

**STOCKTON POLICE DEPARTMENT**

**GENERAL ORDER**

**TELECOMMUNICATIONS CENTER MANUAL**  
**SUBJECT**

**DATE:** August 12, 2016

**NO:** B-2

**FROM:** CHIEF ERIC JONES

**TO:** ALL PERSONNEL

**INDEX:** **Telecommunications Center Manual**  
**Manual for Telecommunications**

**I. POLICY**

The Telecommunications Manual establishes objectives and guidelines to accomplish our Department's goals. There are sequential steps on specific calls for the Complaint Receipt Operator (CRO) and the radio dispatcher to follow. Consistency, accuracy, and speed are essential for a cohesive communication system. This manual will assist in this goal.

**II. PROCEDURE**

Two (2) copies of the Stockton Police Department Telecommunications Center Policy and Procedures Manual have been placed in the Telecommunications Center. New or revised procedures will be placed in Briefing Book for sign-off by each employee. Each employee is responsible for knowing and carrying out the provisions set forth in the manual.