

# Arizona Association of Chiefs of Police



Emergency Communications Centers

Accreditation Standards Manual

Version 1.0

Revised: 01.2023

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# Chapter 1: Authority and Organization

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## 1.1 Communications Services Agreement

If the agency provides communications services to public safety agencies outside of its own governing body, a written agreement governs public safety communications services provided by the agency and includes:

- a) Specific services to be provided;
- b) Financial responsibilities of involved parties;
- c) Personnel and employment considerations and control;
- d) Ownership of and arrangements for use of facilities and equipment;
- e) Duration, modification, and termination requirements; and
- f) Review/revision criteria and legal contingencies.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.2 Organizational Structure

Employees have access to the current organizational chart of the communications center as well as supervisor assignments.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.3 Criminal Justice Information Systems

The agency participates in state and federal criminal justice information systems and at a minimum shows compliance to CJIS Security Requirements through the successful completion of the most recent FBI CJIS Division triennial audit.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.4 Policies

A written directive requiring that all employees have access to current written or electronic policies.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.5 Mission

The agency has a written mission statement.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.6 Chain of Command

A written directive designates the order of command authority in the absence of the PSAP Manager in order to inform all personnel of the order of succession and to ensure continuity of leadership and command.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.7 Duty to Obey Lawful Orders

A written directive requires employees to obey lawful orders of a superior, including any order relayed from a superior by an employee of the same or lesser rank, and establishes specific procedures to follow when an employee receives inconsistent, illegal, or conflicting orders.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 1.8 Written Directives

The agency shall have a written directive system that includes the following:

- a) Procedures for formatting, numbering, indexing, purging, and updating;
- b) Procedures for dissemination to all employees;
- c) A process for staff review and input prior to implementation; and
- d) Identifies person or position, other than the Chief Executive Officer, authorized to issue written directives.
- e) Procedures for acknowledgement of receipt of policies.
- f) Procedures for storing and archiving policies.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

# Chapter 2: Recruitment and Selection

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## 2.1 Recruitment and Selection

The agency utilizes a formal recruitment and selection process that provides equal opportunity to all applicants, full and part-time, based on minimum employment and testing requirements as established by the governing authority and the laws of the State of Arizona, to include at a minimum:

- a) Legal right to work in US
- b) Minimum of 18 years of age;
- c) Minimum High School Graduate or G.E.D;
- d) Background requirements related to CJIS if the agency participates in a criminal justice information system (refer to CJIS Security Policy).

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.2 Classification Plan

The agency develops and maintains a classification plan that categorizes every agency job by class based on similarities in duties, responsibilities, and qualification requirements, provides for relating compensation to classes, and provides for reclassification.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.3 Job Descriptions

The agency establishes and maintains job descriptions for all positions within the agency and has a process for periodic review and update.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.4 Evaluation of Employees

A written directive establishes and describes an annual employee performance evaluation system for employees that include appropriate rating criteria for each job classification.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.5 Employee Engagement/Development

The agency has a pathway for employees to pursue career growth or professional development.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.6 Conditions of Work

A written directive outlines specific conditions of work, to include at a minimum the following:

- a) Personal appearance standards;
- b) Tobacco use policy;
- c) Alcohol and drug use policy;
- d) Reporting of employee misconduct; and
- e) Outside employment.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.7 Personnel Files

A written directive regulates the maintenance, retention, and access to personnel files in accordance with established law.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*



## 2.8 Workplace Harassment

A written directive prohibits any discriminatory or harassing act or conduct by an employee of the agency, and shall include:

- a) Employee responsibilities;
- b) Supervisory responsibilities;
- c) Documentation of complaints;
- d) Investigative responsibilities;
- e) Disposition of complaints; and
- f) Notification of disposition to complainant.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.9 Internal & External Employee Complaints

A written directive outlines organizational steps to investigate internal and external complaints on employees.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.10 Agency Computer Use

A written directive specifies the authorized use and prohibitions of agency-owned electronic devices, software, and systems. At a minimum, the following shall be covered:

- a) Inspection or review of system;
- b) Agency property rights;
- c) Software duplication and introduction of outside software;
- d) Internet use and associated risks;
- e) Protection of agency systems and files;
- f) Right of privacy; and
- g) Allowable use of agency owned electronic devices

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 2.11 Employee Commendations

A written directive establishes a process and criteria to recognize and commend exemplary employee performance.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                     *Reaccreditation—1 proof of compliance for each year*

# Chapter 3: Education and Career Development

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## 3.1 Continuous Education

The agency has a plan for all employees to complete a set number of continuing education hours and/or development per year.

***Clarification Statement:*** The intent of this standard is to ensure that personnel are trained in the most up to date laws, procedures, technologies, rules, regulations, and policies relevant to their position or positions they might aspire to in the future.

***Proof Requirement:***     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 3.2 New Hire Education

A written directive requires all newly hired employees to complete a training program that establishes core competencies prior to independent assignment to duty outside the supervision of a CTO. At a minimum, the training program should follow minimum training standards as set by industry recognized organizations such as APCO, NENA, or IAED.

***Clarification Statement:*** The intent of this standard is to ensure that all newly hired employees are adequately trained to complete call taking and dispatching duties according to a structured curriculum and agency policies and procedures.

***Proof Requirement:***     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 3.3 Communications Training Officers

A written directive requires all employees appointed to conduct new hire education to complete a Communications Training Officer (CTO) course such as APCO, NENA, IAED, or equivalent.

***Clarification Statement:*** The intent of this standard is to ensure that training is provided to CTOs to prepare them for assigned responsibilities. Newly hired personnel are influenced by their CTO, which makes industry standard training more important to the overall success of new hires and the agency as a whole.

***Proof Requirement:***     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

### 3.4 Supervisors

The agency provides all newly promoted supervisors with job-related training consistent with their new level of assignment and responsibility prior to promotion or within the first year following promotion.

***Clarification Statement:*** *The intent of this standard is to ensure that personnel are adequately trained to fulfill their duties as a supervisor either prior to promotion or within 1 year of their promotion.*

***Proof Requirement:***     *Self-Assessment – 1 proof*  
                                     *Reaccreditation—1 proof of compliance for each year*

# Chapter 4: Agency Standards

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## 4.1 Standard for Answering 9-1-1 Calls

The agency establishes a standard that strives to answer 90% of 9-1-1 calls within 15 seconds; and 95% of all 9-1-1 calls should be answered within 20 seconds (per NENA-STA-020.1-2020. 2.2.1).

*Clarification Statement:* None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 4.2 Standard for Answering Multimedia to 9-1-1

The agency establishes a process for multimedia to 9-1-1, e.g. text to 9-1-1.

*Clarification Statement:* None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 4.3 Statistics

The agency has an administrative reporting program which allows for the collection of daily, monthly, and annual information for the purpose of preparing agency reports regarding activities and statistical summaries.

*Clarification Statement:* Agencies are encouraged to maintain statistical reports, which are made available to all employees, and the public upon request.

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 4.4 Call for Service Entry

The agency has a standard establishing timelines for entry of calls for service into the computer aided dispatch (CAD) system.

*Clarification Statement:* None

**Proof Requirement:**     *Self-Assessment – 1 proof*

*Reaccreditation—1 proof of compliance for each year*

## **4.5 Call for Service Dispatch Times**

The agency has a standard establishing timeframes for when calls for service shall be dispatched.

*Clarification Statement:* None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
*Reaccreditation—1 proof of compliance for each year*

## **4.6 Quality Assurance**

The agency has a quality assurance program that supports operational expectations.

*Clarification Statement:* None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
*Reaccreditation—1 proof of compliance for each year*

# Chapter 5: Operations

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## 5.1 Communications Operation

The agency has 24-hour, two-way radio capability that provides continuous communication between the agency and on-duty personnel.

**Clarification Statement:** *The intent of this standard is to ensure there is a continuous link between emergency communications centers and field units. Radio capability is essential to having a safe, efficient, and responsive operation.*

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 5.2 Incoming Emergency Communications

The agency can receive emergency communications 24/7 to include voice, text, TDD, RTT, etc.

**Clarification Statement:** *The intent of this standard is to ensure the public can contact emergency communications centers 24/7.*

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 5.3 Recording and Playback

The agency has continuous recording and immediate playback capability of telephone conversations and radio transmissions to and from the communications center. Procedures have been established for the retention, storage, security, and review of recordings.

**Clarification Statement:** *The intent of this standard is to ensure that information can be immediately replayed, if necessary, to verify call or radio information, and to retain information as a source for investigations, public records requests, and/or service delivery audits.*

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 5.4 Agency Resources

Employees have immediate access to at least the following agency resources:

- a) Supervisor in charge;
- b) Duty roster;
- c) Contact phone numbers for critical personnel;
- d) Visual maps of the agency's service area;
- e) Public safety responder status indicators;
- f) Procedures and phone numbers for obtaining emergency and/or necessary external services;
- g) Contingency plans for a back-up location

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 5.5 Call Handling

The agency has standard operating procedures establishing procedures to follow when handling emergency and non-emergency communications, at a minimum to include:

- a) Answering call with agency specified greetings
- b) Providing pre-arrival instructions
- c) Obtaining and recording of necessary information of each call for service or initiated activity
- d) Proper handling of incomplete or misrouted 9-1-1 calls
- e) Providing customer service
- f) If applicable, emergency medical dispatch

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*



## 5.6 Field Unit Radio Protocol

A written directive establishing procedures for radio communications to and from field units, to include at a minimum:

- a) Circumstances requiring radio communications to field personnel;
- b) Methods used for identifying field personnel during radio transmissions;
- c) Procedures to designate and use special channels for tactical or special operations;
- d) Procedures for responding to field emergency alarms when the capability exists

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 5.7 Response Plans

A written directive establishing procedures addressing the following:

- a) The assignment and number of personnel and units for specific types of incidents;
- b) The assignment or notification of a supervisor

**Clarification Statement:** *The intent of this standard is to ensure that personnel have access to resources related to critical incidents, e.g., field unit needs assistance.*

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

# Chapter 6: Facilities and Equipment

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## 6.1 Security Measures

The agency's facility is designed to be reasonably secure from physical attack or sabotage.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 6.2 Emergency Power

In the event of a power failure, the agency has an alternative source of power sufficient to ensure the continued operation of the communications center. Documented inspections and testing are conducted at least monthly or in conformance with manufacturer recommendations.

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*

## 6.3 Disaster and Contingency

The agency has a disaster and contingency plan to increase the probability of maintaining operations during disaster situations. The plan establishes at a minimum the following:

- a) Establishes guidelines for the orderly evacuation of the Communications Center
- b) Provides guidelines for the return to normal operations

**Clarification Statement:** None

**Proof Requirement:**     *Self-Assessment – 1 proof*  
                                      *Reaccreditation—1 proof of compliance for each year*