
	BRANDEIS UNIVERSITY POLICE DEPARTMENT COMMUNICATIONS	
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I. PURPOSE

The basic task of the communications function is to convey information. For members of the public who request information or services, employees who respond to calls for assistance, and other law enforcement and public service agencies, communications personnel are the vital link.

The speed and accuracy with which information flows through Communications to the person who needs it is a measure of this police department’s capability to respond to the needs of our employees and the community we serve.

II. POLICY

It is the policy of the department to:

- A. Maintain an efficient flow of information essential to the functions of the department and the community it serves; and
- B. Continually assess the effectiveness with which the department utilizes available information technology in fulfillment of the department’s missions.
- C. Answer all incoming calls regardless of assignment promptly and professionally. Additional protocols are dependent upon the person or unit receiving the call with respect to his/her specific level of training and specific assignment.

III. DEFINITIONS

- A. Emergency Calls - Calls directed to the department that involve an immediate need for police, fire or medical services. These calls are emergent in nature, generally involve critical issues of life safety and therefore take precedent over non-emergency calls.
 1. Emergency phone calls are typically received through dispatch, however other department personnel may receive an emergency call through caller error or in an attempt to reach a familiar person. [81.2.6]

- B. Non-emergency calls - Calls directed to the department that are not emergent in nature and generally involve routine or administrative matters. These calls do not involve critical issues or life safety and are therefore lower in priority than emergency calls. [81.2.6]

IV. PROCEDURES

A. Organization and Administration

1. The Communications Center is responsible for all police communications within the jurisdiction of Brandeis University.
2. The Brandeis University Police Department will maintain 24-hour two-way radio capabilities providing continuous communication between field personnel and the Communications Center. Radios are required to enable officers to maintain communications for exchanging information, requesting assistance, receiving orders or instructions, and responding to calls for service. When necessary the Communications Center and field personnel do have the capability to communicate with neighboring agencies. [81.2.4]
3. All Brandeis University Police Department communications shall be in accordance with Federal Communications (FCC) procedures, requirements, and regulations. Employees are directed to the following FCC website for access to these rules and regulations. FCC Rules and Regulations can be found at: https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title47/47tab_02.tpl [81.1.2]
4. All agency personnel are responsible for monitoring and awareness of incidents occurring in Waltham
 - a. Dispatchers shall monitor radio transmissions from Waltham and other external law enforcement agencies. Any incidents nearby or that may impact the University shall be reported to the Shift Supervisor. Time sensitive matters shall be broadcasted to all personnel.
 - b. Shift Supervisors shall monitor radio transmissions from Waltham Police and Fire. The Shift Supervisor shall take appropriate action for any incidents close nearby or that may impact the University.
 - c. Patrol Officers in the field shall monitor radio transmissions from Waltham Police and Fire. Any incidents occurring nearby or that could impact Brandeis shall be reported to the Shift Supervisor. Patrol Officers shall request authorization from the Shift Supervisor prior to responding to any incidents off campus.
5. Generally: Dispatcher duties and responsibilities shall include;
 - a. Answering the emergency line and business line telephone,
 - b. Communicating with and providing information and resources to employees in the field,
 - c. Monitoring officer status indicators in the Computer Aided Dispatch (CAD) System,
 - d. Maintaining an accurate CAD log that includes all requests for service no matter how minor,
 - e. Coordinating public safety response to calls for service,
 - f. Advising the shift supervisor of important incidents and unsafe situations;
 - g. Fielding inquiries from the public (phone, email, blue light phone, in-person etc.)

and, where appropriate, responding to or directing them to the appropriate person or agency,

- h. Monitoring equipment and security systems in dispatch to include but not limited to access control, cameras, building automation, emergency call phones, voice recording software, and the emergency notification system
 - i. Report any equipment or security system deficiencies to the Shift Supervisor or the appropriate system administrator,
 - j. Monitoring Messenger Fox for CJIS/NCIC messages,
 - k. Ensuring all systems are appropriately logged into under the employee ITS profile,
 - l. CJIS operation, and
 - m. Communicating with other public safety agencies and service providers.
6. Generally: Shift Supervisor (Sergeant or OIC) shall include;
- a. The Shift Supervisor oversees and commands all aspects of the given shift on duty,
 - b. They are responsible for monitoring all radio transmissions to ensure that the appropriate resources (responses) are assigned. Any directions or assignments that flow through the communications personnel are a direct delegation of the Shift Supervisor,
 - c. The Shift Supervisor maintains contact with the Dispatch Center either by radio, telephone, or other means for immediate access, [81.2.5(a)]
 - d. The Shift Supervisor (through Aladtec or Staff Sergeant) provides communications personnel with a current duty roster of personnel, [81.2.5(b)]
 - e. Reviewing CAD logs for accuracy, appropriate grammar and spelling, and
 - f. The Shift Supervisor ensures that the policies and procedures of the department are followed and maintained by communications personnel.
7. Generally: Responsibilities for officers in the field shall include;
- a. Monitoring all radio transmissions,
 - b. Answering promptly when called by the Dispatch Center,
 - c. Promptly advising Dispatch of any change in duty status (in service, out of service, etc.),
 - d. Keeping the Dispatch Center apprised of their location during those functions that may pose a danger to them or other officers responding to the scene,
 - e. Informing the Dispatch Center of the need for more or fewer units to respond, and
 - f. Relaying any information that may enhance officer safety or assist in the proper response to a given call for service.

B. Receiving Service Requests

1. Generally
 - a. Calls may be received by telephone, radio, persons walking in to the police station, or any number of means.
 - b. Emergency line calls shall be answered first.

- c. Be prepared to handle emergency calls on any line.
2. Answering of Telephones
 - a. The telephone shall be answered promptly and courteously; priority shall be given to answering calls on emergency lines.
 - b. Seven Digit Emergency Number or Business Line Calls
 - i. Emergency line calls should be answered in the Communications Center, "Brandeis University Police emergency line, Dispatcher/Officer/Sergeant 'Your Last Name' this call is recorded please state your emergency."
 - ii. Business line calls should be answered in the Communications Center, "Brandeis University Police, Dispatcher/Officer/Sergeant 'Your Last Name' this call is recorded how can I help you?"
 - iii. If the call is a call for service, the dispatcher should note the priority of the caller's needs in the event that another line rings.
 - iv. When a call is received at another extension, the answering employee should answer the phone courteously by name, such as, "Detective/Sergeant/Lieutenant 'Your Last Name' Can I help you?"
3. Determining Call Priority
 - a. Emergency Calls **[81.2.6(a)]**
 - i. Obtain sufficient information to determine if the call is an emergency:
 - Is the call valid?
 - Is the emergency "in progress" or has it just occurred?
 - Is there a potential for injury or death?
 - ii. Advise the caller of the agency's response, including directing public safety services or transferring the call to the appropriate resource. **[81.2.6(b)]**
 - iii. Keep the caller on the line and ask the caller to stand by.
 - iv. Dispatch appropriate response resources, or transfer the call as appropriate.
 - v. Continue to gather call details.
 - Obtain additional and updated information.
 - Advise responding units.
 - Maintain contact with the caller until help arrives and responders make contact with the caller.
 - b. Non-Emergency Calls
 - i. Handle non-emergency calls as promptly as possible.
 - ii. Advise the caller that a unit will respond as soon as possible.
 - iii. Explain the reason for any delays.
 - iv. Advise the caller to call back if any situations change.
4. Fire Calls
 - a. If the call is being placed from a location away from the fire, obtain the appropriate

information and request a fire response by dialing 911 from the dedicated outside line or speed dialing the Waltham Emergency Communications Center

- b. If the call is being placed from the building that is on fire:
 - i. Ascertain the location and advise the caller that all persons in the building should leave immediately.
 - ii. Ask the caller to go to the nearest phone in a safe location and call back with details about the fire.
 - iii. Dispatch a fire response as outlined above with the information available.
 - iv. Obtain additional information as calls are received.

5. Medical Calls

- a. Dispatchers should gather all pertinent information from the reporting party include patient information, patient's clinical condition (i.e. chief medical complaint), their level of distress, and the potential risks associated with each code. Other factors to consider are the mechanism of injury (e.g. motor vehicle accidents with air bag deployments) or nature of illness.
- b. Dispatchers shall use their professional judgment to determine the appropriate response code, considering both patient needs and safety. Shift supervisors or OICs may overrule a police dispatcher's code determination if warranted.
- c. Medical instruction shall not be offered over the phone.
- d. Serious medical situations warrant a code 3 response involving 2 officers which may be increased at the order of the Shift Supervisor.
- e. Code 1 and 2 requires a 1 officer response.
- f. BEMCo shall be notified immediately to respond.
- g. Dispatchers shall request an ambulance response by calling the Waltham Emergency Communications Center for a Code 3 emergency or at the request of the Shift Supervisor as well as BEMCo personnel.

6. Multiple Calls

- a. Callers may be put on hold if necessary.
- b. Determine the priority of the call.
- c. Handle the calls in order of priority.
- d. Multiple calls may be received for a single incident. Advise additional callers as such.
- e. Ensure that multiple callers do not have a different emergency from the one being handled.

7. Placing Calls on Hold

- a. Always preface putting a caller on hold with a brief statement and explanation of the reason why.
- b. Get back to the original caller as soon as possible.
- c. Under busy conditions, this process may have to be repeated.
- d. Callers should not be put on "hold" for any longer than necessary.

8. Call Transfers

- a. 911 Calls received by Waltham Emergency Communications Center or another Public Safety Answering Point (PSAP)
 - i. Calls received as a transfer from another PSAP may not be transferred again. No 9-1-1 caller shall be procedurally required to speak with more than two call takers, the primary PSAP and the remote agency call taker i.e. this department.³
 - ii. When transferring a call to another agency or service provider, advise the caller that [s]he is being transferred and where [s]he is being transferred to, and stay on the line until the call is answered and the caller is being helped.
- b. Seven Digit Emergency Number or Business Line Calls
 - i. If the call is for an emergency, obtain the caller's name, phone number and the nature of the emergency prior to the transfer.
 - ii. Advise the caller that [s]he is being transferred and where [s]he is being transferred to.

9. Misdirected Calls

- a. In the event that a caller mistakenly contacts this agency when seeking assistance for a matter outside of the department's jurisdiction, the following will be done: [\[81.2.12\]](#)
 - i. If the call requires an immediate response, the call will be transferred to the appropriate agency.
 - ii. The caller will be advised by the dispatcher or call-taker that the call is about to be transferred and that they should remain on the line.
 - iii. If it is not possible to transfer the call, all pertinent information will be taken by dispatch and then relayed to the appropriate agency as soon as possible.
 - iv. If the call does not require an emergency response, refer the caller to the appropriate agency. If possible, supply the caller with the appropriate telephone number.

10. Silent Calls

- a. A silent call is a call where you cannot hear anyone talking or can get no response to questions. In the case of silent calls, a unit should be dispatched to investigate. The call taker shall attempt to get a non-verbal yes or no responses from the caller by asking them a key on their touch tone – once for YES and twice for NO. Keep the caller on the line to get as much information as possible and provide updates to personnel responding.

11. Hang Up or Abandoned Calls to the Emergency Line

- a. A hang up call is a call where the caller hangs up after you answer but prior to giving you any information. An abandoned call is a call where the caller hangs up prior to you answering the line. In the case of hang up and abandoned calls the call taker shall make every effort to re-establish contact with the caller. If contact is made the call taker will attempt to ascertain the reason for the call and hang up, and whether the caller is in need of services. A unit will be dispatched to all abandoned and hang up calls with the level of response gauged by the call takers ability to reconnect with the caller and verify no emergency situation exists.

C. Obtaining Service Request Information

1. Calls Not Requiring Police Response

- a. Dispatchers may respond to caller requests for information, such as directions, hours of operations, referrals to other agencies or departments, and general university related questions.
- b. Dispatchers may respond to procedural questions for which they are knowledgeable or for which written procedures are readily available.
- c. If the request involves police procedures, the dispatcher shall forward the call to an officer in the station, if available, or take the caller's information for an officer to return the call.
- d. Dispatchers are not authorized to give legal advice.

2. Information from the Reporting Party

Obtain as much of the following information as possible when a request for service is received: **[81.2.3]**

- a. Name and address of complainant, and call-back number;
- b. Location of the incident;
- c. Nature of the incident being reported:
 - i. WHAT is wrong, is happening, or happened?
 - ii. WHERE is it happening, or did it happen?
 - iii. WHEN did it happen, will it occur, did the caller notice?
 - iv. HOW the caller is involved, how many are involved, how often does it occur?
 - v. WHO is involved?
 - vi. WHY is it happening, did it happen, or is the person there?

3. Creating Events

- a. Dispatchers shall create an event using the CAD system for every request for service that warrants a police response, transfer to another department or agency, and requires department awareness for informational purposes. If ever in doubt, call takers shall seek guidance from a Shift Supervisor regarding CAD entry needs.
- b. The following fields are critical to properly documenting the event:
 - i. Incident number (assigned by the software); **[81.2.3(a)]**
 - ii. Date and time that the incident was reported (usually filled in by the software); **[81.2.3(b)]**
 - iii. Name and address of the complainant (if given); **[81.2.3(c)]**
 - iv. Incident type (selected by the dispatcher); **[81.2.3(d)]**
 - v. Incident location; **[81.2.3(e)]**
 - vi. Responding employees, primary and backup; **[81.2.3(f)]**
 - vii. Time of dispatch (usually entered by software); **[81.2.3(g)]**
 - viii. Time of arrival (usually entered by software); **[81.2.3(h)]**

- ix. Time employee returned back in service; [81.2.3(i)] and,
 - x. Disposition or status of reported incident. [81.2.3(j)]
4. Reports Received by Mail, E-Mail or Alternative Means [81.2.14]
- a. When crime or incident reports are received by mail, e-mail, or other alternate means, in lieu of a police response, they shall be forwarded to the on duty officer who will screen the complaint and handle the report or forward it to the appropriate office.
 - b. These reports may be received from within or outside of this jurisdiction, provided that the report would be accepted if an officer was directed to respond:
 - i. Reports of incidents which do not require an investigation;
 - ii. Reports of incidents which do not require police observations;
 - iii. Reported crimes that are misdemeanors;
 - iv. Value of lost property that is under \$250:
 - Theft from yards or open spaces (no unlawful entry into a structure);
 - Lost property (license plates may not be taken in this method);
 - v. Bicycle theft; and
 - vi. Annoying phone calls (not requiring follow-up).
 - c. Incidents alternately reported which do not meet this criteria shall be followed up by patrol personnel.
- D. Dispatching Calls
- 1. Criteria For Assignment
 - a. The dispatcher will maintain the status of available officers in a visual format. This is normally done by the departments CAD system. [81.2.5(e)]
 - b. Response Assignments
 - i. The dispatcher will normally assign officers to each call based upon predetermined criteria.
 - ii. The shift supervisor may vary the number of responders to a given call.
 - 2. Dispatching Responders
 - a. Available units will normally be listed in CAD as "Available."
 - b. Dispatchers shall assign responding units based upon:
 - i. The unit's assignment;
 - ii. Availability;
 - iii. Nature of the call; and
 - iv. Location at the time of the call.
 - c. Responding units shall be dispatched by radio so that other units are aware of the call, unless the nature of the call dictates the need for secrecy.
 - d. When responders are dispatched, their status shall be changed to "Dispatched."
 - e. As each responder arrives, the dispatcher shall change the status of the responder

- to "Arrived" in CAD. [81.2.4(b)]
- f. When responding units finish the call and go back in service, the dispatcher shall change the responders' status to "Available" in CAD.
3. Multiple Officer Response: The following types of incidents require two or more officers to respond: [81.2.4(e)]
 - a. All code 3 medical response calls;
 - b. Disturbances;
 - c. Officer requests for emergency assistance or duress alarm; [81.2.4(g)]
 - d. Fleeing suspect(s);
 - e. Crimes in progress;
 - f. Domestic disturbances;
 - g. CCure Alarms (panic, intrusion, motion, tamper);
 - h. Fire Alarms;
 - i. Drug law violation;
 - j. Assaults or crimes of violence;
 - k. B&E/Burglary;
 - l. Noise complaints;
 - m. Sex offenses;
 - n. Warrants (when served);
 - o. Weapons violations; and
 - p. Robberies.
 4. Response Requiring A Supervisor [81.2.4(F)]
 - a. A supervisor shall normally respond to and take command of the following types of incidents:
 - i. Missing child or person;
 - ii. Robbery;
 - iii. Domestic disturbance;
 - iv. Murder;
 - v. Hostage situations;
 - vi. Bomb threats, bombings, large scale fires or conflagrations and the discovery of suspicious materials;
 - vii. Unattended deaths or the discovery of dead bodies;
 - viii. Major civil disturbances, whether organized or not;
 - ix. Incidents where an employee's actions result in officer, citizen or suspect injuries;
 - x. Raids on property or premises;
 - xi. Serious crimes or incidents which are potentially dangerous to officers or the

- public;
 - xii. Instances of an officer or agency member injured, and
 - xiii. Accidents involving police vehicles.
 - b. When staffing is inadequate, mutual aid, including calls to Waltham Police Department, may be appropriate, at the discretion of the shift supervisor.
5. Communicating with Field Personnel
- a. Field personnel shall communicate with the dispatcher by radio for the following circumstances: [81.2.4(a)]
 - i. When available for calls;
 - ii. Upon arriving at a call or assignment;
 - iii. Upon completing a call and returning to service;
 - iv. Prisoner transfers, beginning and ending;
 - v. Citizen transportation, beginning and ending;
 - vi. When going out of service for: [81.2.4(b)]
 - Reports;
 - Dinner break;
 - Administrative duties;
 - Leaving the jurisdiction on an assignment; and
 - Court.
 - b. Field personnel shall communicate with the dispatcher by telephone or an alternative, secure means when privacy or secrecy necessitates refraining from using public air waves. These include: [81.2.4(a)]
 - i. Complainant's name;
 - ii. Victims' names;
 - iii. Non-published telephone numbers; and
 - iv. The names of severely injured or deceased persons.
 - c. All radio users shall identify themselves and communicate using assigned call signs. First names should not be used. [81.2.4(c)]
 - d. If the dispatcher finds it necessary to put an officer on "standby" for any reason (e.g., an urgent phone call), [s]he shall be responsible for re-establishing contact with the officer as soon as possible.
 - e. When communicating with interacting outside agencies, the agencies shall be referred to by their call sign if known, rank and name, or agency and vehicle number. [81.2.4(d)]
6. Non-Response to Radio Communications
- a. If, after calling a unit twice, the dispatcher receives no answer, the dispatcher should continue to contact the unit again. Alternative methods of communication such as cell phone may be used.
 - b. If the call requires an immediate response, another unit will be dispatched.

- c. If the unit cannot be reached after a reasonable period of time, the dispatcher should inform field units and the shift supervisor to look for and make contact with the employee.

E. Field Initiated Situations

The communications procedures for pursuits are found in the department policy on *Motor Vehicular Pursuits*.

F. Alarms

1. Response to Alarms [81.2.13]

- a. It is the policy of the department to respond to all alarms.
- b. Upon receipt of an alarm, at least two officers shall be dispatched.
- c. The dispatcher shall conduct a real-time review of cameras and advise responding officers of pertinent findings.
- d. Responding officers will advise Communications of their arrival, investigate appropriately depending upon the nature of the alarm, and report their findings back to Communications.
- e. Upon discovery of an unsecured building, after advising Communications, the officers may enter the building to search for an intruder, provided adequate assistance is available. Depending on the circumstances, a canine unit may be appropriate.
- f. If a "back-off" request is made by an individual, police will still respond to and make contact with the requestee.
- g. Alarms set off by power failures, electrical storms, high winds, etc., where alarm activations are received from multiple locations, may be disregarded at the discretion of the shift supervisor.
- h. "Trouble Alarms" received on the building automation machine will be reported to facilities. In the event the trouble alarm becomes a nuisance and can't be rectified by facilities staff on duty, the on-call electrical supervisor with facilities shall be notified.

2. ALARM REPORTS: Officers shall report all false alarms to Communications for entry into the CAD system. These reports shall be monitored, and notifications shall be made to the appropriate department point of contact if it becomes apparent that the alarm has been malfunctioning. If it is unclear as to who the point of contact is the matter shall be referred to the Shift Supervisor for guidance.

G. Emergency Messages [81.2.11]

1. All emergency messages received by the department will be relayed and/or acted upon by the means deemed to be most appropriate by the shift supervisor.
2. In cases where the message was not deliverable, the dispatcher shall notify the requesting person that the message was not delivered.
3. These emergency messages may include but are not limited to:
 - a. Notification of serious or life-threatening injuries or illness;
 - b. Notification of death or serious family circumstances; and
 - c. Other messages of an emergency nature as authorized by the shift supervisor.

4. Routine messages may be referred to the appropriate department for delivery.
- H. First Aid Instructions over the phone: **[81.2.15]**
1. The Brandeis University Police communications center is not a Public Safety Answering Point (PSAP).
 2. Members of this agency are not trained in Emergency Medical Dispatch (EMD)
 3. Department members shall not provide emergency first aid instructions over the telephone but rather shall transfer such calls to the appropriate emergency medical service (EMS) agency for assistance. **[81.2.14]**
 4. Persons on campus calling on the emergency line or business lines requesting emergency first aid instructions shall be receive a BEMCo and police response. Persons off campus will be transferred to Waltham Emergency Communications Center.
 5. Students on or off campus calling the seven digit emergency or business lines requesting first aid instructions for non-life threatening emergencies shall be referred to the following;
 - a. Business hours: BEMCo and/or a police officer shall be notified to respond
 - b. After business hours: Students shall be referred to the University Nurse on Call
 - i. Employees shall take the caller's name and call-back number and contact the On Call Nurse answering service.

V. LOGGING AND RECORDING OF ALL VOICE COMMUNICATIONS

- A. It shall be the policy of the Department to record all voice communications from emergency and non-emergency telephone lines and radio equipment that originate or are received in the Communications Center. The purpose of recording such communications is to:
1. Provide a means to verify information received by telephone or radio;
 2. Better provide for officer safety;
 3. Ensure the integrity of the Department and its employees;
 4. Enable the Department to respond to questions regarding the content of voice communications;
 5. Promote professionalism in the use of the Department's voice communication systems; and
 6. Reduce Department, town, and employee potential for civil liability.
 7. Dispatchers and patrol officers have limited privileges to review recordings for calls received with 6-hour time frame. Department members with the rank of Sergeant and above shall have increased privileges to review and save telephone or radio transmissions for training, investigation, court or internal affairs purposes only. **[81.2.8(6A)]**

VI. ACCESS TO DEPARTMENTAL RESOURCES

- A. Communications personnel shall have a map detailing the Department's service area visibly available at all times. In addition to the map identifying city jurisdictional boundaries and beat/reporting area designations, specific detailed maps/plans of areas

and complexes shall be maintained by the Dispatch Supervisor as necessary to ensure proper emergency vehicle response by both police and fire personnel. [81.2.5 (A)]

- B. A duty roster of all department personnel shall be provided to be immediately available to communication personnel. [81.2.5(B)]
- C. Communication personnel shall have immediate access to all personal home and/or cell telephone numbers of all personnel. [81.2.5 (C)]
- D. Communication personnel shall have immediate radio or telephone access to officers and the Patrol Shift Supervisor. [81.2.5 (D)]
- E. The Department's Department Policy Manual, Public Safety Guide, Memorandum Directive Book and other pertinent materials are located in the Dispatch Center and web-based policy management system including the Department's All Hazards. [81.2.5 (G)]

VII. OUTSIDE SERVICES AND RESOURCES

- A. The Administrative Division shall be responsible for maintaining an updated list of telephone numbers for external services (such as those pertaining to fire, rescue, and ambulance) to be readily available to Communications personnel. [81.2.5(F)]
- B. Personnel requiring the utilization of outside resources shall obtain approval for the use of such services from the shift supervisor.
- C. Communication with Interacting Agencies [81.2.4(D)]:

In the event that Department members need to communicate with interacting agencies, officers may utilize other agencies' radio frequencies that are pre-programmed into portable and cruiser radios. If an officer is unable to locate a pre-programmed frequency for a specific agency, this Department's communications center will communicate directly with the interacting agencies' communication centers to relay crucial information and maintain radio communication.

VIII. ALTERNATIVE POWER SOURCE (GENERATOR)

- A. In the event of a power failure, a generator services the Department with alternative power. The alternative power source (generator) is sufficient to ensure the continued operation of the department's emergency communications equipment.
- B. Monthly testing: The Department of Facility Services shall be responsible to inspect and test the generator at least monthly or in conformance with the manufacturer's recommendations. This is to ensure the continued operation of the department's emergency communications equipment in the event of a power failure. DFS shall be responsible for addressing any malfunctions. A record of the generator's self-tests is maintained at the generator. The Accreditation Manager or his/her designee shall document the monthly generator test within the records management system. [81.3.2(2A)]
- C. Yearly Evaluation and Testing: DFS shall be responsible for overseeing the evaluation and test of the emergency generator, under full load, at least once a year to confirm it is in good working order. DFS shall be responsible for addressing any malfunctions. The Accreditation Manager or his/her designee shall document the yearly generator test within the Accreditation records folders. [81.3.2(2B,7)]
- D. Power failures: Whenever there is an interruption in power to the station and the generator is operated under full load the Dispatchers should create an entry in the records management system documenting the power outage and alert the Shift Supervisor.

[81.3.2(7)]

¹ 560CMR2.00 Operational Standards, (3)(a)1.

² 560CMR2.00 Operational Standards, (3)(a)2.

³ 560CMR2.00 Operational Standards, (3)(a).