

81.0 COMMUNICATIONS

PURPOSE: To maintain a 24-hour communications operation designed to receive citizens' calls for service, dispatch deputies as needed, and to provide information to the public as well as to deputies. Coordination and routing of general departmental inquiries and messages will also be performed by the communications function.

81.1 Administration

81.1.1 The Sheriff's Office has a written agreement with Hagerstown City Police, Maryland State Police, and Washington County Fire Rescue governing the operation of the Washington County Emergency Communication Center (WCECC). The WCECC will be under the direction and control of the Governing Board.

81.1.2 The WCECC shall have the necessary FCC licenses and WCECC will be operated under the applicable FCC rules and regulations. A copy of these rules and regulations will be maintained at the WCECC. All WCECC will have access to the rules and regulations.

81.1.3 Telephone Line Load Studies will be conducted on incoming telephone lines to ensure that adequate lines are available for incoming telephone traffic. Line load studies will be performed a minimum of once per calendar year utilizing statistics captured by the telephone line monitoring system which logs all incoming and outgoing calls.

81.1.4 Radio Operator Responsibilities

- A. Operators are responsible for monitoring all Sheriff's Office radio frequencies.
- B. It is the responsibility of each PCO to report for duty in time to read the radio logs of the previous shift and become familiar with any activity called to his/her attention by the Duty Officer or previous PCO.
- C. Messages should be removed from the printer as soon as possible and the contents checked to ensure that patrols are alerted to matters of criminal activity and public safety concerns.
- D. Radio operators, both Duty Officers and PCO's, shall, in accordance with FCC and Sheriff's Office regulations:
 - 1. Document unit activities
 - 2. Know the capabilities and limitations of the Communications System.
 - 3. Know the frequencies, station call letters and locations to be monitored.

4. Know the geography of Washington County, the locations of towns and important areas in the county.
5. Know the various public service agencies within Washington County and be familiar with their locations, functions, etc.
6. Be familiar with neighboring States and County boundaries and law enforcement jurisdictions.
7. Know the organization and command structure of the Sheriff's Office in order to route communications and calls properly.
8. Prevent and disallow the interception, use, or publication of the content of a radio message, MILES message, or telephone message, to anyone other than the person to whom it is intended.
9. Prevent and disallow any official communication or parts of the communications system to be used or obtained by anyone other than those authorized to use and/or receive it, and to ensure that the communications center is used only for official Sheriff's Office business.
10. Operators shall advise the Duty Officer or their immediate supervisor of any message they are requested to dispatch, or of any act they are requested to perform, which in their opinion may reasonably cause a violation of the rules and regulations of the FCC or the Washington County Sheriff's Office. Operators who may be required to perform the act should enter relative comments about such actions on the daily radio log.

81.1.5 Radio Communications

- A. Radio communications between the Sheriff's Office and deputies in the field provide a vital link. It can be the lifeline for a deputy finding himself in a dangerous situation. This reason alone dictates that close and attentive operation of the Department's radio system is critical.
- B. It is imperative that uniform standards of operating procedures be developed in order to provide for the rapid and efficient transmission of messages across radio frequencies.
- C. Certain radio transmissions are prohibited. They include false calls, fraudulent distress signals, superfluous and unidentified communications, obscene, indecent or profane language, and the transmission of unassigned call signals. Federal Communications and Sheriff's Office policy strictly prohibit transmissions of this nature.

- D. The confidentiality of radio communications is of the utmost importance. The contents of radio communications shall not be divulged to any person or party other than to whom it is addressed, except as specified by FCC or Sheriff's Office rules, regulations and policies. Radio communications, written communications, and computer data generally come within the scope of legislation regarding privacy and security of criminal justice information. Stringent criminal and civil penalties may occur for individuals breaching confidentiality and security.

81.2 Operations

81.2.1 Twenty-Four Hour / Toll Free Telephone Access / TDD

- A. Twenty-four hour telephone contact with the WCECC by the public is available. Telephone equipment is available to receive emergency calls for service from the hearing impaired.

81.2.2 Continuous Two-way Communication

- A. The WCECC will operate 24 hours a day to provide continuous radio communications to on and off duty deputies and emergency services workers.

81.2.3 Obtaining and Recording Relevant Information for Sheriff Office Activates

- A. The procedure for obtaining and documenting relevant information is found in the Police Communication Officer's Training Manual. The minimum information to be obtained and recorded will be:
 - 1. Case or Incident Number
 - 2. Date and time of request
 - 3. Name and address of compliant, (if possible)
 - 4. Any weapons involved
 - 5. Any alcohol or drugs used
 - 6. Type of incident reported
 - 7. Location of Incident reported
 - 8. Identification of officer(s) assigned as primary and backup
 - 9. Time of dispatch
 - 10. Time of officer arrival
 - 11. Time of officer returning to service
 - 12. Disposition or status of reported incident

81.2.4 Procedures for communication between personnel and WCECC

- A. Field personnel will inform WCECC of their status at all times while on duty, or while using their assigned Sheriff's Office vehicle. If field personnel are out of their vehicle on any type of assignment they will inform WCECC of their location, nature of assignment or their reason for

being out of their vehicle for the safety of the deputy and to keep their fellow workers informed of their status.

- B. WCECC will record the statuses of all field personnel when they are out of service. This record will include the location, and the reason for being out of service.

- C. Radio Transmission Identification

- 1. Each Patrol and Judicial Deputy has a designated identifier number assigned for radio communications purposes. All radio transmissions will be prefaced with using this unique number when communicating with WCECC.
 - 2. When communicating with the Maryland State Police, the last two numbers of the identifier will be prefaced with the number “38” to communicate with the Maryland State Police radio communications center, regardless of the barrack location.

- D. Procedures for Radio Communications with Other Agencies

- 1. Deputies will contact members from other departments via radio only when duties require it and in the following manner:
 - a. When communicating by radio, deputies will use a combination of the ten code, and clear speech communications. Transmissions will be brief, concise, and professional without superfluous language.
 - b. Deputies may switch radio transmissions to the frequency of another agency when involved in operations with that agency. Before doing so, however, units will inform the Sheriff’s Office Communications of their intentions.

- E. Number of Deputies Assigned to Certain Incidents

- 1. When personnel are responding to, or come upon certain types of calls or incidents, a minimum of two deputies will be assigned, if at all possible. Such situations will include, but not be limited to:
 - a. Deputy in need of assistance.
 - b. On site arrest for violent type crime.
 - c. Subject resisting arrest.
 - d. Incident requiring use of force
 - e. Crime in progress
 - f. Fleeing suspect
 - g. Ongoing domestic conflict
 - h. Burglar alarm
 - i. Fight in progress

- j. Ex-parte service
 - k. Warrant service
 - l. Prowler or suspicious subject
 - m. Any other type call deemed appropriate by the Duty Officer
- 2. In assigning back-up units, factors to be considered.
 - a. Type of incident and potential for injury to departmental personnel or the public.
 - b. Location of departmental units, to include Judicial and Investigative units.
 - 3. If necessary, request for back up can be made from State Police or another law enforcement agency in the county. Both investigative and administrative staff, as well as personnel using vehicles while off duty, may be utilized.

F. Supervisor Required On Scene

- 1. A supervisor, (rank of Sergeant or above) will respond to the following incidents, (but not limited to) in a supervisory capacity:
 - a. Use of firearms involving departmental personnel, (excluding killing of an animal, range training, etc.).
 - b. Departmental motor vehicle accident.
 - c. Hostage/barricaded subject situation.
 - d. Emergency situation with casualties such as explosions, plane crashes, etc.
 - e. Crimes against persons in which death has occurred or injury is such that death is possible.
 - g. Other instances as deemed necessary by the Duty Officer, or higher authority.
- 2. If a supervisor in the context of this section is required at the scene, but none is available in the field, a DFC may assume the responsibilities of the Duty Officer, freeing the Sergeant or Lieutenant to respond to the scene.
- 3. If the severity of the situation is such that a supervisor is required but not available, (incident involving departmental personnel such as departmental accident or firearms incident, or a disaster type incident), a member of the command staff will be notified of the situation, and advised accordingly.

G. Field Personnel's Emergency Request for Assistance

- 1. WCECC will start the two closest law enforcement units to the area of the emergency.

2. At the discretion of the Duty Officer, if additional units are needed, the Duty Officer will direct WCECC to dispatch all necessary additional units.

81.2.5 Communication Personnel have immediate access to resources

- A. Communication Personnel will have immediate access to Duty Officer
- B. Communication Personnel will have immediate access to duty roster of all personnel
- C. Communication Personnel will have immediate access to telephone number of every agency number
- D. Communication Personnel will have immediate access to detailed maps of Washington County to assist in the location of calls and the assignment of staff.
- E. Deputy Status Indicators

The Computer Aided Dispatch (CAD) System will indicate the status of all deputies in service at any given time. This information will be available to each dispatcher upon demand. The dispatcher will closely monitor the status of all deputies in service. They will routinely check the status of deputies involved in any dangerous situation.

- F. The Communications Center serves as a link between the Sheriff's Office and other agencies in procuring necessary external services or assistance.
 1. The WCECC will maintain a listing of all telephone numbers for emergency service agencies within Washington County.
 2. Frequently through providing for the safety and security of the county, services external to the Sheriff's Office are required.
 3. Services that are used by the Sheriff's Office, as needed and as appropriate, without supervisory approval include:
 - a. Washington County Fire/Rescue Services
 - 1) Emergency medical treatment and transport
 - 2) Fires
 - 3) Hazardous materials incidents
 - 4) Collisions with trapped victims
 - 5) Collisions involving the leakage of flammable substances
 - 6) Natural gas leaks
 - 7) Wires down or arcing
 - 8) Flooded basements
 - 9) Explosives

- b. Tow Services from the County tow list as established by the Sheriff's Office, and maintained in the WCECC
- c. Allegheny Power
 - 1) Wires down or on fire; poles down or damaged
- d. Natural gas leaks
- e. Bell Atlantic
 - 1) Wires down
 - 2) Poles down or damaged
- f. Protective Services / Social Services
 - 1) Assistance with abuse cases (child, elderly)
 - 2) Abandoned or neglected children
- g. Medical Examiner's Office
 - 1) Investigation of suspicious deaths
 - 2) Investigation of fatal collisions
 - 3) Notification of any death in which a physician is unavailable or declines to sign the death certificate.

G. Tactical Dispatching Plans

- 1. WCECC will maintain a copy of the County's Emergency Operations plan. This plan outlines various county department responsibilities and key personnel in a disaster or serious emergency situation.
- 2. WCECC will also maintain the Sheriff's Office information for a tactical call out. This call out will include key personnel in the Sheriff's Office in a disaster or serious emergency situation.
- 3. SRT Situation
 - a. In a SRT situation, the WCECC will maintain control, and remain the communications coordination point until such time as a command post can be established.
 - b. Most SRT communications will be made on the SRT frequency.
 - c. The on scene commander is responsible to see that WCECC or the personnel in the command post is provided with a roster of personnel on duty for the special situation, their location and radio identification number, and a map of the affected area.

- d. Emergency radio procedures
 - 1) Standard radio procedures are to be utilized in emergency situations, except that radio traffic on certain frequencies may be restricted or moved to other frequencies as needed.
 - 2) The Patrol Division Commander may restrict the type of calls that will be responded to by the Sheriff's Office in an emergency situation. An example of this would be holding lesser priority calls for a period of time while a tactical emergency or countywide emergency (i.e. weather related) is handled. The WCECC is responsible to keep the Patrol Operations Commander aware of call load status. The Patrol Operations Commander is responsible to decide when calls will be held and when normal operations will resume.
- e. Emergency alert and recall
 - 1) The Patrol Division Commander may initiate an emergency alert and recall of personnel. This would be done to provide additional manpower resources for a major disaster, civil disturbance, or similar emergency situation.
 - 2) The Patrol Division Commander is responsible to inform the Communications Center of the size and scope of the recall.

81.2.6 Responding to Calls for Information or Services

- A. Personnel receiving calls must make judgments as to whether a call requires a physical response from a deputy and whether the call is an emergency or non-emergency call. Calls with the following characteristics will be considered emergency calls, given top priority, and assigned an immediate response:
 - 1. Emergency calls
 - a. Calls for emergency assistance from any police officer in Washington County.
 - b. Crimes in progress which are causing injury, or in which injury is imminent.
 - c. Felonies in progress.
 - d. Other situations, man-made or natural, in which life or safety is in imminent danger.

2. Non-emergency calls, may at times, have to be prioritized, resulting in a delay of deputy response. Calls will, at times, be of a nature that can best be addressed by another service agency or by independent action of the caller.
 3. Communications personnel will keep callers informed of the approximate response time. While Communications personnel will not estimate the exact time of arrival of the deputy, they will advise the caller if there is to be a delay.
- B. If the call is of a nature that is within the scope of the Sheriff's Office, the caller should be informed that someone will be responding to assist. If the call is outside the realm of departmental services, WCECC personnel will, if at all possible, make suggestions for possible avenues of action, short of giving legal or other professional advice. For referrals to other agencies with appropriate jurisdiction/capabilities to address the call for service, Communications personnel should consult the Community Services Directory maintained in the Center.

81.2.7 Victim / Witness Assistance Information

- A. 24-Hour Victim Assistance Contact
1. WCECC personnel will be responsible, as situations arise, for informing victims/witnesses of available departmental services, and of appropriate referral agencies.
 2. Information as to assistance provided by the department or other agencies in the County to victims/witnesses will be available 24 hours a day to people calling (301) 791-3020, or referred through the "911" emergency number.
 3. The WCECC will be in operation 24 hours a day, staffed with a Duty Officer and Communications Operator. Should a victim/witness make an inquiry and a specific deputy or the Victim/Witness Assistance Coordinator not available, the Duty Officer will serve as a 24-hour point of contact. Information will be provided regarding services by the Department as well as other agencies available, (both government and private), for victims/witnesses with specific needs to include: medical attention, counseling, or emergency financial assistance.
- B. An excellent source of organizations, which may be able to address specific needs of a victim is the "Community Services Directory" compiled by the United Way. A copy of the directory will be maintained in the Communications Center. Examples of other agencies with the common goal of victim/witness assistance and examples of relationship with the department include, but are not limited to:

1. **Hagerstown City Police.** Liaison with the City Police victim/witness coordinator will result in an exchange of operating procedures and training opportunities.
 2. **Washington County State's Attorney Office.** The State's Attorney's Office has a victim/witness coordinator primarily concerned with situations in which a suspect has been charged with a crime. Since departmental personnel will be assisting victims/witnesses primarily in crimes where no charges have been brought, a working relationship with the State's Attorney's Office will compliment the joint effort of the two agencies in meeting the needs of victims/witnesses.
 3. **CASA.** Offers safer shelter for women who have been a victim of domestic violence. Departmental personnel responding to domestic disputes requiring a temporary separation of parties due to violent behavior can refer the victim to CASA.
 4. **MADD of Western Maryland.** Offers support for victims of incidents involving drunk drivers.
 5. **Washington County Department of Social Services.** Provides financial and social support to people in need.
 6. **Department of Juvenile Justice.** Provides information and support for juvenile and their families.
- C. WCECC personnel will be diligent in assisting victims, if at all possible, through services the Sheriff's Office may provide or by referring the victim to an appropriate organization, (if available), that can address specific needs of victims.
- D. The Sheriff's Office will keep sworn and non-sworn personnel informed as to agency and community victim/witness assistance programs activities. In-Service Training will be conducted, as needed, focusing on victims and methods of assisting them. New personnel will receive orientation on victim/witness assistance as part of their initial training.

81.2.8 Playback and access to recorded telephone and radio conversations

Recording equipment will continuously record radio and telephone traffic coming into the Communications Center.

- A. Recorded tapes will be maintained a minimum of 30 days before using the tapes again.
- B. It is the responsibility of the 2400-0800 hour Duty Officer to ensure that tapes are changed daily on the recording equipment. It is the

responsibility of the Duty Officer to secure the tapes for the Patrol Commander.

C. Procedure for Reviewing Tapes

1. Recorded tapes will be kept in a secure location by the Patrol Commander. A written request to review a recorded tape will be forwarded to him stating the reason for review. Reasons for review include, but are not limited to:
 - a. Administrative review
 - b. Investigations
 - c. Court
 - d. Training
2. Personnel requesting to review tapes will have a working knowledge of the playback equipment to avoid chances of damage to or erasure of tapes.

81.2.9 Criminal Justice Information Systems

A. Access to Criminal Justice Information Systems

1. The Department will maintain equipment that will provide access to criminal justice information systems such as the National Crime Information Center, NLETS, and the Maryland MILES System.
2. The use of the MILES/NLETS system will be in accordance with rules and regulations of the Sheriff's Office and the controlling authority of the system in use.
3. Messages will be as concise as possible and sent upon the designated authority of this department.
4. All transmissions via MILES/NLETS are to be considered confidential and shall be divulged only to authorized personnel. Sworn and civilian Communications personnel may review messages as received in accordance with the requirements of their work, but such information will only be used within the context of the performance of law enforcement duties.
5. The terminal has the capability of providing a copy of all messages sent and received. The printout can be legally considered probable cause for the arrest of an individual, and is the deputy's best defense against a civil action charging false arrest.

6. The FBI requires all persons with terminal access successfully complete a certification course developed for various levels of access. Personnel with NCIC access must be recertified at least once every two years.
 - a. Persons not in compliance will have certification revoked and will be required to successfully complete an initial access course prior to being reactivated. Should deactivation occur, the individual involved must contact the departmental Security Coordinator to regain access to the CJIS system.
7. Persons with access to the CJIS system are responsible for password security and information obtained from the various systems using their password. Person assigned a log on ID from CJIS may not share that log on ID with anyone and may not sign onto a terminal for someone else to use.
8. Unauthorized use of log on ID to access any system, or a breach of security procedures related to the use of a log on ID may result in criminal prosecution.
9. The Maryland Department of Public Safety and Correctional Services restricts access to the Maryland Criminal Justice Information Systems to criminal justice employees without significant conviction records. All access to CJIS will be governed by CJIS rules, policies, and regulations.
10. If a member having access is arrested or indicted, the member will lost access to CJIS until the charges are disposed of in court. The member will permanently lose access if convicted of any felony or misdemeanor and incarcerated.

B. CJIS Terminal Agency Coordinator

1. To establish quality control and ensure compliance with State and NCIC policies and regulations, each terminal agency is required to designate an NCIC Terminal Agency Coordinator (TAC). The TAC will be designated by the Sheriff and delegated authority to oversee policy, training, regulations, and operations including, but not limited to:
 - a. Monthly validations
 - b. Quality control within the department
 - c. Assuring all NCIC users are NCIC certified
 - d. Communications Center Policy Manual distribution
 - e. ORI assignments
 - f. Newsletter distribution
 - g. Liaison with the Maryland Control Terminal Officer (CTO)

- h. Coordinate with Maryland and NCIC auditors during departmental audits
 - i. Act as MILES/NCIC coordinator for the department
 - j. Submit proper paperwork/documentation to the Public Safety Data Center upon termination of a user's computer access.
2. The TAC will appoint an assistant (ATAC) to assist with duties as outlined in this section. Both the TAC and ATAC, will be required to attend a training session on validations and quality control of terminal operations as such appointments are made, and when such training is available.

C. CJIS System Security

1. Any member having terminal access and becoming aware of a breach of a security will notify the Department of Public Safety and Correctional Services Data Security Officer immediately.
 - a. The member having this knowledge will report the violation either by telephone or in person as soon as possible, followed by a written report within 24 hours. In the absence of the Security Officer, the Security Administrator shall be notified. The written notification shall include:
 - 1) Name of member reporting
 - 2) Name and telephone number of Agency
 - 3) How the problem was discovered
 - 4) A brief description of the problem
 - 5) Estimate of any damage causes
 - b. The report will be placed in a sealed envelope, marked "personal", and mailed to:

DPS 7 CD DATA SECURITY OFFICER
CJIS
P O BOX 5743
PIKESVILLE, MD 21208
 - c. This matter will be considered confidential and will not be discussed with anyone other than:
 - 1) The CJIS Security Officer
 - 2) The employee's immediate supervisor
 - 3) The departmental TAC or ATAC
 - 4) The departmental internal affairs investigator
 - 5) The Sheriff or his designate

- d. All personnel are cautioned that the MILES terminal and access to other systems through MILES are specifically provided for use by criminal justice agencies in the pursuit of their lawful duties. No other purpose or intent is permissible.
- e. Any request for information received from anyone other than Sheriff's Office personnel will be referred to the Duty Officer.
- f. All messages transmitted via the MILES terminal must be logged on appropriate Sheriff's Office forms in accordance with CJIS rules, regulations and policies.
- g. MILES regulations direct that each operator is responsible for messages sent by him/her. Therefore, to provide a strict accounting by MILES authorities when audited, each operator will ensure that only official use of the terminal occurs and that accurate records and distribution of the information is established and maintained.
- h. CAUTION: Only bona fide queries will be made of criminal history files via the MILES terminal.
- i. All members of the department are cautioned that criminal histories are protected by law and if disclosed without good cause, will place the individual procuring the information in jeopardy of civil litigation. Individuals having knowledge their criminal history was queried are entitled to know which department and member made the inquiry. The individual also has the right to confront the agency and agency member to learn the reason for the inquiry.

81.2.10 Alternative Communications

The Sheriff's Office currently does not use any alternative communication devices.

81.2.11 Accepting & Delivering Emergency Messages

- A. Emergency notification calls, either from citizens or other law enforcement agencies, will be handled as a call for service.
- B. These calls will be judged by the call type as the priority they will receive.
- C. In the event of a death notification, the shift supervisor will be notified. The shift supervisor may wish to personally deliver such a message, or assign the call to another deputy with instructions on delivery of the message. Such messages should be handled discreetly and tactfully,

bearing in mind the feelings of the person receiving the message. The shift supervisor may wish to use the agency Chaplin, if he / she is available.

81.2.12 Misdirected Emergency Calls

In the event there is a question of jurisdiction on a call for service, a deputy(s) shall be dispatched to verify the location, and determine the appropriate jurisdiction to handle the incident, and render any assistance that may be needed. In such cases, the WCECC shall also notify other appropriate agencies response to the incident to handle the call.

81.2.13 Monitoring and Responding to Private Security Alarms

- A. Monitoring Private Security Alarms – the Sheriff’s Office does not monitoring for private or commercial security alarms; all private and commercial security alarm owners are directed to private companies to monitor the alarms.
- B. Two deputies will be dispatched for all alarm activation.
 - 1. The deputies will respond to the scene of the alarm, and check the security of the building.

81.2.14 The agency currently does not utilize any type of telephone reporting system in lieu of on-scene response.

81.2.15 The agency personnel are not authorized to provide emergency first aid instruction over the telephone or radio system.

81.3 Facilities and Equipment

81.3.1 Duties of the Duty Officer and security of the communications center

- A. Security or limiting access to the center
 - 1. It is the responsibility of the Duty Officer to establish and maintain a high level of order within and around the Communications Center to assure the minimum interference to the operation, therefore:
 - a. Departmental Personnel not assigned duty in the Communications Center, will not be granted access to the center without permission from the Duty Officer.

The Communications Center is located in a secured area with no immediate access by the public.

- b. Non-Sheriff's Office personnel, with no duty related reason for being present, will be denied access to the Communications Center without the expressed consent of a Command Staff member.
- c. The Duty Officer will take the necessary action to ensure that conversation or noise, other than that required is kept to a level that normal operations will not be impaired.
- d. The door to the Communications Center will remain closed at all times.
- e. Smoking in the Communications Center is strictly prohibited.
- f. Food or drink will not be consumed in the Communications Center.
- g. The placement of papers, signs, orders, cartoons or any material not duty related upon the walls or equipment in the Communications Center is prohibited.
- h. Bulletin boards are reserved for official notices only.
- i. Certain placards, posters, notices, etc., will be placed at strategic points in and around Communications by proper authority. The defacing, altering, or removal of such articles is prohibited.
- j. Audible electronic equipment will not be played in such a way so as to interfere with duties.
- k. Televisions/VCR's will not be allowed in Communications unless approved by the Patrol Commander, on a case-by-case basis.
- l. The Communications Center will be maintained in a clean and orderly fashion. It will be the responsibility of the Duty Officer to ensure the center is in such a state before securing the tour of duty.

B. Protection of Equipment

- 1. All personnel whose duties require them to work in the Communications Center will become familiar with the procedures for using the HALON fire extinguisher maintained in the Communications Center. Only the HALON fire extinguisher will be used in this area.

2. Duty Officer's will be armed with their issued weapon during their tour of duty in the Communications Center.

C. Back-up Resources -Alternative Source of Electrical Power

The Communications Center will maintain an alternate power source. This power source will be inspected, and tested on a monthly basis by the Law Enforcement Center county maintenance personnel.

D. Security of Antennas, and Power Sources

Security is provided to antennas, and the power source via visual inspection, and security fencing.

81.3.2 Alternative Source of Electrical Power

The WCECC will maintain an alternate power source. This power source will be inspected, and tested on a monthly basis by the Washington County maintenance personnel. These tests will be documented, and will conform to manufacturer's recommendations.

81.3.3 Separation of emergency from non-emergency phone calls

Currently the WCECC does not have the ability to separate emergency from non-emergency phone calls.

81.3.4 Multi-channel Radio System

The Sheriff's Office will maintain a multi-channel mobile and portable radio system. This system will be capable of two-way operation on a joint public safety frequency or frequencies. The joint public safety frequency will be used in emergency situations to exchange information, and coordinate the deployment of personnel.