Police Communications Systems Policy

Purpose:

To describe the significance of EPS police communications systems to the organization and to set out the overarching principles for their management.

Statement of Principle:

EPS Police Communications systems are an integral part of the effective daily operations of the service, providing a means to communicate with the public, respond to emergency and non-emergency requests for service, and enhancing officer safety.

Policy Statement:

A. EPS police communications systems support the operational needs of the organization by:

1. providing the public a means to contact the EPS for service and the accompanying systems and processes for those requests to be appropriately evaluated, prioritized, and dispatched,

2. ensuring that members can effectively communicate with each other, the service, and, at times, other agencies in real time in the course of routine daily activities and during emergencies, and

3. enhancing the safety of EPS members while on duty.

B. The EPS will ensure that:

1. police communications systems are restricted for use by authorized members and guests,

2. appropriate safeguards are in place to protect police communications systems in the case of failure and from possible intrusion, and

3. radio transmissions and conversations between the public and Emergency Communications and Operations Management Branch (911 and the complaint line) are recorded to support criminal investigations, internal investigations, training goals, and audits of the service's systems.