

POLICY : COMMUNICATIONS AND CONTROL CENTRE

ITEM PS 78/2001 COMMUNICATIONS AND CONTROL CENTRE POLICY
MC : 24.01.2002
ITEM PS 7/2002
CM : 28.02.2002

RESOLVED:

1. That the contents of the report regarding the Communication and Control Centre Policy, **BE NOTED**.
2. That the Policy on Communication centres attached as **Annexure "A"**, **BE APPROVED**.
3. That the Codes of Practice **BE DEVELOPED AND SUBMITTED** to Municipality for approval.

ANNEXURE 'A'

COMMUNICATIONS AND CONTROL CENTRE POLICY

CONTENTS

SECTION ONE	General Principles
SECTION TWO	Objectives
SECTION THREE	Operations
SECTION FOUR	Evaluation & Measurement

Section One

1. GENERAL PRINCIPLES

- 1.1. The rendering of an integrated 4 hour life threatening and non life threatening service by emergency communication centres whereby members of the community can obtain immediate assistance.
- 1.2. The Emergency Communication Centre operations is governed by the principals set down fully in the Emergency Centres' code of practice.
- 1.3. The Metropolitan Municipality undertakes to operate an Emergency Communication Centre as approved by the National Department of Communication.
- 1.4. The Metropolitan Municipality Department Public Safety acknowledges the individual's right to privacy.
- 1.5. There shall be both accountable and responsible supervision of the operations of all Metropolitan Communication Centres.
- 1.6. The Metropolitan Communications Centres shall operate in accordance with the approved code of practice.
- 1.7. The Metropolitan Municipality shall only utilize suitable skilled and screened personnel in accordance with the internationally norms and standards. (In accordance with the 107 Act, the 911 NFPA standards, the SA Fire Service Act and SABS 090.)

Section Two

2. OBJECTIVE

- 2.1 To render an emergency communication service by effective call taking, dispatching, and the co-ordinating of services whereby loss of life/limb and property is prevented or reduced to its minimal effect.
 - a) Primary function : Life threatening service
 - Fire/rescue service
 - Emergency medical services
 - Crime Prevention and Law Enforcement
 - b) Secondary function : Non life threatening service/emergencies
 - Fire Service
 - Medical Service
 - Law Enforcement : S.A.P.S.. City Police by-laws
Alarm monitoring

- Crime prevention CCTV
 - Electrical Power failures
 - Water & Sewer : Complaints and shortages
 - Road Pot holes, obstructions
 - Storm-water Overflow/blocked
 - Health Refuse/dead animals
 - Community Services Displacees
-
- Monitoring of tele-aid alarms
 - Monitoring of alarms (Security)
 - Monitoring of alarms (Fire)
 - Monitoring of Municipality internal CCTV systems
 - Monitoring of SOS/near call point
 - Managing of access control
 - Managing Municipality's paging system
 - Monitor/manage CCTV street surveillance system
- 2.2 To establish communications between Statal, Para Statal, NGO's and other stakeholders on all levels.
- 2.3 To operate radio/data/telecommunication system to support the clients.
- 2.4 To compliment incident command and control by inter alia providing emergency forward command post.

Section Three

3. OPERATION

3.1 Call Taking

All incoming call information will be captured. disseminated and promptly relayed to the relevant service providers

Ensure that the necessary information is obtained to enable the relevant service providers to render an effective e service

All activities and actions will be electronically recorded (data and voice).

Incoming calls to be answered within the prescribed time frames in term of 107 Act.

Voice recordings to be securely stored for a minimum of 28 days before reuse.

3.2 Dispatching

Dedicated specialized dispatching will be maintained for the relevant service providers.

Dispatching will be conducted by data and voice for the relevant services.

Dispatchers will endeavour to provide responders with pre-arrival information and try to establish follow-up confirmation with caller.

Dispatcher will ensure that the responding service response within the prescribed response period and continue with particular incident until closure.

Dispatcher shall continuously monitor and respond timeously to radio communications from all service providers.

Section Four

4. EVALUATION AND MEASUREMENT

4.1 Evaluation

All SOP's will be anal zed on a regular basis in accordance with the Metropolitan Municipality's Emergency Communications Code of Practice.

4.2 Measurement

Performance indicators shall on a monthly basis measure for each incident type. incident category and incident sub-category

Performance is measured against seven indicators:

- Re-action by operator on incoming call answering
- Call taking duration
- Time delay in dispatching
- Time spent on call dispatching
- Acknowledgement of incident by responding agency
- Response time to incident
- Correctness of information captured

The above performance indicators measure activity and time which is predominately re-active.

A report describing the activities of the centres will be presented to the Metropolitan Municipality annually and thereafter made available to the general public.