



SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



510.07 SECURITY OF THE COMMUNICATIONS CENTER 08-04-17

PURPOSE

The purpose of this order is to establish procedures for the security of the Communications Center.

POLICY

It shall be the policy of the Sacramento Police Department to minimize disruption and maintain the security of the Communications Center.

PROCEDURE

A. ENTRY DURING BUSINESS HOURS

1. The only persons authorized to be in the Communications Center are the following Department employees:
 - a. Communications Division personnel.
 - b. Public Safety IT personnel.
 - c. Chief of Police.
 - d. Office Chiefs.
 - e. Captains.
 - f. Lieutenants.
 - g. Office of Investigations personnel.
 - h. Internal Affairs personnel.
 - i. Professional Standards personnel.
 - j. Patrol Sergeants.
 - k. Officers.
2. Other personnel needing access to the Communications Center shall obtain permission from the Communications floor supervisor or higher authority.
3. Anyone authorized or given permission to enter the Communications Center who does not have card key access shall use the intercom to request entry. Communications or Public Safety IT employees may escort personnel into the Communications Center.
4. If not in uniform, Department employees shall display their identification (ID).
5. When other individuals request entry, the floor supervisor or designee shall determine the need and/or authorization.
 - a. If the person is requesting to see a specific employee, that employee shall be contacted for verification of the requestor's identity and/or appointment before entry.
 - b. If entry is authorized, the visit shall be recorded in the visitor's log and the requestor provided with a Communications pass that shall be worn during their visit. This procedure also applies to maintenance personnel requiring admittance to the Communications Center.
 - c. If entry is denied, the visit shall be brought to the attention of the shift supervisor.
6. The Communications Division may provide tours of the facility and explanation of the operations to all employees and appropriate citizens. Anyone wishing a tour of the facility shall contact either the Communications division manager, a shift supervisor, or a floor supervisor.
7. The floor supervisor or designee shall ensure a police unit is dispatched whenever suspicious persons are observed on Communications Center property. The floor supervisor shall leave a copy of the call history for the shift supervisor.



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B. ENTRY AFTER BUSINESS HOURS

Except for Department personnel or pre-arranged appointments, requests for entry after business hours (i.e., 1700-0800 hours, Monday through Friday, holidays, and weekends) shall be denied unless there is an emergency affecting critical systems requiring immediate response by City staff or outside vendors. Responding personnel shall be escorted by a Public Safety IT staff member.

C. COMPUTER AND RADIO ROOM SECURITY

1. The Computer Room and the Radio Room located in the Communications Center are restricted access areas.
2. Only the following employees are authorized to be in the radio room and computer room unescorted. They are also the only employees authorized to allow other persons to enter the computer room to perform required work:
 - a. Public Safety IT personnel.
 - b. Communications Division manager.
 - c. Supervising dispatcher.
 - d. Dispatcher III.
3. All City staff and outside vendors needing access to the Computer/Radio Room shall be escorted by a Public Safety IT staff member.