

DISPATCH CENTER

WILLIAMSTOWN POLICE DEPARTMENT POLICY & PROCEDURE NO. 4.25	EFFECTIVE DATE: 03/21/2022
MASSACHUSETTS POLICE ACCREDITATION STANDARDS	REVISION DATE: 03/21/2022
REFERENCED: 81.1.1; 81.1.2; 81.2.1; 81.2.2; 81.2.4; 81.2.5(a)(c)(d)(f)(g); 81.2.8; 81.2.9; 81.2.13; 81.3.1; 81.3.2; 81.3.3; 81.3.4	REVIEW DATE: 03/21/2023

I. GENERAL CONSIDERATIONS AND GUIDELINES

Communications is a core component in the delivery of police services. This department has provided equipment that is essential for receiving requests for service from the public and for communicating important details and officer safety information to our public safety responders. It is important that the communications staff maintains the ability to use this equipment effectively and efficiently.

It is the responsibility of all employees to maintain security of communications equipment and facilities. A compromise of our communications equipment is a compromise of our ability to safely and effectively deliver police services.

The focus of this policy is on operation of the Dispatch Center. For information regarding the communications function (dispatching), see the department policy **4.12 – Communications Procedures**.

II. POLICY

It is the policy of this department to:

1. provide, maintain and secure the communications equipment necessary to effectively police our community; and,
2. be prepared to operate at a diminished capacity in the event of a natural disaster, fire or other event that impacts the efficient operation of the Dispatch Center.

III. DEFINITIONS

- A. *Dispatch Supervisor:*** The Chief of Police/Lieutenant is assigned to oversee the efficient operation of the Dispatch Center.

IV. PROCEDURES

A. *Organization and Administration: Generally*

1. The communications function for this department is located and operated from the Dispatch Center and is under the command of the Chief of Police.
2. The dispatch function falls under the operations in the organization of this department.
3. This department also provides dispatch services for the Williamstown Fire Department, Williamstown Forest Wardens Department, Northern Berkshire EMS, and non-business hours for the Williamstown Department of Public Works. **[81.1.1]**

B. *Duties and Responsibilities*

1. CHIEF OF POLICE
 - a. The Chief of Police/Lieutenant is responsible for overseeing the operation of the Dispatch Center and dispatchers.
 - b. Among the administrative duties are:
 1. Scheduling communications dispatchers' hours of duty;
 2. Overseeing the dispatch functions training;
 3. Ensuring that equipment is operational and maintained;
 4. Causing key resources to be available to dispatchers in the Dispatch Center, including:
 - a) The roster of department members and phone numbers **[81.2.5 (c)]**; and
 - b) Telephone numbers and procedures for procuring emergency and necessary external services, to include but not be limited to: **[81.2.5(f)]**
 - i. Road services,
 - ii. Counseling and psychological services,
 - iii. (Emergency Services),
 - iv. Medical facilities,
 - v. Poison Center, and
 - vi. Homeless shelters;

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- c) Maintaining map(s) of the Police Department's service areas;
[81.2.5(d)]
 - d) Ensuring adequate supplies and equipment;
 - e) Maintaining dispatch quality control;
 - f) Serving as E9-1-1 Liaison; and
 - g) Serving as CJIS Representative.
2. DISPATCHER: The dispatcher, a trained police officer or civilian is responsible for performing the dispatch function. Dispatcher duties include:
- a. Answering business line and E9-1-1 telephones;
 - b. Communicating with and providing information and resources to employees in the field;
 - c. Advising the Shift Supervisor of important incidents and unsafe situations;
 - d. Conducting CJIS operations;
 - e. Monitoring detainees using CCTV and audio equipment;
 - f. Monitoring the booking process and summoning assistance when needed and
 - g. Reporting damaged or inoperative equipment.
3. SHIFT SUPERVISOR OR OFFICER IN CHARGE: The Shift Supervisor or Officer in Charge does the following:
- a. Oversees and commands all aspects of the given shift on duty;
 - b. Maintains contact with the Dispatch Center either by radio, telephone, or other means for immediate access; **[81.2.5(a)]**
 - c. Coordinates and oversees responses to equipment failures;
 - d. Ensures that the proper notifications are made in the event of an emergency in the Dispatch Center; and
 - e. Takes steps to ensure that the dispatch function continues to operate, even at a diminished capacity.
4. PERSONNEL IN THE FIELD: Officers and other employees working in the field shall be responsible for:
- a. Monitoring all radio transmissions;
 - b. Assisting dispatch personnel in the event of a Dispatch Center equipment failure or emergency; and
 - c. Being vigilant and mindful of the security needs of the Dispatch Center.

C. Radio Communications

1. GENERALLY

- a. The Police Department radio system is the officers' primary means of communication with dispatch.
- b. All officers assigned to field duty, including details, shall be equipped with a functional portable radio to communicate with the Dispatch Center and other officers. **[81.2.2]**
- c. All frequencies used by the police department will be properly licensed as required by the Federal Communications Commission. FCC rules and regulations are available to all personnel at http://wireless.fcc.gov/index.htm?job=rules_and_regulations. **[81.1.2]** (Link to FCC Rules and Regulations is located in the share drive.)

2. POLICE DEPARTMENT TRANSMISSION FORMAT

- a. The standard format to be used in transmitting messages in the department's radio network is as follows:
 - 1) As a rule, most transmissions on the department's radio network must be given in plain language (no codes), in compliance with Incident Command System standards.
 - 2) All units are required to identify themselves by either cruiser assignment or officer ID. If an officer changes assignments for any reason during a tour of duty, the officer(s) involved in the change shall notify communications of their new designation.

The Dispatch Center shall always be referred to by the name "Dispatch"

3. OPERATING MODES

- a. Unit Identification:
 1. Vehicle and portable radios are programmed with identification unique to the individual radio. The ID is transmitted each time the radio transmits.
 2. The Dispatch Center is equipped to receive and identify the ID.

4. OFFICER IN TROUBLE BUTTON

- a. Portable radios are equipped with a duress button which, when activated, transmits the radio's unit identification and a duress tone which displays on other radios in the system until such time as it is reset.

5. TRANSMISSION REQUIREMENTS

- a. The radio is to be used for official department business only.
- b. Unnecessary communications will not be allowed.
 1. All FCC rules and regulations will be adhered to.
 2. Military (24 hour) time shall be used in all transmissions.
 3. Messages are to be clear, concise, and accurate so that transmission time is kept at a minimum.
 4. Courtesy is essential for the efficient and effective operation of the radio system. Discourtesy, sarcasm, or arguments will not be tolerated.
 5. Personal names will not be used during transmissions. Officers will be identified by their proper call sign.
 6. Profane and obscene language is a violation of FCC rules and regulations. Employees must not use loud, uncivil, indecent, or profane language even under the greatest provocation, or play commercial radio over any police frequency.
 7. Officers will be personally responsible for proper radio communications.
 8. The names of complainants shall not be broadcast over the air unless it is necessary as a part of the call or assignment.

6. TRANSMISSION PROCEDURES: Before transmitting, an employee should:

- a. Plan the message before transmitting, when possible.
- b. Listen to make sure another message is not being interrupted.
- c. Hold the mike one to three inches from the mouth. Do not attempt to transmit with the mike still attached to the dashboard or radio console.
- d. Depress the transmit button and wait three seconds (it takes two to three seconds for identification mode in the radio to transmit). Any verbal transmission during this time period will be lost.
- e. Speak normally and clearly, using an even tone of voice, as in a phone conversation. Avoid vocal displays of emotion, such as loss of temper, nervous excitement, sullenness, etc., which tend to distort a radio transmission.
- f. Identify the unit by using the proper call sign and by giving the correct location.
- g. Give the dispatcher time to acknowledge the transmission.

- h. Avoid, if possible, lengthy messages. If the message is long, transmit a portion of it to ensure that it has been acknowledged, and then continue.
- i. Acknowledge all calls promptly by giving your unit and acknowledgment.
Example: "30 – received."
- j. Report arrival at the scene promptly.
Example: "30 – On the Scene."
- k. Clear the call promptly and give dispatch a short narrative only if necessary for operations. Officers should avoid an extended commentary on the radio. If safe and possible the officer, not the dispatcher or desk officer, shall complete the log narrative of incident details to avoid mistranslation via a third person.

7. PHONETIC ALPHABET

- a. The standard phonetic alphabet shall be used to clarify the spelling of words or when transmitting messages containing letters (e.g., vehicle registrations).

A - ALPHA	N - NOVEMBER
B - BRAVO	O - OSCAR
C - CHARLIE	P - PAPA
D - DELTA	Q - QUEBEC
E - ECHO	R - ROMEO
F - FOXTROT	S - SIERRA
G - GOLF	T - TANGO
H - HOTEL	U - UNIFORM
I - INDIA	V - VICTOR
J - JULIET	W - WHISKEY
K - KILO	X - X-RAY
L - LIMA	Y - YANKEE
M - MIKE	Z - ZULU

- b. This phonetic alphabet will maintain uniformity.

Example: (Unit) requests a listing on Mass. Reg. 123- A- Alpha, B-Bravo, C-Charlie (123-ABC).

- 8. STANDBY: If the dispatcher finds it necessary to put an officer on "standby" for any reason (e.g., an urgent phone call), [s]he shall be

responsible for re-establishing contact with the officer as soon as possible.

9. RADIO RECORDING

- a. All radio transmissions, requests for service and self- initiated activity, are required to be recorded. Radio transmissions are recorded on the E9-1-1 Recording System. **[81.2.3] [81.2.8]**
 1. Dispatch
 2. Fire Dispatch
 3. Fire Response
 4. Forest Warden Dispatch
 5. Forest Warden Response
 6. Northern Berkshire EMS Dispatch
 7. Northern Berkshire EMS Response
- b. Radio recordings may be played back by all dispatchers. They may only be copied and disseminated by the Chief of Police or supervisors, who must be trained and certified E911 call-takers. Any request to review a recording must be made in writing to the Chief of Police. Review and/or recording of audio may be for: **[81.2.8(c)]**
 1. Court discovery;
 2. Public records requests (see department policy on **Records Management** for public records process);
 3. Training;
 4. Internal Affairs Investigations; and
 5. Quality Control.
- c. All radio transmissions are logged on an instant playback recorder at each answering point, which is separate from the E9-1-1Recording System. **[81.2.3] [81.2.4(b)]**
- d. All radio transmissions are retained on the server for a minimum of 1 year provided no litigation is pending. **[81.2.8]**

10. RADIO SYSTEM FAILURE

- a. In the event that the primary radio system fails, the dispatcher shall switch to the backup radio.
- b. The dispatcher shall create a log entry under the incident type “System Trouble” to document the failure. The entry will include

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- the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.
- c. The dispatcher shall establish communications using a portable or other alternate radio.
 - d. The dispatcher shall advise the Shift Supervisor who will respond to the Communications Center.
 - e. The dispatcher shall notify:
 - a. All Field Units;
 - b. The Chief of Police;
 - c. Pittsfield Communications;
 - d. Fire Chief;
 - e. The Town's Emergency Management Director;
 - f. EMS;
 - g. Bordering Municipal police - See **Resource Manual**;
 - h. Berkshire County Sheriff's Communications Center and
 - i. North Adams Police Department. (E-911 backup).
 - f. The dispatcher or other knowledgeable employee may work to resolve the problem and bring the radios back on line if possible.
 - g. The Shift Supervisor may establish an alternative Command Post at Fire Headquarters. Calls to the Dispatch Center may be relayed to Fire Headquarters and dispatched using the police radio at that location. **[81.3.2]**

D. NG 9-1-1

1. ADMINISTRATION

- a. The E9-1-1Municipal Coordinator is responsible for being a point of contact between the Executive Office of Public Safety, the State 911 Department and the telephone company.¹
- b. OPTIONAL- A Data Base Liaison shall coordinate changes to and verification of the Master Street Guide (MSAG).
- c. Master Street Guide, ALI Discrepancies, Disability Indicators, and Routine Address Change forms must be approved and signed by a liaison before being submitted to the telephone company.
- d. Changes of assignment of the Municipal Coordinator or Data Base Liaison must be reported to State 911 Department and the telephone company within ten days.²

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- e. The MSAG shall be updated on an “as occurred” basis and shall be reviewed yearly by the Municipal Coordinator.
2. SYSTEM ARCHITECTURE
 - a. All calls handled through an E9-1-1 answering point are recorded.
 3. ANSWERING POINTS
 - a. The Police Department is the Enhanced 9-1-1 public safety answering point for this municipality, with two answering points.
 - b. The secondary answering point is located in the Dispatch Center.
 - c. The E9-1-1 primary backup is the North Adams Police Department.
 - d. The E9-1-1 secondary backup is the Berkshire County Sheriff’s Communication Center.
 - e. Only personnel trained and certified to operate E9-1-1 may use this equipment.³
 4. E9-1-1 SYSTEM
 - a. The E9-1-1 system provides, twenty-four-hour telephone access to the public to report or request emergency public safety assistance. **[81.2.1]**
 - b. This department also maintains a seven-digit emergency telephone number, 413-458-5646, which is published in the white pages of the telephone book as a backup to E9-1-1. **[81.2.1]⁴**
 - c. It is a separate system from the business line telephone system. They share no common communications lines, wiring panels, power circuits, or data lines. **[81.3.3]** They share only a common call recorder.
 - d. E9-1-1 consoles may receive incoming emergency calls of both voice and TDD. **[81.2.1]**
 - e. Calls may be transferred using programmed transfer buttons or a destination telephone number.
 - f. The location of cellular telephone originated emergency calls may be received and the approximate location of the caller identified through the equipment provided with the system.
 5. MISSED CALLS **[81.3.1(C)]**
 - a. Calls missed by dispatchers are forwarded to the North Adams Police Department after ten seconds.
 - b. Calls missed by North Adams Police Department are forwarded to Berkshire County Sheriff’s Communication Center after ten seconds.
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Calls missed by Berkshire County Sheriff's Communication Center are forwarded to a default answering location after ten seconds.

6. DATA AND CALL RECORDING

- a. All calls and data are logged on a digital recording system.
 - 1) Conversations are recorded on the State 911 Department digital recording system.
 - 2) Radio and business line calls are also logged on the E9-1-1 Recording System. **[81.2.8(a)]**
- b. Calls may be played back by the desk officer by accessing the play back program in the 9-1-1 Recording System.
- c. Calls may be copied and disseminated only by the Chief of Police or supervisors who must be trained and certified E911 call takers. Any request to review a recording must be made in writing to the Chief of Police. Review and/or recording of audio may be for:
[81.2.8 (c)]
 - 1) Court discovery;
 - 2) Public records requests (see department policy on **Records Management** for public records process);
 - 3) Training;
 - 4) Internal Affairs Investigations; and
 - 5) Quality Control.
- d. Recordings of E911 calls will be retained on the server located in the locked IT room for a minimum of 1 year provided no litigation is pending; per CMR 560. **[81.2.8(b)]**
- e. The E911 Call Detail Records will be retained on the server located in the locked IT room for a minimum of 3 years. **[81.2.8(b)]**

7. SYSTEM POWER

- a. Power circuits for E9-1-1 systems are dedicated circuits and separated from power circuits for other Dispatch Center equipment.
- b. An uninterrupted power supply (UPS) is provided for E9-1-1 equipment only and connected to the department's emergency power generator.
- c. Only E9-1-1 equipment may be plugged into dedicated E9-1-1 circuits.

8. FAILURE

- a. The Dispatch Center will continue to operate at a diminished capacity.
- b. Dispatchers shall promptly:
 - 1) Report system problems to the State 911 Department by calling the Customer Care Center at 1-855-626-4911;
 - 2) Notify the Shift Supervisor of system failure;
 - 3) Notify the North Adams Police Department and

Note: Missed E9-1-1 calls will be answered by the primary backup, who will relay call information by transferring the call or taking the information and forwarding it to this department by phone or radio.

- 4) Create a log entry under the incident type “system failure” to document the failure. The entry will include the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.

E. Business Telephone Lines

1. GENERALLY

- a. The business line telephone system is separate from the E9-1-1 system. They share no common communications lines, wiring panels, power circuits, or data lines. **[81.3.3]** They share only a common call recorder.
- b. The system is capable of handling in-coming and out-going calls.
- c. The Police Department business line telephone number that is published in the White Pages is: 413-458-5733.⁵
- d. The Police Department business line telephone numbers that ring in the Dispatch Center are:
 - 1) 413-458-5733
- e. The Communications Center fax number is 413-458-4100

2. CALL RECORDING **[81.2.3]**

- a. recorded on the E9-1-1 In-coming and out- going calls in the Communications Center are Recording System.
- b. Calls may be played back or copied only by the Chief of Police or supervisors, who must be a trained and certified E9-1-1 call-taker.

3. SYSTEM FAILURE **[81.3.1(C)]**

- a. The Dispatch Center will continue to operate at a diminished capacity. The ability to call out and receive calls on the business lines may be affected.
- b. The failure of the business telephone system will not affect the E9-1-1 system. 9-1-1 calls will nearly always continue to ring in the Dispatch Center. Limited outgoing calls may continue to be made. Outgoing calls should be limited to:
 - 1) Emergency notifications of the failure;
 - 2) Reporting and arranging repair services; and
 - 3) Emergencies related to Dispatch Center duties.
- c. Personal calls must be avoided during system failure.
- d. Outgoing calls may be made on cellular telephones if such service is available.
- e. Dispatchers shall promptly report system problems to the Shift Supervisor or Officer in Charge, who may respond or assign another employee to respond.
- f. Dispatchers shall notify the Verizon telephone company to arrange repair service.
- g. The dispatcher shall create a log entry under the incident type "System Trouble" to document the failure. The entry will include the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.

F. Computer Aided Dispatch and Records Management

1. GENERALLY

- a. This department uses IMC records management software.
- b. Data from this system is available to all authorized desktop workstations and vehicle-borne mobile workstations.
- c. For further information about this system, see the department policies on ***Computers and Data Security*** and ***Use of MDTs***.

2. SYSTEM FAILURE

- a. The Dispatch Center will continue to function in the event of a systems failure.
- b. All pertinent information shall be recorded on paper for data entry at a later time. **[81.3.1(c)]**
- c. The dispatcher shall create a log entry under the incident type, "System Trouble" to document the failure. The entry will include

- the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.
- d. Dispatchers shall promptly report system problems to the Shift Supervisor.
 - e. Dispatchers shall notify the department's Computer Systems Administrator to arrange repair service. The reporting employee should be prepared to provide the following information to help identify the point of failure:
 - 1) Is there power to the computer?
 - 2) Is the software running, but not running properly?
 - 3) Do other software applications work?
 - 4) Does the software run properly on other user accounts on the same work station?
 - 5) Are other users experiencing the same problem on other work stations?
 - 6) Does the problem only affect mobile users, users within the police facility, or both?
 - 7) Is e-mail working?
 - 8) Is internet access working?

G. LEAPS & NCIC

1. GENERALLY

- a. The Dispatch Center has access to CJIS, which is operated by the Criminal History Systems Board (CHSB) out of its headquarters in Chelsea and is the gateway to accessing other applications within the system. **[81.2.9]**
- b. Information provided is for CRIMINAL JUSTICE PURPOSES ONLY. Queries made for other than official police purposes are strictly prohibited.

2. DATA AVAILABLE THROUGH CJIS

- a. All records entered into CJIS are stored in the computer's data files. There are eleven files for law enforcement records:
 - 1) Article File
 - 2) Boat File
 - 3) Felony Vehicle File
 - 4) Gun File
 - 5) License Plate File
 - 6) Missing Person File
 - 7) Part File
 - 8) Security File
 - 9) Suicide File
 - 10) Vehicle File

11) Wanted Person File

b. CJIS Queries

- | | |
|---|---|
| 1) Board of Probation
(BOP) Records | 10) Automatic Legal
Research and Training
(ALERT) |
| 2) Aircraft Registration | 11) News |
| 3) Canadian Interface | 12) Codes |
| 4) Massachusetts
Drivers Licenses | 13) SOS |
| 5) Out of State Drivers
Licenses | 14) NLETS Help |
| 6) Massachusetts
Driver History | 15) CORI |
| 7) Out of State Driver
History | 16) QList |
| 8) Massachusetts
Vehicle Registrations | 17) QWHO |
| 9) Out of State Vehicle
Registration | 18) QORI |
| | 19) MEMA |
| | 20) IDEA |
| | 21) ZE |
| | 22) ZO and QO |
| | 23) Recall |

3. INTERFACES AVAILABLE THROUGH CJIS

- a. The AUTOMATED LICENSE AND REGISTRATION SYSTEM (now called ATLAS) contains information on Registrations and Driver Licenses issued by the Registry of Motor Vehicles, as well as driver history records.
- b. NATIONAL CRIMINAL INFORMATION CENTER (NCIC)
 - 1) NCIC is managed by the FBI and located in Clarksburg, West Virginia. It is a nationwide, computerized information system whose purpose is to provide and maintain a computerized filing system of documented criminal justice information readily available to authorized criminal justice agencies.
 - 2) The NCIC database consists of eighteen files, of which seven are property files and eleven are person files.
 - i) Property Files
 - i. Articles
 - ii. Boats
 - iii. Guns
 - iv. License plates
 - v. Securities
 - vi. Vehicles

vii. Vehicle and
boat parts

j) Person Files

i. Convicted
Sexual
Offender
Registry

ii. Foreign
Fugitive

iii. Identity Theft

iv. Immigration
Violator

v. U.S. Secret
Service
Protective

x. Violent Gang
and Terrorist
Organization

vi. Missing Person

vii. Protection
Order

viii. Supervised
Release

ix. Unidentified
Person

xi. Wanted Person
Files

b) In addition, the database contains images that can be associated with NCIC records to assist agencies in identifying people and property items.

c) The Interstate Identification Index, which contains automated criminal history record information, is also accessible through the same network as the NCIC.

b. **NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (NLETS)**

1) NLETS is a computerized, high-speed message switching system created for and dedicated to the criminal justice community.

2) The sole purpose of NLETS is to provide for interstate an/or interagency exchange of criminal justice information.

2. SYSTEM FAILURE

a. Dispatchers shall promptly report system problems to the Shift Supervisor or Officer in Charge and officers in the field.

b. Requests for queries from officers in the field should be limited and may be obtained through a neighboring police department or the State Police. **[81.3.1(c)]**

c. The dispatcher shall create a log entry under the incident type "System Trouble" to document the failure. The entry will include

the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.

- d. Dispatchers shall notify CJIS Operations at 617-660-4620 to arrange repair service. The reporting employee should be prepared to provide the following information to help identify the point of failure:
 - 1) Is there power to the computer?
 - 2) Is the software running, but not running properly?
 - 3) Do other software applications work?
 - 4) Does the software run properly on other user accounts on the same work station?
 - 5) Are other users experiencing the same problem on other work stations?
 - 6) Does the problem only affect mobile users, users within the police facility, or both?

H. Internet Based Applications

1. CJIS WEB 3.0
 - a. Generally
 - 1) Individual CJIS applications are available to authorized users on approved workstations through CJIS WEB.
 - 2) Work stations must be set up by the Chief of Police prior to their being able to access CJIS WEB.
 - 3) User accounts and passwords for each application are provided by a police department account administrator.
 - 4) Denial of access at log on shall be reported to the account manager of that particular application to be reset.
2. ELECTRONIC TRACING SYSTEM (ETRACE)
 - a. This is an internet-based application that allows authorized users to submit firearm traces to the ATF National Tracing Center (NTC).
 - b. Authorized users can receive firearm trace results via this same internet web site, search a database of all firearm traces submitted by their individual agency, track on-going traces, and perform analytical functions.

I. Audio and Video Monitoring

1. GENERALLY

- a. Video monitors have been installed in the Dispatch Center to allow communications personnel to monitor access to the police facility and secure areas within the facility.
 - 1) Building Entry Points
 - a) Front entrance
 - b) Employee entrance
 - c) Garage area
 - d) Booking Area
 - 2) Facilities Grounds
 - a) Front parking area
 - b) Employee parking lot
 - 3) Building Interior
 - a) Booking room
 - b) Holding cell hallways
 - c) Holding cells

2. SYSTEM FAILURE

- a. Dispatchers shall promptly report system problems to the Shift Supervisor or Officer in Charge.
- b. The dispatcher shall create a log entry under the incident type "System Trouble" to document the failure. The entry will include the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.
- c. The dispatcher shall notify Lee Audio and the Chief of Police to arrange repair of the system.
- d. If the failed camera views the interior of a holding cell, the cell shall be taken out of service and not used, until the camera is repaired, unless specifically authorized by a Supervisor or Officer in Charge.

J. Cell Monitoring

1. SURVEILLANCE: ***HOLDING CELLS ARE EQUIPPED WITH AUDIO AND VIDEO SURVEILLANCE WHICH DISPLAYS IN*** the Dispatch Center ⁶ and will be activated when a detainee is in the cell. **[72.4.8]**

2. MONITORING

- a. Dispatchers shall remain vigilant of detainees in holding cells by periodically monitoring their activities using audio and video.
- b. For more information, see the department policy on ***Detaining Prisoners***.

3. RECORDING

- a. Audio and video of holding cells is recorded on a digital video recording system.
- b. The Chief of Police shall be responsible for maintaining, storing and distributing audio and video recordings of holding cells.

4. SYSTEM FAILURE

- a. Dispatchers shall promptly report system problems to the Shift Supervisor or Officer in Charge and officers in the field.
- b. The dispatcher shall create a log entry under the incident type "System Trouble" to document the failure. The entry will include the time of failure and should be updated to include the time and person notified to repair, and the date and time back in service.
- c. The dispatcher shall notify the Chief of Police to schedule repair.

K. Alarm Monitoring [81.2.13]

1. PRIVATE ALARMS

- a. This department does not monitor private alarms. Private alarms reported by telephone are handled as a call for service. Alarms may be received as a result of pre-recorded telephone messages. Alarms may not be set to dial 9-1-1.⁷

L. Security

1. EQUIPMENT SECURITY

- a. All police department radio and telephone equipment (i.e., telephone switching equipment and radio base station, radio repeaters, etc.) shall be located in a secure area. Access to the equipment shall be limited to authorized personnel only.

[81.3.1(b)]

- b. Power sources, antenna cables, and transmission lines will be located in a secure area whenever feasible. New and replacement cabling will be installed in steel conduit whenever exposed to public access. **[81.3.1(d)]**

2. DISPATCH CENTER ACCESS SECURITY **[81.3.1]**

- a. The Dispatch Center is situated in a secure location.

- b. Unescorted access to the Dispatch Center is limited to authorized personnel only.
 - c. Contractors and visitors may be escorted into the Dispatch Center with the approval of the dispatcher.
3. BACK UP POWER **[81.3.2]**
- a. The electrical and radio system is backed up by an emergency generator. This unit is sufficient to ensure continued operation of Communications Equipment in the event of a power failure. The generator conducts a self-test weekly must be documented by the on-duty dispatcher.
 - b. The generator is inspected and tested at least monthly as specified by the manufacturer.
 - c. The generator is tested and operated under a full load at least once per year.

M. Disasters

1. GENERALLY

- a. The Dispatch Center may be rendered inoperative by fire, natural disaster, or by biological or chemical contamination.
- b. In such a circumstance, the department will continue to provide police services even if the capacity to do so is diminished.
- c. The dispatcher will notify the Shift Supervisor or Officer in Charge by any means available.
- d. The public shall be notified how to obtain police services by whichever of the following means are available:
 - 1) Commercial radio;
 - 2) Cable TV messages;
 - 3) Notices posted in prominent areas of town;
 - 4) Publishing in area newspapers;
 - 5) Officers making announcements on public address systems;
 - 6) CodeRED Notification System;
 - 7) Social Media platforms;
 - 8) Police Website and
 - 9) Town website.

2. TELEPHONE SYSTEM FAILURE

- a. In the event of a telephone system failure where the telephone system works but calls cannot be made to the police station, residents shall be advised to call the fire department, and caller information will be forwarded to police department by radio or other means.
- b. In the event of a complete telephone system failure where all telephone communications are inoperative, citizens shall be advised to go to the nearest fire or police station to seek police services.

¹ 560CMR2.00 Appendix A, Operational Standards (1)(a).

² 560CMR2.00 Appendix A, Operational Standards (1)(a).

³ 560CMR2.00 Appendix A, Operational Standards (2)(b).

⁴ 560CMR2.00 Appendix A, Operational Standards (1)(g).

⁵ 560CMR2.00 Operational Standards, 1.(g).

⁶ M.G.L. c. 40, §36B. At least one cell must be capable of audio monitoring unless the cell is within audible range of Communications.

⁷ 560CMR2.00 Operational Standards, 1.(m); M.G.L. c. 6A, §18C(c).