



MIDDLETON POLICE DEPARTMENT

DATE
Sept 4, 2013

POLICY
9.1.06

SUBJECT: **Com Center Resources and Equipment**

REVIEWED
July 13, 2018

Refer to:

History: 1995, Updated 3/2004, 6/2010, 8/2012, 9/2013, 09/2014, 7/2018

[WILEAG \(5th Ed.\) Standards:](#)

Contents

PURPOSE	1
POLICY	1
Communication Center Television	1
Intercom	2
Building Communications	2
Operating Building PA and Paging System.....	2
Duress Alarm	2

PURPOSE

The purpose of this policy is to establish guidelines for the use of equipment and resources available in the Communication Center.

POLICY

It is the policy of the Middleton Police Department to provide personnel in the Communications Center with all equipment and resources necessary to provide emergency communications with field personnel, access information necessary to assist with shift and department operations, and communicate efficiently and effectively with outside agencies.

Communication Center Television

Televisions in Communications Centers can be a useful tool, are a common practice and supported by NENA Model policy (54-001). Televisions provide access to breaking news, emergency weather reports and other useful information, can maintain employee alertness during periods of inactivity, and can improve employee morale.

The police department will maintain a television in the Communications Center. Television programs should be limited to programming that is conducive to a professional work environment. Dispatchers should be cognizant that although the Communication Center television is not open to the view of the general public, various guests may visit the Communication Center during the course of a day. Volume levels shall be non-disruptive and not audible on radio, telephone, paging and intercom systems or to the public. Dispatchers may turn off the television if there is no active locally pertinent weather or news situation.

Intercom

There are video intercom control boxes in the Communication Center at Position 1 and Position 2, and at the booking desk in prisoner processing. There is also intercom access at:

- Vestibule (entrance foyer)
- Prisoner Processing Entry point (PD/east door)
- Booking – video in, but not out.
- Prisoner release exterior door
- Sally Port Entry Driveway (post)
- Employee parking lot gate entrance
- Employee building entrance (south side)
- Records (south wall) - no video

To activate, just press the button and wait for the dispatcher to respond. Person at the control box pushes the talk button to talk. To deactivate, the person at the control box presses the off button on the control box.

Building Communications

The PA/Paging/Radio Monitor/Duress Alarms/Intercom systems are intended to allow monitoring of the primary MIPD radio channel, PA announcements, and duress alarms throughout the building, and allow intercom communication between the Com Center and key access points.

Operating Building PA and Paging System

To deliver a page to all speaker phones in the PD:

1. From any Cisco **IP phone** within the building, dial **1101**. (From the Dispatch Phone Console use the “**Intercom**” button under the Admin Tab, or dial *08001 & then 1101, or just use the IP phone at west wall).
2. Deliver a clear, concise, professional message.
3. Hang-up. The message will immediately be delivered. (A means to deliver a message only to a defined sector is being developed.)

The Position 1 Dispatcher can access all **ceiling speakers** by pushing the “**Building PA**” button on the radio console (headset must be plugged in). Another alternative – all ceiling speakers are activated for **radio transmissions**.

Duress Alarm

1. Duress Alarms are activated by pushing the alarm button. The message will repeat until the alarm is deactivated.
2. Duress Alarms are deactivated by turning the alarm button clockwise.
3. Duress Alarms are located at the Com Center (for lobby), Court Service Counter, Judge’s Bench, Sally Port, Records Department and Fitness Center.

4. If a duress alarm sounds, officers in the building should respond to the indicated area. Dispatch should initiate a call and dispatch officers to the indicated area (there may be no officers in the building).
5. If anyone needs to raise an alarm where there is no duress alarm, Dial 1101 from any building phone and state your location and situation.