

# Germantown Police Department

## Policies and Procedures

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**Number:** 13-6  
**Effective Date:** October 9, 2006  
**Subject:** Facilities and Equipment Procedures  
**Previous Revisions:**

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### **I. POLICY**

The purpose of this policy is to ensure that only authorized Communications Center personnel use any equipment to include phones, radios, computers, recorders, cameras, printers, fax, or other equipment and that only authorized personnel gain access to any equipment or equipment rooms.

### **II. POLICY**

It is the policy of the Germantown Police Department that in addition to the radio and phone system, Dispatchers are responsible for the safe and proper handling, monitoring, or operation of the following equipment: main entrance door, all jail entry/exit doors, recorders, cameras, VCR's, printers, FAX, weather station equipment, computers and recorders.

#### **A. Care of Equipment**

All equipment and furnishing in the Communications Center are to be treated with care. Liquids must be used with caution at the consoles to ensure they do not spill on the equipment. If a spill occurs that reaches any equipment, the person responsible must notify the proper authority immediately, regardless of the lack of any apparent damage.

#### **B. Computer Equipment**

1. Dispatchers are responsible for using the computer hardware and software as it is designed to be used and to ensure that authorized persons only use the computer terminals for the purposes of Communications Center business.
2. In the event a hardware or software problem should exist, it is the responsibility of the person operating the equipment to notify the proper authority immediately. No action will be taken to correct problems without the direct guidance or permission from the person responsible for the computer maintenance.

**C. Equipment Malfunctions**

No person shall attempt repair on any equipment in the Communications facility beyond his or her scope of training. All personnel are responsible for the proper and timely notification of equipment malfunction or needed repair.

**D. Phone Equipment**

1. Dispatchers are responsible for answering all incoming lines to the Communications facility, taking into consideration that any line could be an emergency call.
2. In the event an E-911 call disconnects before the call is captured, Dispatchers shall be responsible for locating the call back number on the E-911 computer screen and calling the party back immediately.
3. Dispatchers are responsible for ensuring that no unauthorized person answers or attempts to repair any phone lines or equipment in the Communications Center.

**E. 911 Equipment**

Dispatchers are responsible for locating the ALI and ANI on Enhanced 911 calls and for knowing and using the E-911 printer and speed dial system.

**F. Radio Equipment**

Dispatchers are responsible for monitoring all radio equipment and frequencies assigned to the communications facility and insuring the proper use thereof. Dispatchers are responsible for ensuring that no unauthorized person operates any radio equipment or attempts the repair of any radio equipment.

**G. Recording Equipment**

1. Communications Center phone lines and radio channels are recorded at all times. Access to the recording equipment is limited to supervisory personnel and is password protected.
2. Recorded information will be maintained for a period of 90 days. Then recorded information will be transferred to removable media for historical reference. The length of retention for media removed from the system shall be ten (10) years or until superseded.
3. Copies of historical information may be provided to other agencies or other legally authorized parties upon approval of the Chief of Police. Requests for copies of information will be forwarded through the chain of

command for review.

4. VCR equipment is utilized to provide for 24 hour recording of activity throughout the municipal center and jail areas. It is the responsibility of supervisory personnel to monitor the equipment and ensure it is functioning properly. Supervisors will change VCR tapes each day at midnight and label and store them. Tapes will be stored for 90 days and shall be kept in a secure manner.

### **III. REVIEW PROCESS**

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.

<b>EQUIPMENT</b>	<b>PURPOSE</b>	<b>LOCATION</b>	<b>MISCELLANEOUS</b>
<b>CAD STATUS MONITOR #4</b>	NCIC/TIES/NLETS, AS400 CAD POLICE/FIRE CALLS, JAIL BOOKING/PC	BACKUP CONSOLE	NCIC=DATAMAX TCI=1-800-824-1004 TBI=615-744-4214 NEW WORLD=1-800-333-9673
<b>JMS MONITOR #3</b>	SHELBY CO. JAIL MANAGEMENT SYSTEM	BACKUP CONSOLE	
<b>PHONE #4</b>	911-1, 911-2, 754-1222, 754-2223, 754- 1414, 754-1515, 754-1422, 757-7337, 737-7338, 757-7339	BACKUP CONSOLE	MOTOROLA
<b>RADIO #4</b>	POLICE, FIRE, PARKS, PW	BACKUP CONSOLE	WXK722, KVR964
<b>VESTA MONITOR #4</b>	911 TELEPHONE INTERFACE	BACKUP CONSOLE	
<b>CAD STATUS MONITOR #5</b>	NCIC/TIES/NLETS/POLICE/FIRE CALLS, JAIL BOOKING/PC	CAPTAIN'S OFFICE	NCIC=DATAMAX TCI=1-800-824-1004, TBI=1-615-744-4214 NEW WORLD=1-800-333-9673
<b>PHONE #5</b>	757-7328	CAPTAIN'S OFFICE	BELL SOUTH
<b>VESTA MONITOR #5</b>	911 TELEPHONE INTERFACE	CAPTAIN'S OFFICE	
<b>CAD MAPPING SCREEN/ PROJECTOR #2</b>	DISPLAY FIRE CALLS	FIRE CONSOLE	
<b>CAD STATUS MONITOR #3</b>	FIRE CALLS/JAIL BOOKING/PC	FIRE CONSOLE	MOTOROLA
<b>RADIO #3</b>	FIRE	FIRE CONSOLE	KVR964
<b>VESTA MONITOR #3</b>	911 TELEPHONE INTERFACE	FIRE CONSOLE	
<b>AFIS PRINTER</b>	AFIS FINGERPRINT CARD	JAIL BOOKING AREA	VISITRONICS-1-800-932-0889
<b>AFIS SCANNER</b>	AUTOMATED FINGERPRINT ID SYST.	JAIL BOOKING AREA	
<b>CAD STATUS MONITOR #6</b>	JAIL BOOKING, AS400 CAD	JAIL BOOKING AREA	NEW WORLD=1-800-333-9673
<b>PHONE #6</b>	757-7347	JAIL BOOKING AREA	BELL SOUTH
<b>PRINTER #3</b>		JAIL BOOKING AREA	
<b>ALARM</b>	CITY HALL PANIC ALARM	OFFICE	
<b>ALARM</b>	WATER TREATMENT PLANT - SOUTHERN AVE	OFFICE	
<b>ALARM</b>	WATER TREATMENT PLANT - JOHNSON RD.	OFFICE	
<b>COPIER</b>	DOCUMENT COPY	OFFICE	
<b>DICTAPHONE</b>	TELEPHONE/RADIO RECORDER	OFFICE	MERCOM

<b>FACSIMILE MACHINE</b>	DOCUMENT SEND/RECEIVE	OFFICE	
<b>PRINTER #1</b>		OFFICE	
<b>PRINTER #2</b>		OFFICE	
<b>EQUIPMENT</b>	<b>PURPOSE</b>	<b>LOCATION</b>	<b>MISCELLANEOUS</b>
<b>REMOTE DOOR PANEL</b>	JAIL AND SALLY PORT ENTRY	OFFICE	
<b>SIRENS</b>	CITY WIDE WEATHER ALERT	OFFICE	
<b>TV#1 (WALL MOUNTED)</b>	WEATHER/NEWS	OFFICE	
<b>TV#2 (WALL MOUNTED)</b>	SECURITY CAMERAS	OFFICE	
<b>TV#3 (WALL MOUNTED)</b>	SECURITYCAMERAS	OFFICE	
<b>VCR #1</b>	SECURITY CAMERAS	OFFICE	
<b>VCR #2</b>	SECURITY CAMERAS	OFFICE	
<b>CAD MAPPING SCREEN/ PICTOMETRY SCREEN PROJECTOR #1</b>	DISPLAY POLICE CALLS DISPLAYS SATELLITE MAP	POLICE CONSOLE	NEW WORLD=1-800-333-9673
<b>CAD STATUS MONITOR #2</b>	NCIC/TIES/NLETS/AS400 CAD POLICE/FIRE CALLS, JAIL BOOKING/PC	POLICE CONSOLE	NCIC=DATAMAX TCI=1-800-824-1004, TBI=615-744-4214 NEW WORLD=1-800-333-9673
<b>JMS MONITOR #2</b>	SHELBY CO. JAIL MANAGEMENT SYSTEM	POLICE CONSOLE	
<b>PHONE #2</b>	911-1, 911-2, 754-1222, 754-2223, 754-1414, 754-1515, 754-1422, 757-7337, 757-7338, 757-7339	POLICE CONSOLE	MOTOROLA
<b>RADIO #2</b>	POLICE, FIRE , PARKS, PW	POLICE CONSOLE	WXK722, KVR964
<b>VESTA MONITOR #2</b>	911 TELEPHONE INTERFACE	POLICE CONSOLE	
<b>PHONE #7</b>	FAX# 751-7539	SUPERVISOR CONSOLE	
<b>CAD STATUS MONITOR #1</b>	NCIC, TIES, NLETS, AS400 CAD POLICE/FIRE CALLS, JAIL BOOKING/PC	SUPERVISOR CONSOLE	NCIC=DATAMAX TCI=1-800-824-1004, TBI=615-744-4214 NEW WORLD=1-800-333-9673
<b>JMS MONITOR #1</b>	SHELBY CO. JAIL MANAGEMENT SYSTEM	SUPERVISOR CONSOLE	
<b>PHONE #1</b>	911-1, 911-2, 754-1222, 754-2223, 754-1414, 754-1515, 754-1422, 757-7337, 757-7338, 757-7339	SUPERVISOR CONSOLE	MOTOROLA
<b>RADIO #1</b>	POLICE, FIRE, PARKS, PW	SUPERVISOR CONSOLE	WXK722, KVR964
<b>VESTA MONITOR #1</b>	911 TELEPHONE INTERFACE	SUPERVISOR CONSOLE	INTEGRATED COMMUNICATIONS