

	ELGIN POLICE DEPARTMENT 151 Douglas Avenue Elgin, Illinois 60120	
Effective Date: 08/05/02	STANDARD OPERATING PROCEDURE	Revised Date: 12/14/11
Chief of Police: 	Communications Facility, 81.3	
Cross Reference: Communications Operations Manual	Policy Sections: 81.3.1 Security Measures 81.3.2 Alternate Electrical Power Source 81.3.3 Emergency Call Separation 81.3.4 Multi-Talk Group Capability	

PURPOSE

The purpose of this policy is to establish guidelines for the management of communication facilities and equipment.

POLICY STATEMENT

It is the policy of the Elgin Police Department to maintain communications capabilities in all emergency and non-emergency situations and to provide properly functioning facilities and equipment.

PROCEDURES

81.3.1 SECURITY MEASURES

- A. Access to the Communications Center shall be limited to police and fire employees on official business. Others shall be admitted only upon approval of a supervisory member. Loitering, completing reports or conducting personal business in the Communications Center is prohibited. Allowable exceptions are:
 - 1. Service personnel or technicians who are engaged in performing their duties.
 - 2. Persons known to be family members or acquaintances of department personnel may be allowed access at the discretion of a communications supervisor, or senior telecommunicator.
- B. Equipment not located in the actual Communications Center, but used in its operation, shall have limited access to protect the integrity of the equipment and to guard it against vandalism, theft, etc. Security measures including locks, alarms, and audio or video monitoring may be used to accomplish this purpose.
- C. In the event the police facility or Communications Center is rendered inoperable, or not able to be accessed for any reason, the department maintains an emergency operating center (EOC) in a nearby, but separate location.
- D. If any communications equipment fails, the telecommunicator shall follow the standard operating procedure for reporting equipment problems found in the Communications Operations Manual.
- E. The antennas for the various communications devices are located on various facilities throughout the city with limited access. Security features shall be installed in these locations to ensure that unauthorized persons do not gain access.

81.3.2 ALTERNATE ELECTRICAL POWER SOURCE

- A. The Elgin Police Department utilizes an alternate power source consisting of a backup generator and an uninterruptable power supply (UPS) to ensure that power is maintained to the Emergency Communications Center. This equipment is designed in such a way so that when a power failure

occurs, the equipment will automatically start.

- B. The backup generator, which supports the UPS, is tested / inspected on a monthly basis by the Building Maintenance Department. Records of these tests are maintained by the Building Maintenance Department.

81.3.3 EMERGENCY CALL SEPARATION

The department is equipped with both emergency 9-1-1 and administrative telephone systems. In the event that a non-emergency call is received on the 9-1-1 system, the telecommunicator shall take the information and tactfully inform the caller to use the non-emergency administrative number in the future.

81.3.4 MULTI-TALK GROUP CAPABILITY

- A. Each officer is equipped with a radio that is capable of transmitting at a minimum, on the following talk groups:
 - 1. PD #1, PD #2, PD #3.
 - 2. FD main.
 - 3. Citywide.
- B. Each police vehicle is equipped with a radio that is capable of transmitting on the Illinois Police Emergency Radio Network (ISPERN) and the Illinois Radio Emergency Assist Channel (IREACH).