



# LAW ENFORCEMENT OPERATIONS POLICY AND PROCEDURES

## Chapter 17: Communications

Revised:

Last Reviewed:

Adopted: April 27, 2023.



### I. PURPOSE

To provide 24-hour a-day, seven days a week public safety service to our community, it is the policy of the TCSG Department of Public Safety (TCSG DPS) to have in place a procedure to guarantee a professional, effective, and consistent means of communication for our agency and the community it serves. **(GLECP 8.1)**

### II. PROCEDURE – External Communications

A. The TCSG DPS, located at 1800 Century Place NE, Atlanta, GA 30345, falls within the service area of the Chamblee Police Department (CPD). The CPD handles all calls for service, including 911 emergency calls in the area. **(GLECP 6.1)**

B. TCSG DPS officers, having no first responder responsibilities (GLECP 8.1), are not dispatched to any calls by the CPD. However, should a call for service include the TCSG system office property, the TCSG DPS officers may respond to assist CPD officers.

C. The TCSG DPS will advertise the 911 telephone number as its ONLY emergency number. All other advertised TCSG DPS numbers will be for non-emergency use.

D. The TCSG DPS will provide updated contact information for all officers to the Chamblee Police Department.

E. The TCSG DPS will maintain documentation confirming the CPD Communications Center meets the applicable GLECP standards found in Chapter 8 – Communications of the State Certification Standards Manual. **(GLECP 8.2, 8.3, 8.4, 8.5)**

### III. PROCEDURE – Internal Communications

This policy aims to ensure employees understand and utilize the proper methods for sharing information among all personnel to increase efficiency and timeliness of information sharing.

A. All TCSG DPS employees shall ensure their current contact information is updated and

shared with the other employees of the TCSG DPS.

B. Law Enforcement policies and proofs for state certification shall be maintained in PowerDMS. Other Law Enforcement documents may be maintained in the TCSG DPS DropBox.

C. Unless rescheduled by the Chief of Police, the executive staff of the TCSG DPS will meet weekly to discuss issues, schedules, upcoming events, and other pertinent information regarding the agency's functions.

D. The executive staff should schedule bi-weekly Zoom/teleconference meetings between the administrative staff and the TCSG College Chiefs of Police. These meetings do not require mandatory attendance by the Chiefs and can be rescheduled, as needed, by the TCSG DPS Chief of Police.

E. Any direct contact between members of the TCSG DPS, other than the Chief of Police, with a TCSG College President shall include prior notification and/or approval from the Chief.

F. At least annually, the executive staff will evaluate the effectiveness of the Department for the calendar year ending and update the written goals and objectives for the new calendar year. Established goals and objectives shall be made available to all affected personnel. **(GLECP 3.8)**

**SPECIAL INSTRUCTIONS:  
GEORGIA LAW ENFORCEMENT CERTIFICATION PROGRAM (GLECP) STANDARDS  
INCLUDED: 3.8, 6.1, 8.1, 8.2, 8.3, 8.4, 8.5.**

**This policy is for the Law Enforcement Agencies of the Technical College System of Georgia use only and does not apply to any criminal or civil proceeding. The policy shall not be construed as creating a higher standard of safety or care in an evidentiary sense concerning third-party claims. Violations of this policy will form the basis for departmental administrative sanctions only. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.**