



BELLEVILLE POLICE SERVICE

BOARD POLICY

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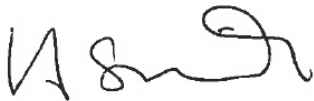
LE-002 Communications and Dispatch

LE-002BPSB Communications and Dispatch

It is the policy of the Belleville Police Service Board (the Board) with respect to communications and dispatch services that:

1. The Police Service will provide the services of a Communication Centre by upgrading and maintaining services that exist for 24-hour call taking and dispatch services; and
2. The Chief of Police will:
 - a) Ensure a Communication Centre that operates 24 hours a day with one or more communication personnel to answer emergency calls for service and that maintains constant two-way voice communication capability with Police Officers who are on patrol or responding to emergency calls must be used for the purposes of dispatching Members of a Police Service;
 - b) Ensure that 24 hours a day a member of the communication/dispatch centre is available to supervise police communications and dispatch services;
 - c) Ensure that Police Officers on patrol have a portable two-way voice communication capability that allows the Police Officers to be in contact with the Communication Centre when away from their vehicle or on foot patrol;

- d) In consultation with the Communication Supervisor, on-duty Supervisor, or the Deputy Chief of Police establish and maintain written procedures and processes on communications and dispatch services;
- e) Ensure that Members who provide communication and dispatch services meet the requirements of *section 15 of Ontario Regulation 392/23 - Adequate and Effective Policing (General)*;
- f) Regularly monitor and evaluate the management and effectiveness of the communication/dispatch centre;
- g) Establish and maintain a written procedure that sets out when more than one Officer will respond to an occurrence or call for service and ensure the Communication Centre are provided with a copy of the procedure; and
- h) Pursuant to *section 15(2)(4) of Ontario Regulation 392/23 – Adequate and Effective Policing (General)* ensure that Communicators and those supervising them have successfully completed the prescribed training by the Minister.



Chair

August 10, 2026

Date