

Section 55 - Communications

New York State Law Enforcement Accreditation Program

55.1 Communications - Responsibilities and Procedures

OPERATIONS

STANDARD 55.1 **The agency has a written directive that defines the position(s) and/or agency(s) responsible for communications and outlines the procedures for:**

- A. Radio communications;**
- B. Telephone communications (24-hour);**
- C. State and national law enforcement data networks;**
- D. Alarm monitoring;**
- E. Mobile Data Computers; and**
- F. Misdirected Emergency Calls.**

Commentary: *The agency should, within its capabilities, comply with state and county interoperable communication plans including use of plain language and channel naming.*

Compliance Verification Strategies

Assessors may seek to verify agency compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the agency which could also be acceptable.

1. A copy of the written directive is available for review.
2. Observation of the communication function to verify compliance with the directive.
3. Interview(s) with communication/dispatch personnel to verify their knowledge of and compliance with the directive.
4. Interview(s) with patrol officer(s) to verify that dispatchers are complying with the directive.