



<b>Policy Name:</b>	<b>OPERATIONAL COMMUNICATIONS CENTRE (OCC)</b>		
<b>Policy #:</b>	OP 8.3	<b>Last Updated:</b>	2022-07-13
<b>Issued By:</b>	SUPPORT SERVICES BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
		<b>Review Frequency:</b>	AS REQUIRED

**RELATED POLICIES**

OP 8.1 *Radio Procedure*

OP 8.2 *CAD Hazards*

**1. PURPOSE**

- 1.1. To provide and maintain the communications and communications infrastructure required to provide call taking and dispatch services for Surrey Police Service (SPS).
- 1.2. To provide guidelines regarding the prompt handling, routing, and dispatch of emergency calls, non-emergency calls, and misdirected emergency calls.
- 1.3. To ensure the confidentiality, security and appropriateness of information received through the communications function.

**2. SCOPE**

- 2.1. This policy applies to all Employees.

**3. POLICY**

- 3.1. SPS Operational Communication Centre (OCC) is responsible for appropriately and adequately responding to requests for service including:
  - i. SPS calls for service;
  - ii. necessary external services, including:
    - a. fire equipment,
    - b. environmental,
    - c. social,

- d. ambulance,
  - e. helicopter or other aircraft,
  - f. towing,
  - g. transport,
  - h. certified language interpreters
- iii. current contact information, including:
- a. the Officer in Charge (Duty Officer),
  - b. a duty roster of all personnel,
  - c. telephone numbers of all SPS personnel, and
  - d. telephone numbers of all emergency service agencies.

#### **4. PROCEDURE**

##### **General**

- 4.1. OCC Personnel are responsible to the OCC Manager or in their absence an equivalent Supervisor.
- 4.2. OCC personnel will record all information, as prescribed by the OCC Standard Operating Procedures (SOPs) and Service Directives. Dispatchers will dispatch Members, police vehicles and will contact contract towing companies, Emergency Health Services (EHS) and Surrey Fire Rescue Services (SFRRS) and/or other vehicles, persons, services, or equipment as required or directed.

##### **Occurrence/OCC Operator**

- 4.3. Occurrences calls for service and/or complaints from the public must be handled promptly respectfully and compassionately.
- 4.4. OCC Operators will accept all collect calls.
- 4.5. The type of call for service and priority assigned to the call will be determined through OCC Standard Operating Procedure (SOP) guidelines.
- 4.6. The amount of detail taken by the OCC Operator depends on the volatility, complexity, seriousness of the occurrence and OCC SOPs.
- 4.7. Where the OCC Operator is unsure whether an occurrence is a police matter, the occurrence must be taken: a CAD call must be generated and assigned to a member for follow up.
- 4.8. Only information received in the initial/first instance of the call will be entered into PRIME-BC by the OCC Operator.
- 4.9. OCC Operators must:

- i. record all calls for service, complaints and occurrences on CAD screen in a concise manner with sufficient detail to effectively deal with a given situation and to safely dispatch a Frontline patrol unit;
- ii. query all subjects, addresses, vehicles, etc., as required to obtain sufficient details to safely dispatch a patrol unit and ensure public safety;
- iii. attach all queries performed for the occurrence to the CAD file;
- iv. document support services required or dispatched for an occurrence by indicating same on CAD screen;
- v. receive and generate CAD calls for all non-emergency dispatchable calls for service; and
- vi. update CAD calls with support services required/dispatched, information updates and/or changes, pertinent to the call and verbally update patrol units.

### **Dispatch**

4.10. OCC Dispatch is responsible for monitoring and control communications, including:

- i. maintaining control of communication between the OCC and operational Members;
- ii. connecting the public with the operational Member;
- iii. prioritizing Member safety;
- iv. controlling radio traffic with both proficiency and professionalism;
- v. relaying information with clarity, accuracy and brevity; and
- vi. managing radio traffic to ensure availability of airtime for potential emergencies.

4.11. OCC Dispatch is responsible for dispatching calls for service, including:

- i. dispatching calls for service in a timely manner paying special attention to Member and public safety issues;
- ii. providing accurate and thorough facts about a call for service dispatched to a field unit;
- iii. communicating all pertinent details and incoming updates in a consistent manner;
- iv. dispatching the appropriate number of units to calls for service depending on the nature of the call and available resources;
- v. maintaining knowledge of the locations, availability and current activity of all units;
- vi. setting, re-setting or responding to automatic or manual unit timers for all operational units;
- vii. monitoring Members when they are outside of their patrol unit;
- viii. performing status checks on all expired timers;
- ix. offering the use of a unit timer to all Members performing any operational duty that may require one, (e.g., serving summons or subpoenas);
- x. providing additional units to Members requesting emergency backup; and
- xi. contacting other emergency services required by the Member in the field, such as:
  - a. EHS;
  - b. SFRS;
  - c. additional police agencies;
  - d. Transit/Rails/Utilities.

- 4.12. Dispatchers will dispatch occurrences according to their level of priority, as set by SOPs and/or Service Directives.
- 4.13. Dispatchers will voice-dispatch emergency or in-progress calls to ensure officer safety, unless otherwise authorized by the OCC Manager.
- 4.14. Dispatchers will limit unnecessary conversation or chatter on the radio channels and report abuses to the OCC Manager or shift Supervisor.
- 4.15. Dispatchers will perform routine and call related checks on Frontline patrol units/Members based on timers as assigned and/or requested.

#### **OCC Info Operators**

- 4.16. OCC Info Operators are responsible for:
  - i. responding to Dispatch requests for resources as required;
  - ii. Processing CPIC requests from other jurisdictions;
  - iii. responding to requests from Members received via telephone, CAD messaging, VMAIL, or radio;
  - iv. responding to queries by operational Members;
  - v. maintaining logs for Surrey channel restriction;
  - vi. sending CPIC requests to ECOMM for channel restrictions as required;
  - vii. maintaining logs of surveillance activity – both Surrey and surveillance units from other jurisdictions operating in Surrey; and
  - viii. responding to requests for cellphone pings and/or subscriber information – as per SOPs.

#### **Members**

- 4.17. Operationally deployed Members must sign on with OCC at the beginning of shift and sign-off at the end of shift.
- 4.18. Members must monitor their radios and regularly keep the dispatcher informed of their status and location.
- 4.19. Members will inform OCC when they are prepared to copy a transmission to avoid repetitive broadcasts.
- 4.20. Members should use the MDT/MRE whenever practicable for:
  - i. file generation;
  - ii. CPIC and other queries (persons, vehicles and addresses); and
  - iii. non-emergency status updates.

## **APPENDIX A: DEFINITIONS**

“CAD” means Computer Aided Dispatch.

“CPIC” means the Canadian Police Information Centre, the computerized national information repository and retrieval system operated by the RCMP on behalf of the nation's policing community that facilitates the sharing of information among authorized agencies.

“E-COMM” means Emergency Communications Centre.

“EHS” means Emergency Health Services.

“MDT” means Mobile Data Terminal.

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“MRE” means Mobile Report Entry.

“OCC” means the Operational Communications Centre.

“PRIME-BC” means the Police Records Information Management Environment of British Columbia, the Records Management System for police in the province.

“SOP” means Standard Operating Procedure.

“SPS” means Surrey Police Service.

“Supervisor” means a Team Leader, Manager, Staff Sergeant, Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

“Telecommunication” means the practice of transmitting information by electromagnetic means, including computers and/or cellular telephones.

“VMail” means the PRIME-BC email service.

## **APPENDIX B: REFERENCES**

SPS Standard Operating Procedure: *Operational Communications Centre* (2022)