

Standards for Public Safety Communications

The following Communications Standards are being posted for client comments based on suggested revisions by the APCO Advisory Group:

1.2.2 (M M M) Expectations of Privacy

1.3.1 (M M M) Position Management Control Process

1.3.2 (N/A O O) Workload Assessments

1.3.3 (O O O) Annual Review of Specialized Assignment

1.4.3 (M M M) Procedures for Notifying CEO

1.4.5 (M M M) Complainant Informed of Status

1.4.12 (M M M) Complaint and/or Commendation Registration



Post for Comment



1.2.2

(M M M) Expectations of Privacy

The agency develops and distributes a written [policy](#) on use and expectations of privacy concerning:

- a. public records;
- b. mail and correspondence (whether in writing or through electronic means);
- c. agency telephones, other devices, or ~~fax machines~~ technologies;
- d. use of personal telephones, other devices, or technologies for work-related purposes;
- e. agency property; and
- f. lockers.

Commentary

Several changes

1.3.1

(~~0 0 0~~ M M M) Position Management ~~System~~ Control Process

The agency has a position management ~~system~~ control process, which provides the following information:

- a. the number and type of each position authorized in the agency's budget;
- b. location of each authorized position within the agency's organizational structure; and
- c. position status information, whether filled or vacant, for each authorized position in the agency.



Post for Comment



1.3.2

(N/A O O) Workload Assessments

A written directive requires documented workload assessments of all ~~organization~~ organizational components be conducted at least once every four years and shall include:

- a. designation of a position responsible for assessments;
- b. assessment methodology to be used for each organizational component; and
- c. conclusions and recommendations for distribution/allocation of personnel.



Post for Comment



1.3.3

(O O O) Annual Review of Specialized Assignment

If the agency utilizes specialized assignments, a written directive requires ~~an~~ a documented annual review of each specialized assignment, and shall include: ~~for the purpose of determining whether it should be continued. This review shall include:~~

- a. a listing of the agency's specialized assignments;
- b. a statement of purpose for each listed assignment; and
- ~~c. the~~ an evaluation administrative review of each specialized assignment including a recommendation ~~of the initial problem or condition that required the implementation~~ whether to continue the specialized assignment.



Post for Comment



1.4.3

(M M M) Procedures for Notifying CEO

A written directive specifies the procedures, **with timelines**, for notifying the agency's chief executive officer of complaints against the agency or its employees.

Commentary

The directive should specify the nature of those complaints that should be brought immediately to the attention of the agency's chief executive officer and those ~~that can be postponed to a later time~~ **notifications that are conducted through normal operations where the update can be provided during routine processes**. **(M M M)**



Post for Comment



1.4.5

(M M M) Complainant Informed of Status

The agency has a written directive regarding complainant notification, that includes:

- a. verification that the complaint has been received;
- b. a schedule for status notification to the complainant; and
- c. notification the investigation has concluded.

Commentary

The verification, usually in the form of a documented ~~a phone call, email, documented receipt, or~~ letter, ~~or other method of notification~~ ~~furnished~~ provided to ~~persons~~ the person initiating ~~complaints~~ a complaint alleging misconduct on the part of the agency or an agency employee may contain a description of the investigative process. The status of investigations should be communicated to the complainant, although the degree of specificity of the notice is left to the discretion of the agency. This standard does not apply to anonymous complaints. **(M M M)**



Post for Comment



1.4.12

(M M M) **Complaint and/or Commendation** **Registering** Registration Procedures ~~on Complaints Are Public~~

The procedures to register complaints against, or to commend, the agency or its employees are made available to the public.

Commentary

Procedures for registering complaints **and/or commendations** should be made available to the community through the agency's website, agency's community relations programs, or **other** media **forms**. This information should also be disseminated to all agency employees. (M M M)