



**MYRTLE BEACH POLICE DEPARTMENT
ADMINISTRATIVE REGULATIONS
& OPERATING PROCEDURES**

Subject: *Communications Center*

Number: *278-B*

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Rescinds: C-106 Operations and Misc Info
278 – Communications Center
278-A – Communications Center

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Approved By:

I. PURPOSE

To provide guidance on how the Communications Center functions.

II. PROCEDURE

A. Communications Center Security

1. Due to the nature of business conducted within the communications center, the center must have restricted access. This restricted access accomplishes multiple goals, such as protecting equipment, minimizing distractions, limiting background noise, and ensuring confidentiality of calls and personal information.
2. All on-site equipment, including transmission lines, antennas, and power sources, are contained within the secure boundaries of the law enforcement center.

B. Access to the Communications Center

1. Access to the Communications Center is limited to assigned personnel and authorized visitors.
 - a. The following personnel who are 40-hour or 16-hour NCIC certified may enter the Communications Center when conducting official business without signing the logbook:
 - i. Members of the Command Staff,
 - ii. Shift Supervisors,

- iii. Police Officers and Firefighters, when authorized by a Supervisor.
- b. The following visitors may access the Communications Center when approved by a Supervisor and after signing the logbook. These individuals must be escorted at all times.
 - i. Equipment repair and maintenance personnel,
 - ii. Participants on approved Building Tours,
 - iii. Citizens' Police Academy Participants on approved Ride-Alongs,
 - iv. Prospective Employees participating in Observation Activities, or
 - v. Any other person participating in approved Observation Activities.
- 2. The door to the Communications Center should be kept closed.
- 3. Communications Officers will request permission from a Communications Supervisor prior to allowing anyone access to the Communications Center for observation.
- 4. The NCIC In-Box shall be utilized for dropping off requests for NCIC entries and criminal histories. It is the responsibility of all Communications Officers to refrain from allowing officers or firefighters to "hang out" in the Communications Center for "visiting" or other non-business-related reasons.

C. Equipment Failure

In case of complete equipment failure in the Communications Center, dispatch operations will be temporarily relocated to the Communication Sergeant's Office, the Communication Lieutenant's office, or the Mobile Command Post.

D. Maps

The Communications Center will have access to current maps for the City. Each CAD workstation is equipped with a computerized GIS mapping system, which shows City boundaries, as well as police beat and fire

response districts. Any errors on the GIS map should be forwarded to a Communications Supervisor.

E. Command Staff Notification of Major Event

1. The Chief of Police, Command Staff, and any others designated by the Chief of Police to be included in the PD Command email group will be notified about the following major events:
 - a. Drownings involving death and/or missing persons that are confirmed by officers.
 - b. Bank robberies.
 - c. Serious, or potentially serious injury or vehicle collision.
 - d. Confirmed suspicious death Investigation – Do not include natural deaths.
 - e. Any life-threatening incident / Any incident where fatality could occur.
 - f. Any confirmed shooting incident (shots fired incidents will be reported by police supervisors)
 - g. Any major road closure (occurrence and reopening)
2. As soon as possible after the original call, the PD Command text should be sent, including a brief summary of the event. If updates to a call are needed, the Watch Commander will update Command Staff. The Watch Commander is responsible for working with the Communications Supervisor to ensure a prompt AND accurate brief is conveyed.

F. On-Call Information

1. The Communications Officers have access to on-call information for those persons who may be needed on a 24-hour basis. Communications Center personnel will maintain on-call information for the following people:
 - a. Investigators
 - b. Public Information Officer (Police and Fire)
 - c. Clerk of Court

- d. Department of Social Services personnel
- e. Department of Juvenile Justice personnel
- f. Information Technology (IT) personnel
- g. Public Works
- h. Crime Scene Specialists
- i. Fire Investigator

2. The on-call information maintained will include:

- a. Name of person on call;
- b. Time span of on-call duty; and
- c. Cellular phone or pager number.

3. After receiving supervisory approval, Communications Officers are only responsible for calling out IT personnel, Public Works (supervisor only), and the Fire Investigator. If no answer is received, a message will be left. If no response to the message is received within a few minutes, then the requesting party should be notified of the unsuccessful attempt and further instructions obtained as to who to contact.

4. All other on-call notifications will be referred to a Patrol Supervisor.