San Mateo Police Department Communications Division Policies and Procedures

700.1 PURPOSE AND SCOPE

This policy and procedures manual establishes guidelines for the basic functions of the San Mateo Police Department Emergency Communications Center (ECC). This manual addresses the immediate information needs of Communications in the course of its normal daily activities and during emergencies.

700.2 AUTHORITY TO AMEND/REVOKE PROCEDURES

The Chief and Communications Manager have the authority to amend or revoke any material contained within this manual at any time, except for matters and notice as they pertain to the current Memorandum of Agreement with POA and any policies derived from the SMPD Policy Manual or the City Policy Manual.

700.3 MANAGEMENT RESPONSIBILITY

Supervisors shall be responsible for taking the necessary steps to ensure all Communications employees have an up-to-date manual available in printed and electronic format.

The Supervisors have further obligation to track any updates and changes to manual. Revisions shall be provided to all Communications personnel timely, tracking training and acknowledgment of manual updates. An archive file must be kept of all changes, available via a hardcopy. department database, or software for employee access.

700.4 EMPLOYEE RESPONSIBILITY

Communications personnel are responsible for the knowledge of all sections contained within this manual and any updated information, as it becomes available. Communications employees shall review and strictly adhere to all sections.

All Communications employees shall also review their CAD e-mail (messages) and city email at the beginning and end of their shift for urgent information or change notifications.

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