



TORONTO POLICE SERVICES BOARD

COMMUNICATIONS CENTRE

DATE APPROVED	September 28, 2000	Minute No: P416/00
DATE(S) AMENDED	November 15, 2010	Minute No: P292/10
DATE REVIEWED	November 15, 2010	Minute No: P292/10
REPORTING REQUIREMENT	Chief to report to Board annually. Toronto Police Service - Annual Statistical Report.	
LEGISLATION	<i>Police Services Act</i> , R.S.O. 1990, c.P.15, as amended, s. 31(1)(c). <i>Adequacy & Effectiveness of Police Services</i> , O. Reg. 3/99, ss. 5(1)(a), 5(2), 5(6) and 6(1)(a)(b), 6(3)(a)(b).	
DERIVATION	Adequacy Standards Regulation - LE-002	

It is the policy of the Toronto Police Services Board that:

1. The Chief of Police will ensure that the Service will have a communications centre which will provide communications and dispatch services by using Service members;
2. The Chief of Police will ensure that the communications centre will operate 24 hours a day with one or more communications operator(s) to answer emergency calls for service and maintain constant two-way voice communication capability with police officers who are on patrol and/or responding to emergency calls;
3. The Chief of Police will ensure that a Service member is available 24 hours a day to supervise police communications and dispatch services;
4. The Chief of Police will provide police officers on patrol with portable two-way voice communication capability that allows police officers to be in contact with the communications centre when away from their vehicle or on foot patrol;
5. The Chief of Police will establish procedures on communications and dispatch services; and
6. The Chief of Police will ensure that communication operators and dispatchers and those supervising them have successfully completed the required training accredited by the Ministry of Community Safety and Correctional Services ("Ministry") or have equivalent qualifications or skills as approved by the Ministry.