

Minimum Proof(s) of Compliance for Communications Standards

- 1.1.1 Communications Service Agreement:** Copy of operating agreements or intergovernmental agreement (IGA) for the agencies you provide dispatching services for, the agreement having been developed by your operating board. This standard applies to dispatch services and is specific to communication agencies that provide service under ORS 190.
- 1.1.2 Organizational Structure:** Copy of Agency organizational chart.
- 1.1.3 Criminal Justice Information Systems:** Copy of LEDS certificates for certified personnel; copy of LEDS training roster.
- 1.1.4 Telecommunications Code of Ethics:** Copy of employee signed Code of Ethics.
- 1.1.5 Policy Manual:** Screen shot of online policy manual depicting the location; hard copy locations are observable.
- 1.2.1 Mission:** Copy of agency mission statement.
- 1.2.2 Chain of Command:** Copy of any documentation related to assigning command authority (email, memorandum, etc.).
- 1.2.3 Supervisor Accountability:** Copy of performance evaluation completed by a supervisor; copies of any documentation that may relate to supervisory accountability such as a disciplinary document or commendation written by a supervisor, etc.
- 1.2.4 Duty to Obey Lawful Orders:** Copy of any documentation related to issuance of an order, failure to obey an order, addressing conflicting, illegal or inconsistent orders.
- 1.2.5 Written Directives:** Copies of documentation related to development, revision, implementation or dissemination of written directives.
- 1.3.1 Recruitment and Selection:** Copies of any documentation related to application process, pre-employment testing and selection (i.e. copy of written exam, copy of oral board questions used, copy of a completed background, copy of completed medical exam, copy of psych exam – employee name redacted is acceptable on a confidential document).
- 1.3.2 Classification Plan:** Copy of agency classification (salary) plan – usually a budgetary document; copy of documentation of position that has been re-classified (placing a copy of old and new in the file).
- 1.3.3 Job Descriptions:** Copy of a random selection of agency job descriptions; copy of documentation related to a job description that has been updated (which can include salary info).
- 1.3.4 Evaluation of Employees:** Copy of completed annual employee evaluation document.
- 1.3.5 Promotions and Transfers:** Copy of documentation related to a completed promotion process, transfer request and selection for a special assignment.

1.3.6 Conditions of Work: Copy of documentation related to bulleted categories, such as a request for approval of outside employment (secondary employment), complaint regarding violation of personal appearance standards, etc.

1.3.7 Personnel Files: due to the security nature of such files, this could be observable or interview with the individual who maintains the files. Acceptable proofs: copy of request to review a file, copy of release of information, copy of destruction form, etc.

1.3.8 Workplace Harassment: copy of employee training roster; copy of complaint filed alleging workplace harassment or if applicable a memo from the CEO or designee regarding no such complaints/incidents on file for respective year.

1.3.9 Agency Computer Use and Electronic Mail: Copies of any documentation related to system inspections and/or review, system security, internet and email use, etc. Copy of request to have an employee set-up to use or removed from accessing agency systems or files; copy of request to have new software loaded, etc.

1.3.10 Employee Commendations: Copies of employee commendation letters, memos or awards.

1.4.1 Accounting System: Copy of agency budget document and purchasing manual; copy of completed requisition and purchase orders.

1.4.2 Cash Funds/Accounts: Copies of ledgers, receipts, cash transactions, or cash fund audit/review reports.

1.4.3 Audits: Copy of annual audit or at least a copy of the Executive Summary of the audit report.

1.4.4 Inventory Controls: Copies of inventory control records.

1.5.1 Personnel Complaints: Copies of documents used for recording and/or investigating complaints; copy of redacted completed complaint and disposition. Copy of memo placing an employee on administrative leave (if applicable). Copy of annual complaint analysis.

1.5.2 Disciplinary Policy: Copies of forms used in disciplinary process and /or redacted copy of discipline administered to meet the bulleted categories.

1.5.3 Grievance Procedure: Copies of filed grievances (redacted) or memo from CEO or designee regarding no grievances filed within required time frame.

1.6.1 Basic Training: Copies of calltaking training; copy of completed first aid/CPR and EMD (if taught in-house) training; copy of assignment to a coach or training officer.

1.6.2 Formal Training: Copy of completed DPSST training manual, copy of basic certificate from DPSST for Telecommunications and EMD.

1.6.3 Training Policy: Copy of annual training plan or schedule. Copies of rosters for completed training.

1.7.1 News Media Relations: Copies of news/press releases; copies of release of information requests.

1.7.2 Community Relations: Copies of documentation related to educational campaigns; copy of sit-along requests; copies of completed call reviews; copies of citizen surveys or summary of survey results.

2.1.1 Communications Operation: Observable proof.

2.1.2 Telephones and Cell Phones: Copy of CAD report showing incoming calls (denoted by WHP2 with latitude/longitude, WRLS, WPH1); Copy of TTY calls for service and/or copy of TTY test calls for service indicating TTY is functional.

2.1.3 Recording and Playback: Playback feature could be demonstrated at the console; interview with IT or your audio reproductionist to review retention, storage and security of audio recordings.

2.1.4 Agency Resources: Copy of agency daily roster (schedule or seating chart); copy of team list denoting employee supervisor; copy of employee list with contact numbers; copy of jurisdictional map or observable through mapping function at console; copy of screen capture of status monitor or observable at the console; copy of CAD INFO Files; copy of tactical dispatching, MCI and hazmat incidents.

2.1.5 Call Handling: Copy of 911 and non-emergency CAD incidents.

2.1.6 Pre-Arrival Instructions: Copy of CAD incidents whereby pre-arrival instructions or safety admonishments given (CPR, Bleeding, Pregnancy/birth, MVA's, etc.).

2.1.7 Relevant Information: Copies of CAD incidents with bullet points denoted.

2.1.8 911 Hang-Up or Misdirected Calls: easiest way to proof this standard is interview with a dispatcher; or copy of 911 (calltype of incomplete 911 calls) or 911C (calltype for 911 cell hang-up) incidents.

2.1.9 Difficult Callers: Copy of CAD incidents or trainee reports (DORs) whereby denoting handled a difficult caller.

2.1.10 Non-English Speaking Callers: Copy of CAD incidents or trainee reports (DORs) whereby denoting handled a non-English speaking caller.

2.1.11 Emergency Medical Dispatch: Copy of CPR/First Aid training roster, copy of EMD certificates, copy of any medical CAD incident whereby lifesaving instructions were given.

2.1.12 Alarm Monitoring: Copies of CAD incidents for activation of Lojack, ETS, Pronet, Varda, Sentinel, etc., alarms.

2.1.13 Alternative Reports: Copy of completed applicable reports.

2.2.1 Field Unit Radio Protocol: Copies of CAD incidents relative to requested bulleted information. Would be a great standard to observe in action while sitting along with a dispatcher.

2.2.2 Incident Criteria: Copies of CAD incidents relative to requested bulleted information. Would be a great standard to observe in action while sitting along with a dispatcher.

2.2.3 Emergency Messages: Copies of CAD incidents (calls for service) relative to requested information.

2.3.1 Security Measures: Security measures can be observed however you may opt to have pictures in the file with an explanation of security measures at your individual agency and of the security in place to protect your alternative site (back-up resources) transmission lines, power sources, etc.

2.3.2 Emergency Power: Copies of monthly generator tests performed.

2.3.3 Back-Up System: Copies of monthly radio system tests performed.

2.3.4 Encoding: Copies of CAD incidents detailing 10-35 info, tactical response, etc.

2.4.1 Records Security: Observable and/or take pictures of how the files are stored and secured. Copies of completed release of information requests. This standard deals primarily with CAD reports, CCH information, records checks, incident reports and report generated by the agency that could be considered a legal record.

2.4.2 Records Retention: Observable; copies of completed records destruction forms.

2.4.3 Collection of Data: Copies of requests for information from your user agencies (CAD data, budget data, etc.).

2.4.4 Incident Reporting: CAD typically auto generates incident #, event #, etc. Copy of CAD screen capture of copy of CAD incidents.

2.5.1 Written Plan: provide copy of agency plan with denoted bullets; copies of rosters for annual training provided. Indicate where the plan is stored (if online, screen capture of location) as hard copy locations can be observed.

2.5.2 Essential Communications: Copy of agency evacuation plan, copy of training and/or testing provided at your back-up site location.