



California State University, Los Angeles
Department of Public Safety

NUMBER: V-3 APPROVED: _____
Joseph Curreri, Chief of Police

EFFECTIVE: August 7, 2013

SUPERSEDES: February 10, 2009 Reviewed/Revised: _____
August 7, 2013

SUBJECT: **Communications Center Facility and Equipment Security**

I. PURPOSE:

To provide effective security measures to protect communications personnel, facilities and equipment.

II. POLICY:

It is the policy of this agency to maintain communications in emergency and non-emergency situations by maximizing the security of all communications personnel, facilities, and equipment.

III. DEFINITIONS: Refer to Written Directive V-1 for appropriate definitions.

IV. PROCEDURES:

A. Security of the Communications/Dispatch Center.

1. Access to the Dispatch Center will be limited at all times to protect personnel, equipment and the facility.
2. Only the following authorized personnel are allowed in the Dispatch Center:
 - a. All on-duty dispatchers;
 - b. On-duty Watch Commander;
 - c. Any dispatch or police personnel trained and designated to relieve the on-duty dispatcher for scheduled breaks;
 - d. Records Supervisor and Police Administrative personnel for official duties regarding the Dictaphone System, and providing for, or obtaining information from the Dispatch Briefing Book;
 - e. Command Officers as deemed necessary;
 - f. Automated systems and electrical generator technicians upon authorization by Command Officers; and,
 - g. Chief of Police.

3. Transactions such as equipment checkout or inquiries shall be made with the on-duty dispatcher via the pass-through equipment box. The pass-through equipment box is to remain unlocked and in an open condition for these transactions to take place.
4. The door to the Dispatch Center is to remain in a closed and locked condition at all times.

B. Key Checkout Procedures.

1. The automated key box is to remain closed and locked when not in use outside of the Briefing Room.
2. Personnel with access codes will check out their duty keys as appropriate.
3. The automated key box maintains a log of all keys checked in and out.
4. All keys will be returned to the key box at the end of watch.

C. Security of Automated Systems.

1. All Public Safety personnel shall log off the Automated Records Management System (ARMS) and Justice Data Interface Controller (JDIC) automated systems when they are no longer using such systems or prior to leaving a system unattended.
2. Public Safety personnel shall not share passwords and/or access codes on any automated system.
3. Users of the ARMS and JDIC systems are prohibited from leaving these systems in a logged on condition when not in use.
4. Dispatchers requiring relief from the center are to log off the ARMS and JDIC systems and have their relief log on using their own passwords.

D. Backup Resources.

1. Backup Radio – In the event that the Motorola radio console becomes inoperable, the use of the department's backup radio shall be implemented.
2. Handheld Radios – The use of handheld radios by the dispatcher shall be used if all other options have been exhausted.
3. In the event of the failure of any radio system, the on-duty dispatcher shall notify the Watch Commander and available technical support.

4. The Watch Commander shall determine if the Mobile Command Unit's radio or the Emergency Operations Radio is required to support dispatch until normal radio communications are restored.
5. The Watch Commander shall notify the on-duty Command Officer of the situation immediately.

E. Security for transmission lines, antennas and power sources.

1. The transmission lines and antennas are to remain secured by police personnel at all times.
 - a. The antennas are installed on roof areas where access is limited. Only qualified and approved personnel shall have entry to these locations.
 - b. Transmission lines are secured within conduit and are not readily accessible.
 - c. Alternative power sources (generators) are secured within a fenced area.
 - d. Normal electric power sources are provided through underground conduit. Any power disruptions are to be reported immediately to Facilities Management.
2. The 9-1-1 equipment room is to remain secured by the on-duty dispatcher and the emergency generator secured in the fenced in area of the fleet yard.
3. Access to the above listed areas is restricted. Access is permitted according to job duties of on-duty personnel or otherwise at the discretion of the Command Officers and/or Chief of Police.

F. Alternate source of electrical power.

1. Emergency generator – Provides an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of the failure of the primary source of power.
2. Testing and maintenance of the Dispatch Center's emergency generator is in conformance with the manufacturer's recommendations and conducted and logged once a week by the University automotive shop personnel only.
3. The Dispatch Center has the following resources available to sustain transmissions at all times:
 - a. A permanently mounted/installed generator;
 - b. A portable generator that can be installed if the main generator fails;
 - c. Uninterruptible Power Supply (UPS) protects all the equipment and computers in the Dispatch Center;

- d. A Mobile Command Vehicle that provides full dispatch capability that has three alternate power sources – generator, battery, and solar (the unit can also be moved to a location in which power is available and be plugged-in);
- e. For continued radio transmission, a back up base station and a second radio console are in place, along with a second antenna;
- f. Twenty-five alternative radios that are designed for use in a major campus emergency (earthquake, fire, etc.); and,
- g. A fully equipped Emergency Operations Center that includes an alternate dispatch point.

G. Multi-channel mobile radio equipment.

1. Police vehicles are equipped with multi-channel radios capable of two-way communications with other public safety related departments.
2. Departments and frequencies presently covered include:
 - a. CLEMARS 154.920
 - b. CLEMARS 154.935
 - c. NALEMARS 155.475
 - d. FIRE M/A 154.280
3. California State University campuses presently programmed into the mobile radios include:
 - a. Dominguez Hills;
 - b. Northridge;
 - c. Pomona;
 - d. Fullerton;
 - e. Long Beach; and,
 - f. San Bernardino.
4. L.A. County Police and Fire agencies (190 frequencies) are programmed into the Motorola Astro radios in Unit #202.

H. Station Emergency Notification System

1. The Public Safety Building has been equipped with an “Emergency Notification System” for notifying employees within the complex to go to emergency mode.
2. “Emergency Mode” is described as a condition in which the entire operation of Public Safety must respond in support of the event. This would include earthquakes, major power outages, major fires, or any other condition that would impair the majority of the campus and prevent the University from providing normal programs.
3. Procedure for activation and deactivation:

- a. By direction of any Public Safety manager (MPP) or the University Police Watch Commander, the Building Emergency Notification System may be activated.
- b. The Dispatcher or any other Public Safety employee directed to do so shall activate the system via the button designed for this purpose.
- c. The system shall remain activated until directed by a Public Safety manager (MPP) or the University Police Watch Commander to deactivate. Deactivation of the internal Building Emergency Notification System does not indicate that the emergency is concluded. The deactivation can be ordered after the affect of the notification is known, or should have been known, by the majority of building occupants.
- d. A log entry documenting the activation and deactivation of the system shall be made, including the name of the individual who ordered the action.

4. Effects of Activation of the Building Emergency Notification System.

- a. The Public Safety Building will automatically go to lock-down and normal operations will cease until an announcement is made via the internal public address system.
- b. Public Safety employees will go to their designated emergency stations in response to the emergency.
- c. Only those personnel authorized to be in Communications shall be allowed or shall enter the dispatch area during an emergency response event.

5. After-action Reporting.

- a. When an event requires the use of the Building Emergency Notification System, the Public Safety manager (MPP) or the University Police Watch Commander ordering the activation will forward a written report on the incident to the Chief of Police.
- b. The after-action report shall include the requirements that led to the activation and adequacy of the response by Public Safety personnel to the emergency.

V. APPENDICES: None.