

Columbus Police Division Directive	EFFECTIVE	NUMBER
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		3
<b>Memorandum of Understanding Between the Division of Police and Division of Support Services</b>		



This Memorandum of Understanding documents the agreement between the Columbus Division of Police (CPD) and the Division of Support Services Emergency Communications Center (ECC), hereinafter referred to as “the Parties,” regarding the cooperative efforts to be utilized to address the following circumstances:

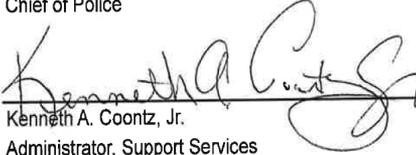
- The ECC agrees to twenty-four (24) hour a day dispatching communication services, including radio dispatch, telephone (E911 and non-emergency calls for service lines), and computer-aided dispatch service.
- The ECC agrees to the receipt of all calls and to communicate the message or internal requests to CPD in accordance with the generally accepted procedures for dispatching and in accordance with such procedures prescribed by CPD. Such procedures may be amended from time to time in writing by the Parties.
- The ECC shall answer CPD radios and communicate the message or internal requests to CPD in accordance with the generally accepted procedures for dispatching and in accordance with such procedures prescribed by CPD; such procedures may be amended from time to time in writing by the Parties.
- The ECC shall maintain written and/or electronic logs of all communications referred to in the above sections, which will be available at any time that CPD makes a request.
- The ECC will periodically make dispatchers and call takers available, as mutually agreeable for training. Both Parties agree that professional development and training is a priority in order to provide quality and dependable dispatching communication services.
- The ECC shall provide needed dispatchers and call takers for any activation of the Emergency Operations Center or other large scale emergency and non-emergency events upon notification to the ECC Manager.
- The ECC shall maintain Geographic Information System (GIS) roadway, address point, and boundary data for all locations within the municipal boundaries of the City of Columbus to ensure efficient and accurate coordination of Columbus Department of Public Safety personnel. This will include all timely updates to that data set and assistance in identifying deficient, inaccurate, or mission location data.
- The ECC will continue to make consular notifications on CPD’s behalf when notified of a qualifying incident by sworn personnel.

- The ECC will exercise reasonable diligence and make a good faith effort to provide communication services and staffing to CPD at a service level comparable with Ohio PSAP Operational standards, CALEA Accreditation standards, NENA Operational Standards, and APCO ANSII standards.
- The ECC is responsible for determining the proper allocation of the equipment, personnel, and all other resources for response to calls for service unless a supervisor requests otherwise. This will be done with the intention to do so in a manner that provides reliable and dependable services to CPD under this agreement.
- The Division of Support Services shall maintain the ECC in good working order and repair.
- Whenever possible, CPD will notify the ECC and ECC Manager of any planned special events thirty (30) days in advance. CPD shall also share any pre-event intelligence with the ECC Supervisors to be disseminated as needed.
- The ECC will continue to supply Law Enforcement Automated Data System (LEADS) information with CPD in the same manner as previously supplied.
- The ECC will cooperate and supply information to CPD for any CALEA accreditation or other certification needs.
- CPD will identify one (1) commander within its ranks to be the liaison with the ECC. All coordinated needs will be handled between the appointed commander and the Support Services Administrator and/or his/her designee.
- CPD will be exclusively responsible for the approval of the assignment of special talk groups, encryption, and special radio equipment to Division personnel. Those requests will be approved by the ECC Liaison Commander and made known to the Support Services Radio Group Manager. The Radio Group Manager will then determine what action is to be taken, whether it be the creation of talk groups, reprogramming of radios, etc. Any budgetary constraints concerning provided services or equipment shall be addressed by the Support Services Administrator, ECC Liaison Commander, and the Radio Group Manager.
- CPD and the Support Services Administration mutually agree to allow their personnel to be accessed for any investigative purposes, including interviews by the CPD Internal Affairs Bureau.
- CPD agrees to allow ECC personnel to ride along in various capacities as part of call taking and dispatcher training.
- CPD and Support Services mutually agree to maintain a system where parties can securely share select documents electronically in real-time.
- CPD agrees to archive and securely maintain all materials previously housed and maintained on the Division of Police document management system by CPD Communications Bureau personnel.
- CPD agrees to maintain a sufficient number of licenses in the Division's document management system site for use by select Division of Support Services personnel.

Agreed and accepted by the following parties:



Elaine R. Bryant  
Chief of Police



Kenneth A. Coontz, Jr.  
Administrator, Support Services



Robert Clark  
Director of Public Safety