



Approved:  
*Chief Marcia Harnden*

Subject:

# 620. Communications Center

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## 620.1: PURPOSE AND SCOPE

The purpose of this policy is to provide general guidelines for the operation of the Albany Police Department Communications Center. Detailed Communications Center procedures can be found in the Communication Center Manual.

## 620.2: POLICY

**It is the policy of the Albany Police Department to maintain a communications center which adheres to best practices and works to ensure that police services are delivered to the public in an efficient and effective manner.**

## 620.3: COMMUNICATION CENTER SECURITY

- a. Only authorized personnel are allowed in the Communications Center. All authorized persons should be issued an access card or be escorted by an authorized card holder.
- b. Tours and citizen observers should not be allowed in the Communications Center without supervisor approval.

## 620.4: 24-HOUR OPERATION

- a. The Communications Center is the public safety communications entity for the City of Albany.
- b. The Communications Center operates 24 hours a day to provide continuous radio communications with public safety personnel. If a failure of the primary transmitter or receiver occurs, the Communications Specialist will switch to alternate frequencies or back-up equipment to ensure continual service.
- c. 24-Hour telephone service is available to the public. If the telephone system is interrupted, incoming calls can be redirected to cellular telephones.
- d. The Communications Center has the capability to receive telephone calls from deaf or hard of hearing citizens.

- e. The Communications Center will accept collect calls relating to police emergencies and/or essential business.

#### **620.5: FCC COMPLIANCE**

All police department radio communications will be transmitted in accordance with Federal Communications Commission (FCC) regulations.

#### **620.6: REGIONAL COMMUNICATIONS**

The Communications Center is a secondary Public Safety Answering Point (PSAP) in Linn County. The Communications Center receives 9-1-1 calls transferred from the Linn County 9-1-1 PSAP, the Benton County 9-1-1 PSAP and the Oregon State Police.

#### **620.7: LEDS AND NCIC**

- a. The Communications Center is equipped with computers which provide access to the Criminal Justice Information System (CJIS), Law Enforcement Data System (LEDS) and the National Crime Information Center (NCIC) system.
- b. Only LEDS-certified employees or personnel undergoing LEDS training should access LEDS information.
- c. LEDS Recertification is required every two years and is managed by the **Communications Supervisor**.

#### **620.8: RECORDING EQUIPMENT**

Audio records of radio and telephone conversations are maintained on a digital data recorder which is set up to record continuously and retain recordings for a minimum of seven months.

#### **620.8.1: REVIEW OF RECORDINGS**

- a. The Communications Center maintains instant playback software at each console position for the immediate playback of recorded telephone and radio conversations.
- b. The **Communications Supervisor** and other designated staff positions have software that allow them to review department recordings.
- c. Digital records with evidentiary value that need to be kept longer than seven months (homicides, officer-involved shootings, etc.) should be copied to other electronic media to avoid deletion. A copy request for a digital record should be sent to the Records Unit from the investigating officer.
- d. Digital records that are not part of an on-going investigation may be released to the public for a fee. All such requests should be in writing and directed to the Records Unit for consideration.

**620.9: ALTERNATE POWER SOURCE**

- a. The emergency generator ensures continuous operation of emergency communications equipment.
- b. The emergency generator is located in the secure access parking lot of the police department.
- c. The Support Services Captain shall ensure that the emergency generator is inspected and tested monthly.
- d. The Support Services Captain shall ensure that yearly tests are conducted.

**620.10: MOBILE/PORTABLE RADIO SPECIFICATIONS**

- a. Albany Police Department is a member agency of the Linn Benton Radio Interoperability Group (LBRIG). The LBRIG 700 MHz radio system includes the partner agencies of Linn County Sheriff's Office, Benton County Sheriff's Office, Corvallis Police Department and Philomath Police Department.
- b. Albany Police Department (APD) field personnel are issued a multi-band portable radio to communicate on both the 700 MHz and conventional analog channels. APD field response vehicles are also equipped with multi-band mobile radios.

**620.11: EMERGENCY MESSAGES**

- a. Emergency notification calls from citizens or other law enforcement agencies should be handled as calls for service.
- b. Emergency notification calls should be prioritized by the call taker based on the circumstances.
- c. Emergency notification calls should be reviewed by the Watch Supervisor prior to service.

**620.12: ALARM PROCEDURES**

- a. The Communications Center has no direct monitoring of business or fire alarms.
- b. Primary alarm monitoring points notify the Communications Center by phone when an alarm activation has occurred.
- c. All alarm activations should be entered as a call for service and follow procedures in the [Communications Center Procedure Manual: Alarms C7008](#).