



Kern County Sheriff's Office – Communications Section
Policies and Procedures

TITLE: INTRODUCTION		NO: A-100	
APPROVED: Commander Tim Posey			
EFFECTIVE: August 18, 1992	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

The Communications Section is the window to the Kern County Sheriff's Office. In most cases it is the first and possibly the only contact the public will have with this office.

It is the mission of the Kern County Sheriff's Office Communications Section to provide quality public safety communications service.

There shall be no variation from the policies or procedures outlined in this manual except in an emergency with prior approval of the Communications Section Manager, Division Commander, Sheriff, or Dispatch Supervisor, to the extent required by the situation. The actions of the Dispatch Supervisor will be documented and forwarded to the Section Manager.

It is the responsibility of the Section Manager and Dispatch Supervisors to ensure that all members of the Communications Section read, understand, and adhere to the applicable sections of this manual.

DIRECTIVE

This manual represents minimum guidelines. In all matters not specifically covered, members must follow the law, established law enforcement procedures, the philosophy and mission of the Communications Section, and their own best judgment.



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TITLE: MANUAL MAINTENANCE, REVIEW & REVISION NO: A-200			
APPROVED: Commander Tim Posey			
EFFECTIVE: August 18, 1992	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

Policies and procedures play an important role in the daily operation of the Kern County Sheriff's Office Communications Center. They must be kept as up-to-date as possible to be credible and effective. When existing policies and procedures are found to be defective or insufficient, they will be revised to conform to statutes, constitutional requirements and other policies and procedures. An attempt will be made to review the entire policies and procedures manual annually

The Section Manager, or his designee, will be responsible for the updating of the Communications Section Policies and Procedures Manual.

PROCEDURE A. REVISION AND MAINTENANCE OF POLICIES AND PROCEDURES

Communications Center personnel should:

- Monitor the effectiveness of policies and procedures as they use them.
- Detect deficiencies and errors in policies and procedures, or more efficient ways to accomplish tasks.
- Make official notification outlining ideas on changing a policy or procedure listing the procedure number affected by the proposed change through the chain of command.

The Dispatch Supervisor will:

- Review the proposed change.

Submit additional ideas or comments to the original proposal to the Section Manager.

The Section Manager will:

- Review the proposed change.
- Determine if the policy and/or procedure should be changed.
- If it should not be revised, forward the proposed change through the chain of

command back to the author.

- If it should be revised, assign sufficient staff to rewrite the policy and procedure.
- Review the new policy and procedure and approve if satisfactory.
- Forward a revised copy of the policy and procedure to the designee responsible for updating the policies and procedures manual.
- Notify all employees of the change in policy and procedure.

The designee responsible for the policies and procedures manual will:

- Make all necessary revisions and corrections to the policies and procedures manual.
- Ensure all revised policies and procedures are placed in all policies and procedures manuals.
- Assign a policies and procedures manual to at least the following:
 - The Commander of the Patrol Division.
 - Two copies shall remain in the Communications Section, available to all employees.
- Add the revision date to all procedures revised.
- Place the original revision copy in the master file of the Section Policies and Procedures manual.

PROCEDURE B. RETENTION OF OBSOLETE POLICIES AND PROCEDURES

The designee will:

- Maintain a master file of the policies and procedures manual.
- Add any revisions to the master file of the policies and procedures manual.
- Maintain all obsolete policies and procedures in the master file of the policies and procedures manual.
- Purge obsolete policies and procedures after a period of five (5) years.



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TITLE: ADMINISTRATION		NO: A-300	
APPROVED: Commander Tim Posey			
EFFECTIVE: August 18, 1992	REVIEWED: November 5, 2019	REVISED:	UPDATED: November 5, 2019

POLICY

The Kern County Sheriff's Office Communications Section shall be under the administration and direction of a Section Manager appointed by the Sheriff. The Sheriff's Emergency Communication Center Manager is accountable to the Division Commander in charge of the Patrol Division and shall ensure that the day-to-day operation of the Communications Section complies with:

- The Constitution of California and the United States.
- The laws of the State of California and the United States.
- Court Rulings.
- Department Policy.
- Bureau Policy.
- Section Policy.

PROCEDURE A. REVIEW OF ADMINISTRATIVE POLICIES AND PRACTICES

Shift supervisors will:

- Keep up-to-date on changing laws, standards, and court rulings pertaining to administrative practice.
- Ensure that subordinates are informed and trained on new policies, procedures, laws that relate to their duties, and directives issued by proper authority.
- Review the administrative policies and practices of the section to ensure compliance with laws, standards, and court rulings.

Submit written recommendations as needed to the Section Manager.

- For needed changes in administrative policies and practices.