Paul	W-William
C-Charles	J-John	Q-Queen	X-X-ray
D-David	K-King	R-Robert	Y-Young
E-Edward	L-Lincoln	S-Sam	Z-Zebra
F-Frank	M-Mary	T-Tom	
G-George	N-Nora	U-Union	



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Military (24 hour) time is used instead of the twelve-hour clock.

USE OF TEN-CODES and SIGNALS

Members of the department shall utilize the following Ten Codes, Signals, and Alerts when broadcasting on the SPD Radio System

10-1	Receiving Poorly	10-31	Intoxilyzer Operator Report To _____
10-2	Receiving Well	10-32	Is Intoxilyzer Available?
10-3	Stop Transmitting	10-33	Emergency Traffic
10-5	Relay	10-35	Confidential information
10-6	Busy	10-36	Correct Time
10-7	Out of Service	10-37	Dispatcher on Duty?
10-8	In Service	10-39	Your Message Delivered
10-9	Repeat	10-41	Traffic Record Summary
10-10	Lunch Break (35 min)	10-42	Complete DL record
10-11	Dispatching Too Rapidly	10-43	Drivers License Status
10-12	Visitor Present	10-44	Check Person for Warrants
10-13	Weather / Road Conditions	10-45	Short Break (20 min)
10-14	Escort	10-47	Subject Possibly Armed and Dangerous
10-15	Prisoner in Custody	10-48	NCIC HIT, is it safe to copy?
10-16	Pick Up Prisoner at _____	10-50	No Calls
10-17	Pick Up Papers at _____	10-54	Estimated Time of Arrival (ETA)
10-18	Complete Present Assignment	10-64	Did You Receive Your MCT message?
10-19	Return to Station	10-65	Prepare to Copy
10-20	What is Your Location	10-69	Have You Dispatched to _____
10-21	Contact by Phone	10-75	Person or Vehicle Involved in Drugs
10-22	Take no Further Action	10-76	Suspect has History of Violent Crime or Weapon Possession
10-23	Officer in Trouble	10-80	Private Vehicle Making Emergency Run
10-24	Trouble at Station	10-85	Keep Vehicle Under Surveillance - Do Not Stop
10-25	Do You Have Contact With _____	10-90	Officer Welfare Check
10-26	Motorist Assist	10-96	Enroute to Scene
10-27	Any Answer our Message	10-97	Arrived at Scene
10-28	Vehicle Registration Check	10-98	Completed Last Assignment
10-29	Check Stolen / Wanted	10-99	Personal Service (Unavailable for Call)
10-30	Does Not Conform		

Signal	8	Mental
Signal	9	Bomb Threat
Signal	11	How do you copy?
Signal	30	Fatality / Dead Body
Signal	76	Accident unknown injuries
Signal	82	Accident with injuries
Signal	87	Intoxicated pedestrian
Signal	88	Intoxicated driver
Signal	89	Hit and run accident



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

CODE 4 No Assistance Needed
CODE 5 Need Additional Units Send Backup (<i>Non-Emergency</i>)

Assigning Calls For Service

Assignments from Central Dispatch will contain four elements: the unit assignment, the location of the call, the nature of the call, and "pertinent" information (officer safety, hazards, weapons, etc.) If the location is a business or a landmark, the dispatcher will also identify the business by name. The nature of the call shall be described by voice word descriptions, i.e. burglary, found property, etc. or by radio ten-code or signal.

Radio broadcasts for initial assignment of calls for service will be transmitted in the following "Initial Dispatch" format:

Central (Unit #) – Incident Type

Unit # Central – (Their Current Location)

Address (including business or landmark name) / Incident Type / *"Pertinent Information"* / Address (diff format)

EXAMPLE:

CENTRAL 49 – Vandalism Investigation

49 – 6th & Main

Oncue / 601 East 6th / Vandalism Investigation / Six Zero One East 6th

49 Clear 10-96

Assigning Backup

Dispatchers will be responsible for coordinating calls for police services that indicate the need for two or more officers. General Rule: Whenever there is a possibility that a suspect is still at the scene, or if there is any indication that an officer may need assistance in handling a call, a back-up will be sent.

Examples of calls requiring back-up:

- Any call involving violence or threat of violence (fights, domestics in progress, keep the peace calls, disturbances, etc.)
- Any call involving suspicious activity or unclear circumstances
- Any in-progress call
- Any time an officer asks for a back-up
- An officer receives a "hit" while on a traffic stop or while out with a subject
- All alarm calls

The primary officer may choose to cancel the back-up officer while enroute or at scene; the fact that this occurs will not stop the dispatcher from initially assigning a back-up. The officer may also choose to "advise" on a backup until they arrive at the call and determine if one is needed. This is at the officer's discretion and should be noted in the call notes.



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Officers should only call off back-up prior to arriving on a call when they have specific knowledge as to why back-up is not needed. Patrol supervisors should monitor officers calling off their back-up to ensure officer safety is not compromised.

Officer Welfare Checks

Central Dispatch will periodically check the status of on-duty officers during lapses in frequent radio communication. This is referred to as a "10-90". The frequency of these checks will depend on the nature of the call. Whenever an officer is out on a traffic stop, an F.I., or on a dangerous or potentially violent call, the dispatcher will check the officer's welfare at the 5 minute mark from the last radio contact and every 10 minutes thereafter until units advise the scene is secure or they are "Code 4". For report calls and less urgent calls, checking welfare every 20 minutes is standard. If a unit fails to respond to a "10-90" another unit should immediately be dispatched to their location to check their welfare. It is also suitable to count an officer's phone call into dispatch as a welfare check. 10-90 checks shall be logged in CAD.

10-12 / 10-48 Procedure

When the possibility exists that an officer is in contact with a suspect and the need arises to broadcast confidential or critical information, such as NCIC Hits (10-48), outstanding warrants, suspended driver licenses, or other information that may put an officer's safety at risk, the following radio procedure shall be utilized:

Dispatcher: CENTRAL (Unit #) 10-12? or CENTRAL (Unit #) 10-48

This gives the officer the opportunity to secure their safety prior to receiving critical information. They will either advise you to "stand by" or "go ahead" depending on who is in earshot of the radio transmission. If the receiving unit is on radio channel 3, dispatch shall advise them to go to channel 1 when not 10-12 to ensure that all units responding to the scene copy the information.

Use of Alert Tone

Upon learning of a specified, high priority call for service, dispatchers shall sound the alert tone on the primary SPD radio frequency one time for approximately three seconds. High priority calls for service justifying an alert tone would be calls where an officer is in danger or where a high potential for danger exists to officers responding to the call. Immediately following the alert tone, the dispatcher will assign the area officer, or nearest available officer as the primary response officer and backup units. Dispatchers will notify the supervisor if no other units are available. If units from outside of the Patrol shifts are available, they are responsible for notifying Dispatch of their availability to assist. The alert tone shall also be sounded prior to broadcasting severe weather warning messages.

COMMUNICATIONS CENTER RULES AND REGULATIONS

Security

The doors to the Communications Center will be kept locked at all times. All communications equipment is located in a non-public access area for security. Limited access to the Central Dispatch Center is essential to the safety of personnel and the protection of equipment. Access to Dispatch will be controlled through a system of doorways requiring specific key cards to enter. All persons accessing the Communications Center must abide by the Facilities Access SOP 146. A log shall be maintained documenting the name of all visitors, along with the date and times of their arrival and departure. Central



STILLWATER POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES: 130

Dispatch is also responsible for 24 hour a day monitoring of alarms from various offices in City Hall and the Police Department.

Surveillance Cameras

Surveillance camera monitors in dispatch are to be used for official law enforcement use only. The surveillance cameras will be used to monitor events within and outside the Police Department, City Hall, Stillwater Regional Airport, and other City of Stillwater buildings and parking lots.

Legal / Medical Advice

Dispatchers will refrain from giving any legal or medical advice. Example; if questioned about using force in self-defense, advise the calling parties they must make the decision about what actions are reasonable. It is not the dispatcher's responsibility to advise the calling party what to do to protect his or herself from a perpetrator.

Wireless Phone Trace (Pinging)

During the course of answering and processing calls for service, dispatchers may encounter situations where appropriate location information is not available. If exigent circumstances exist leading the employee to the reasonable belief of imminent danger of bodily harm to the caller or an involved party, the employee is directed to attempt to trace the cellular phone location and/or acquire subscriber information by contacting the service provider. Dispatchers must obtain authorization from a Supervisor prior to conducting a cellular phone trace.

Cleaning

The person assuming a position at any workstation is responsible for seeing that it is clean. If it is not, the person moving from that position must clean it prior to handing it over. In addition, all employees are responsible for keeping the kitchen area clean, dishes washed and put away, and the removal of any unused food items from the refrigerator and freezer. This is a common area used by a large number of people and everyone is responsible for keeping it properly maintained.

Evacuation

In the unlikely event that Central Dispatch becomes unusable; the dispatch function may be transferred to the S.E.C.C.C., the mobile command post, or the Payne County Sheriff's Office Communications Center. The emergency generator will provide an alternate source of electrical power for Central Dispatch in the event that electrical power is interrupted. The emergency generator will be routinely tested on a schedule determined by the S.E.C.C.C. Director.

RELATED SOP'S

ACTIVE SHOOTER RESPONSE – SOP 209
AMBER ALERTS – SOP 280
BOMB THREATS – SOP 260
LINE OF DUTY DEATHS – SOP 360
PROPERTY CUSTODY ALARM – SOP 150
SIMS DEPLOYMENT – SOP 200

AIRPORT EMERGENCIES – SOP 212
AVL – SOP 131
HOSTAGE NEGOTIATIONS – SOP 210 and 211
OPEN RECORDS - SOP 140
PURSUITS – SOP 240
UNUSUAL OCCURRENCES – SOP 210