



## KINGSTON POLICE SERVICE BOARD

### Communications and Dispatch (LE-001)

Adopted: May 28, 2026 (Res. 26-47)

Reviewed:

Revised:

Expires: Indefinite

Rescinds:

Legislation: O. Reg. 392/23: Adequate and Effective Policing (General), 2019, s. 15.

### **Board Policy**

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

- a) The Board will contract with a communication service provider to provide the services of a communication centre; and
- b) The Chief of Police will:
  - I. 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;
  - II. Ensure that 24 hours a day a member of the contracted communication/dispatch centre is available to supervise police communications and dispatch services;
  - III. 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 communications centre when away from their vehicle or on foot patrol;

- IV. In consultation with the contracted communication/dispatch centre, establish and maintain written procedures and processes on communications and dispatch services;
- V. Ensure that members who provide communication and dispatch services meet the requirements of section 15 of the *Ontario Regulation 392/23 - Adequate and Effective Policing (General)*;
- VI. Regularly monitor and evaluate the management and effectiveness of the communications/dispatch centre;
- VII. 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 is provided with a copy of the procedure;
- VIII. Establish and maintain written procedures on communications and dispatch services;
- IX. Regularly review communication and dispatch procedures to remain current with case law, inquests, inquiry findings, and amendments to related legislation; and
- X. Ensure that Communicators and those supervising them have successfully completed the prescribed training by the Minister.

“original signed by Chair”

Chair

“original signed by Board Administrator”

Board Administrator