

	LANE COUNTY SHERIFF'S OFFICE POLICY	Number: G.O. 11.02
		Issue Date: March 21, 2005
		Revision Date: November 17, 2014; December 22, 2014; March 13, 2017
CHAPTER: Operations Support		Related Policy: G.O. 11.01 (Police Records), G.O. 11.13 (Call Notification Guide), G.O. 11.12 (Calls for Police Response, Prioritization, and Deployment), G.O. 11.06 (Community Emergency Notification System), G.O. 11.08 (Electronic Monitor/Recording Sheriff's Office Communications), G.O. 11.15 (On Call Duty Roster), G.O. 11.10 (Telephone Security), G.O. 11.14 (Radio/Mobile Data Terminal Protocols), 11.09 (Sally Port Procedures/PSB)
SUBJECT: Communications Center		Related Laws: ORS 181.730; OAR 257-15 series; LEDS, NCIC

POLICY: All incoming calls for police service in the Sheriff's Office shall be received, processed, dispatched, and maintained within the framework of a centralized Communications Center, whether manual or electronic, and in compliance with all Federal, State, and Local laws.

The radio network strives to provide reliable "mission critical" communications between Sheriff's Office employees and various other law enforcement dispatch centers in and around Lane County.

The network also strives to provide an "acceptable" degree of radio coverage in all areas of the County where service to citizens would normally be expected. This includes all contract cities, all major incorporated cities, all major highways and traffic arterials, all major waterways, as well as major areas of population in the County.

RULE: The Communications Center is a "Restricted Area". Only authorized personnel will be allowed access.

PROCEDURES:

I. Organization

- A. The Lane County Sheriff's Office Communications Center is part of the Administrative Division and is under the organizational control of the Chief Deputy.
- B. The Unit is managed by the Administrative Support Services Manager.
- C. Communications/Records Supervisors provide direct supervision to Communications personnel.

- D. Functions include, but are not limited to call-taking, after-hours Police Records' support, dispatching, and various 24/7 call notification services.

II. Authorized personnel:

- A. Department, county and outside personnel as determined by the Sheriff, Chief Deputy and Support Services Manager.
- B. Department Sergeants and above.
- C. Communications Officers.
- D. Police Records Officers as necessary in the course of their duties.
- E. County janitorial or maintenance personnel under the direct supervision of the senior on-duty communicator.
- F. Other "as needed" on duty personnel with approval from the on duty Supervisor or Specialist. In their absence the senior person on shift may grant approval.

III. Communications Center Procedures Manual

- A. The Communications Center procedures manual is located online on the I Drive under "Shared" > "Manuals".
- B. Refer to the Communications Manual for more detailed information about call-taking, dispatching protocols, radio procedure and for additional information.
- C. The Support Services Manager shall be responsible to ensure that the Communications Manual is current.