

A. PURPOSE. To outline the organization and responsibilities of the Communications Bureau

B. ORGANIZATION

1. The Communications Bureau consists of the Emergency Communications Unit and the Technical Services Unit.
2. The Communications Manager administers the activities of the Emergency Communications Unit and the Technical Services Unit. The Manager reports directly to the Support Services Division Commander.
3. The Assistant Communications Manager provides oversight and assistance to the Emergency Communications Supervisors; and administers the activities of the Emergency Communications Unit and the Technical Services Unit in the Managers absence; and is responsible for other special projects. The Assistant Manager reports directly to the Communications Manager.
4. Emergency Communications Supervisors oversee the day-to-day operation of the Communications Bureau in coordination with the Assistant Communications Manager and report directly to the Communications Manager.
5. Emergency Communications Operators staff the various dispatch consoles within the Communications Bureau and report directly to Emergency Communications Supervisors.

C. SPECIFIC RESPONSIBILITIES

1. The Emergency Communications Unit shall:
 - a. Receive requests for police, fire, and medical services in a prompt and professional manner.
 - b. Utilize a Computer Aided Dispatch (CAD) system to enter, dispatch, and track calls for service.
 - c. Utilize the Law Enforcement Information Network (LEIN) system for law enforcement requests and inquiries.

- d. Utilize the various radio frequencies available to notify police and fire units of calls for service and to maintain constant radio communications.
 - e. Staff the Mobile Command Post when requested.
 - f. Perform other duties as assigned.
2. The Technical Services Unit shall:
- a. Install, maintain, and repair police radio communication equipment.
 - b. Maintain records of installations, maintenance, and repairs.
 - c. Assess and repair police alarm, radar, telephone, video, and computer equipment.
 - d. Perform other duties as assigned.