

 <b>MIDDLETON POLICE DEPARTMENT</b>	<b>DATE</b> <b>September 4, 2013</b>	<b>POLICY</b> <b>9.1.07</b>
	<b>SUBJECT: Communication Center Security</b>	<b>REVIEWED</b> July 23, 2018

Refer to:

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

[WILEAG \(5th Ed.\) Standards](#): **9.1.14** (9.1.14.1, 9.1.14.2, 9.1.14.3); **9.1.15**

## **PURPOSE**

The purpose of this policy is to establish security procedures designed to limit access to the Communications Center for the purpose of maintaining full operational integrity.

## **PROCEDURE**

### **Communication Center Security**

The Communication Center, by the very nature of its existence and function, requires that both personnel and equipment be protected from security risks. This includes limiting public access and restricting access to the communication center. Protection of transmission lines, antenna and power sources are also provided.

- A. Access to the Communication Center is restricted to police department personnel.
- B. All computer, radio, telephone, recording and electronic equipment utilized in the communication center is positioned so that it is under the immediate control of dispatching personnel. Exposure of this equipment allows no intrusion or interruption of performance without the knowledge of the dispatch employee.
- C. Support equipment that allows the Communication Center to function properly is housed in a room which has no unauthorized access to the public and limited access by department authorized personnel.
  1. Back up radio transmission capability is provided by a portable mobile radio not connected to the primary base station. This unit requires no external power source, thereby eliminating it's vulnerability to outside factors.
  2. 911 trunks can be manually switched to Dane County Public Safety Communications. Telephone communications are supported by both UPS and an emergency generator capable of powering the system. Computing equipment that drives software to maintain (CAD) is supported by both UPS and an emergency generator capable of powering the system.
  3. All additional electronic equipment that requires electrical power in the Communication Center is also maintained by UPS and an emergency generator.
  4. Power and transmission lines are underground. Antennas, laser, microwave devices, and emergency generator are within a locked fence, which is within a restricted access fence and gate requiring RFID, all under video surveillance.

- D. A telephone directory is listed in the Global Dispatch program which is maintained in the Communication Center and houses the emergency local, state and federal emergency services/resources that may be required.
- E. A Primary function of the communication center necessitates that it provide two way radio capabilities around the clock throughout the year. As a result, dispatch staff is scheduled to work shifts in order to provide manpower resources to accomplish communications tasks. This includes accepting calls from citizens for public safety service and maintaining radio communications with the personnel responsible for responding to those requests for service including Police, Fire and Paramedics.
- F. Engineering specifications for the Communication Center equipment is established by the department radio consultants and repair personnel. Standards set by the industry for satisfactory communications levels are reviewed and approved in concert between the department administration, equipment manufacturers and radio/electronic specialists.