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**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 7-1**

**COMMUNICATIONS CENTER
EQUIPMENT AND OPERATIONS**

- SUBJECT:** The Communications/Dispatch Center is the main control center for all ongoing operations of the Department.
- PURPOSE:** The basic purpose of the Communications Center is to satisfy the immediate information needs of the Department throughout normal daily operations and during emergencies. The purpose of this order is to outline the functions, procedures and responsibilities of the communications center and its personnel.
- POLICY:** The Department's Communications Center will provide continuous 24-hour communication with the university as well as radio, telephone, and electronic access to local, state and federal law enforcement agencies. University alarms are monitored. The police, parking, and community service officers on duty have access to the Communications Center through the use of a mobile or portable radio unit.

PROCEDURE:

- I. Communications Center Functions
- A. The Communications Center is part of the administrative division of the CSUF Police Department. Daily operations fall under the direct supervision of the appropriate Command Staff.
 - B. The communications center is staffed by civilian personnel, police dispatchers, whose primary duties include the following:
 - 1. Act as the 24-hour point of contact for the University and answer incoming telephone calls, receive and broadcast all radio communications for on duty patrol, parking, and community service officers. [CALEA 81.2.7]
 - 2. Answering 911 and "blue phones" (one button direct) emergency calls and non-emergency business telephone calls for service.
 - 3. Monitoring the location and status of all on-duty patrol, parking, and community service officers.

4. Dispatching and coordination of patrol, parking and community service officers in response to ongoing service calls and other law enforcement duties.
5. Responding to victim/witness calls for information and/or services to include [CALEA 81.2.7]:
 - a. The dispatcher taking the initial call will judge the specific characteristics of each call to determine if a police response is necessary and, if so, if an emergency or non-emergency response is required. [CALEA 81.2.6]
 - b. The dispatcher, based on training, experience and the following considerations, shall determine whether an immediate police response is warranted. [CALEA 81.2.6]
 - 1) Immediate threat present
 - 2) Demeanor of the victim
 - 3) Request from the victim for immediate assistance
 - 4) Previous contact, if any, with the victim
 - 5) Information known by the dispatcher relative to the victim or the offense.
 - c. If the victim/witness is asking for information only he or she will be referred to the Watch Commander or the appropriate Department personnel for assistance. [CALEA 81.2.6]
 - d. The dispatcher can provide information and referral to other public service agencies. A current listing of all available assistance resources in Orange County is maintained in dispatch. [CALEA 81.2.6]
 - e. Subsequent requests will be referred to the Watch Commander or Investigations as soon as possible.
6. Recording all calls for service and officer-initiated events in the Records Management System (RIMS) and eliciting information from the reporting party relevant to the incident at hand. Additionally, the dispatcher shall be responsible for the entering and retrieving of necessary data in RIMS and California Law Enforcement Telecommunications System (CLETS) relevant to the call at hand. Directly entering the following information into the Computer Aided Dispatch program (CAD) of RIMS, which automatically inserts date/time and assigns an exclusive incident number, shall be the responsibility of the dispatcher [CALEA 81.2.3a., 82.2.2, 82.2.3]:
 - a. Name and address of the victim/witness. [CALEA 81.2.3c]
 - b. Name and contact phone number for the reporting party, if different from the victim/witness. If the reporting party wishes to remain anonymous, this information may be omitted. [CALEA 81.2.3d,e]

- c. Type and location of incident reported. [CALEA 81.2.3f]
 - d. Identification of assigned officers, primary and back up. [CALEA 81.2.3g,h,i]
 - a. Times of dispatch, arrival on scene and return to service. [CALEA 81.2.3e]
 - b. Final disposition or status of the incident reported.
7. Monitoring the neighboring cities and county police Department radio frequencies to ensure our officers are aware of any activities in or around our service areas that require their assistance.
 8. Notifying tow services when requested by field units.
 9. Notifying Metro Net for Fire Department and/or Paramedic units and ambulances when needed for the Main Campus. Notifying OCFA for Fire Department and/or Paramedic units and ambulances when needed for the Irvine Center.
 10. Handling Alarm Activations [CALEA 81.2.13]
 - a. Monitoring the University buildings Fire Alarm System (Simplex), Burglary Alarm System (Ademco), Campus Panic Alarms, the Irvine Center, the President's Office and El Dorado Ranch-the President's Residence.
 - b. Responding to activations at the President's Office and El Dorado Ranch is addressed in General Order 5-11.
 - c. Upon the activation of a Simplex, Ademco, or notification of a private security alarm activation on University property the dispatcher will:
 - 1) Ascertain the type and exact location of the alarm.
 - 2) Assign and send at least two patrol officers to investigate.
 - 3) If it is a fire alarm, immediately notify the Fire Department.
 - 4) Notify the designated contact person for the affected University area after receiving either fire or burglar alarms that are deemed to activations other than false alarms.
 11. Accessing local, state, and Federal Criminal Justice information systems to provide NCIC, SVS, APS, AFS, WPS, ROS, AWSS, SRF, MPS, DOJ and DMV checks as requested and preparing necessary reports and documents as required. [CALEA 81.2.9]
- C. Dispatchers will have immediate access to the following resources:
1. Current duty roster of all personnel. [CALEA 81.2.5b]
 2. Officer status indicators. [CALEA 81.2.5e]

3. Home telephone numbers of all Department personnel. [CALEA 81.2.5c]
4. Telephone numbers of all Department cell phones. [CALEA 81.2.5f]
5. Listing of the telephone numbers of emergency service agencies and surrounding law enforcement agencies. [CALEA 81.2.5f]
6. Listing of the telephone numbers for all assigned contact persons regarding University property. [CALEA 81.2.5f]
7. Listing of the referral telephone numbers for social service agencies and University service-oriented agencies available to victims. [CALEA 81.2.5f]
8. Continual radio contact and the current location/status of the shift Watch Commander. [CALEA 81.2.5a]
9. Maps detailing the Department's delineated service area boundaries and the City of Fullerton area immediately adjacent to the University. Maps detailing the Irvine Center service and surrounding area. [CALEA 81.2.5d]
10. A copy of the Department General Orders Manual outlining procedures for all Department operations, a copy the University's Emergency Operations Plan, and the Tactical Dispatch book. [CALEA 81.2.5g]
11. Operational manuals for all equipment located and used in the communications center.
12. Program manuals for RIMS, CLETS, DMV, and CJIS.

II. Security of Communications Personnel and Equipment

- A. Access to the Communications Center will be limited to [CALEA 81.3.1a]:
 1. Permanent, part-time, and relief dispatchers (certified patrol officers serving as dispatchers).
 2. The Chief of Police, Command Staff, Administrative Services Manager and the Emergency Management Coordinator.
 3. Records Supervisor, shift supervisors and records clerks.
 4. Authorized equipment service technicians and custodians.
 5. Civilian observers as approved by the Records Supervisor or Administrative Services Manager.
- B. The Communications Center is centrally located off the main lobby with security doors restricting entry to the interior part of the police Department to the following personnel [CALEA 81.3.1a]:
 1. All authorized Department employees who have the required key card.
 2. Persons admitted by the dispatchers or records personnel who control entry electronically.
- C. The Communications Center is an enclosed room off the public lobby area and separated by bullet-resistant glass and wall from the public lobby.
- D. The Communications Center has in place an audio log that maintains a continuous recording of all radio transmissions and emergency telephone conversations.

1. All radio and emergency telephone conversations are continuously recorded within the Communications Center and are available for immediate playback.
 2. All backup recordings are removed as needed and securely stored in storage boxes in the Records office for a minimum of 6 months. [CALEA 81.2.8a,b]
 3. Procedures for copying, transcribing or replaying recorded radio/telephone conversations are as follows:
 - a. The Court, District Attorney or Department supervisor requesting a copy or transcription of an incident under investigation involving any recorded radio/telephone conversation will submit the request in writing indicating the incident number. [CALEA 81.2.8c]
 - b. For all internal requests signed approval of an appropriate Command staff is required. This document of authorization will become a permanent part of the investigation and filed with any supporting documents. [CALEA 81.2.8c]
 - c. The Records Supervisor will record and provide a certified unadulterated copy of the authorized radio/telephone conversation. [CALEA 81.2.8c]
 - d. No copy or transcription of any recorded radio/telephone traffic will be released to the public without the express permission of the Chief of Police. [CALEA 81.2.8c]
- E. All external transmission boxes, antennas and power sources are secured on top of the police station. Repeaters are secured on top of the Library and College Park. [CALEA 81.3.1b,d]
- F. The Communications Center has the following resources available to sustain transmissions at all times:
1. Generators including a mobile one for relocation, if needed, provide an alternate power source for the Communications Center which are inspected and tested monthly or in conformance with manufacturer recommendations. Once per year the generator is tested under full load. [CALEA 81.3.2, 81.3.1c,d]
 2. For continued radio transmission, a backup base station and a second radio console are in place, along with a second antenna secured on top of the library and a reserve mobile antenna. [CALEA 81.3.1c,d]
 3. Land line phones along with satellite and cellular phones provide backup service if the University PBX fails. [CALEA 81.3.1c,d]

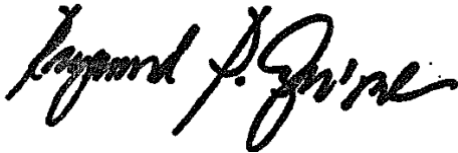
4. The computerized University fire alarm system is a looped style 7 network with a head end global display unit and alternate network panel node. [CALEA 81.3.1c,d]
5. Uninterruptible power supply (UPS) protects all the equipment and computers in the Communications Center. [CALEA 81.3.1c,d]

III. Procedures in the event of a power failure

- A. By using the Dispatcher Pac-set, confirm if emergency power to the main 800MHz repeater is engaged. If not engaged change the radio base station from Main to Standby.
- B. If Dispatch console has power, then emergency power is available and the generator is operating. Note the start time. The generator has 10 hours of operational time before refueling needs begin. Alert Facilities Operations, if after hours; call the Facilities Operations Duty manager on call out list.
- C. The fume hood alarms may activate in the Dan Black Hall (Sciences) as a result of no power. When Dan Black Hall loses power, all chemical fume hoods are inoperable and all occupants must exit the building where hazardous materials are present.

REVIEWED BY:

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