



# COMMUNICATIONS AND DISPATCH LE-002

Effective Date: 2000/09/15

Amended: 2007/03/30

Reviewed: 2013/11/20

Amended: 2025/03/14

## **Policy Statement**

*It is the policy of the Regional Municipality of Peel Police Service Board that the requirements set out in this document shall form part of the Board Policies and the Chief of Police is hereby directed to comply with these requirements in his/her administration and operation of the Peel Regional Police.*

## **1. Subject**

The guiding principles under which the Chief of Police is to provide the services of a communications centre and establish the procedures and processes relating to communications and dispatch services.

## **2. Policy Requirements**

It is the policy of the Board with respect to communications and dispatch services that the Chief of Police shall:

- a. Ensure complete compliance with legislative and constitutional requirements, and recognized legal principles;
- b. Ensure members act with full respect for human dignity and according to professional standards of skill, integrity and accountability;
- c. Ensure that the police service provide the services of a communications centre adequately staffed with communications operators/dispatchers to answer calls for service;
- d. Maintain both officer and public safety as a priority, including determining when more than one officer(s) shall respond to an occurrence or a call for service;
- e. Ensure that there is 24 hour police response to emergency calls for service;
- f. Ensure that a constant two-way voice communication capability with police officers who are on patrol or responding to emergency calls is maintained;
- g. Ensure a member of the police service that has successfully completed the training required by the Minister is available 24 hours a day to supervise police communication and dispatch services;
- h. Ensure that members involved with communication and dispatch services have the knowledge, skills and abilities to perform this function;
- i. Ensure that members are provided with the necessary tools and equipment to perform this function;
- j. Ensure that members who provide communications and dispatch services meet the requirements of O. Reg. 392/23: Adequate and Effective Policing (General); and
- k. Regularly review communication and dispatch procedures to remain current with case law, inquests, inquiry findings and amendments to related legislation.

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### **3. Measurement Methods/Systems**

The Chief of Police shall regularly monitor and evaluate the management and effectiveness of the communications/dispatch centre.

The Chief of Police shall also regularly review communication and dispatch services to ensure the integrity of the police service directive and/or procedure and compliance with Board policy and the requirements of O. Reg. 392/23: Adequate and Effective Policing (General).

### **4. Reporting**

The Chief of Police shall report on those circumstances where operations involving communications and dispatch have resulted in an “exceptional” circumstance, or a circumstance which may be detrimental to the police service; and/or resulted in significant issues of potential liability to the Board and the police service.

As part of a separate Annual Report on Adequacy Regulation, the Chief of Police shall report on compliance with this section of the policy.

### **5. Authority/Legislative Reference**

*Community Safety and Policing Act, 2019, ss. 38(1)(g) and 38(2)*

O. Reg. 329/23: Adequate and Effective Policing (General), ss. 15, 24(1) 2.

Board Minute #191/00

Board Minute #56/07

Board Minute #75/13

### **6. Linkage to Appropriate Police Service Procedure/Directive**

I-A-205(O) Civilian Position Profile

I-A-507(O) Service of Radio, Telephone and Electronic Equipment

I-A-401(F) Radio Communications

I-B-105(F) Patrol Function

I-B-114(F) Major Incident Alert

I-B-115(F) Major Incident Response

I-B-138(F) Procuring External Services

I-B-160(F) Divisional Boundaries and Patrol Zones

I-B-607(F) Suspect Apprehension Pursuit

I-B-701(F) Elder and Vulnerable Abuse

Peel Regional Police Strategic Response Manual

Peel Regional Police Skills & Development Plan