



CEDAR PARK POLICE DEPARTMENT
GENERAL ORDER

Communications Center Operations

NUMBER: 9.01.01

EFFECTIVE: 09-01-2011

APPROVED: *J. M. Mif*
Chief of Police

I. POLICY

The Cedar Park Police Department shall maintain an efficient and effective communications system coordinated through the Public Safety Communications Division (PSCD).

II. PURPOSE

The purpose of this policy is to establish division standards regulating access and operations in the communications center.

III. PROCEDURES

Security – The communications center, server room and radio antennas are kept secured by electronic proximity lock or other security measures in order to protect equipment and limit access.

Access to the communications center is controlled via key card, and is restricted to the following authorized personnel:

1. PSCD members
2. Sworn personnel
3. Civilian police department employees and members of the IS department who have received appropriate security training

Members of the community or technicians may be authorized on a case-by-case basis by the Communications Manager, Public Safety Systems Administrator, on-duty supervisor, or telecommunicator.

It is the responsibility of on-duty personnel in the communications center to ensure that only authorized individuals are provided access. Any question as to an individual's authorization shall be routed to the communications supervisors or designee when in doubt.

It is the responsibility of on-duty personnel to ensure authorized individuals are escorted and monitored at all times within the secured area.

Alternate Power – The Cedar Park Police Department shall maintain a secure backup power source to power essential equipment and resources in the communications center for a sustained period of time. Each piece of essential equipment is equipped with an uninterruptable power supply. This device allows for continuous operation of the equipment, even in case of a temporary loss of electrical power. In addition, the police department is equipped with a diesel generator which automatically engages when the station experiences any loss of electrical power. This ensures continued operations in the communications center are not interrupted by any power issues.

It will be the responsibility of the City of Cedar Park Pump and Motors Division to ensure regular inspections and tests are completed at least monthly, and tested under full load at least annually.

9-1-1 Routing – In the event of a complete failure of the 9-1-1 system or a disaster requiring evacuation, telecommunicators or the on-duty supervisor are responsible for activating the “make-busy” which will route all emergency calls to the Williamson County Emergency Communications Center.