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|  | ELGIN POLICE DEPARTMENT 151 Douglas Avenue Elgin, Illinois 60120 |  |
| Effective Date: 08/05/02 | STANDARD OPERATING PROCEDURE | Revised Date: 11/16/12 |
| Chief of Police:  | Communications Administration, 81.1 | |
| Cross Reference: | | Policy Sections: 81.1.1 Administration 81.1.2 Licensing and Operational Requirements |

PURPOSE

The purpose of this policy is to establish guidelines for the administration of the Emergency Communications Center.

POLICY STATEMENT

It is the policy of the Elgin Police Department to operate an Emergency Communications Center staffed with trained, efficient personnel and equipment capable of providing services.

PROCEDURES

81.1.1 ADMINISTRATION

- A. The Emergency Communications Center is staffed by civilian employees specially trained in operating the equipment located in the center.
- B. The chief of police shall designate a supervisor to serve as the emergency communications director. Assigned personnel are responsible for numerous functions, including but not limited to:
 - 1. Telephone calls to communications.
 - 2. LEADS/NCIC.
 - 3. Monitor burglar and fire alarms connected or reported to the department.
 - 4. Monitor building security systems.
 - 5. Automated data systems.
 - 6. Radio communications.
 - 7. Recording incident data.
 - 8. Relaying messages.
- C. Procedures Manual.

A procedures manual shall be maintained and reviewed annually. The manual shall be accessible to all personnel via the central computer network.
- D. Resource Directories.
 - 1. Resource Directories shall be maintained in the Emergency Communications Center.
 - 2. Information contained shall include, but not be limited to:

- a. A department roster.
- b. A listing of the names, addresses and telephone numbers of all department members, fire department personnel, elected and appointed city officials.
- c. The name, address and telephone number for all neighboring Illinois law enforcement and fire departments.
- d. Contacts for animal control and other similar problems.
- e. Emergency numbers for all utility providers within the city, including: telephone, electrical, cable TV, natural gas, water, sewer, streets, etc.

81.1.2 LICENSING AND OPERATIONAL REQUIREMENTS

All communications activities shall be in accordance with the rules and regulations of the Federal Communications Commission.