COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK

GENERAL ORDER COURT SECURITY	DATE OF ISSUE February 7, 2024	EFFECTIVE DATE February 7, 2024	NO. 009-24
SUBJECT: GENERAL ORDER Dispatch/Lenel Alarm System Operations		DISTRIBUTION Jail and Court Security Personnel	AMENDS
REFERENCE: NYSSA 31, 34			RESCINDS 09-19

Purpose: To establish and define a uniform procedure relative to the duties and protocol for deputies assigned to Dispatch.

Policy: Court Security Deputies shall perform duties and follow procedures designed to maintain building security, coordinate emergency response, and protect property.

I. Dispatch Staffing:

A. Dispatch will be staffed as follows:

1. There will be two (2) deputies assigned to Dispatch Monday–Friday during normal business hours, (0830 - 1700).

2. There will be one (1) deputy assigned to Dispatch Monday–Friday from (0730 - 0830 to open), and from (1700 - 1800 to close).

3. There will be one (1) deputy assigned to Dispatch during jury trials that go past 1800 hours until they are complete.

* 4. There will be two (2) deputies assigned to Dispatch during weekend and Holiday arraignment court.

* B. Dispatch will be supervised by the Civil Division Sergeant.

II. Dispatch Assigned Duties:

A. General Duties – Assigned deputies shall:

* 1. Coordinate with the Monitor Reaction Center (MRC) to ensure the Lenel Alarm System is switched from Night Mode to Day Mode, Monday through Friday at 0730 hours and from Day Mode to Night Mode at 1800 hours, except for weekday Holidays. Deputies will assume phone operations at the start of the shift and will forward the phones to the MRC at the conclusion of the shift.

* 2. Observe Dispatch camera monitors for safety and security.

* 3. Monitor Lenel alarm panel for fire, priority 2 (intrusion), supervisory, trouble alarms.

4. Monitor bureau radio communications and assist with requests for service.

* 5. Prepare reports as required and forward to the Civil Division Sergeant.

* 6. Record all requests for service on the **CS-001 Court Security Bureau Incident Log.**

7. At the beginning of each shift, account for all bureau keys stored in Dispatch and record any discrepancies in the Dispatch log book.

8. Notify supervising Sergeant as to any special needs, equipment problems, security situations, unusual conditions, or occurrences as soon as possible.

* 9. During critical incidents (i.e., bomb threat, actual fire, and/or building intrusion) notify a supervisor immediately and make appropriate notifications as required **by CS – 063 Court Security Bureau Notification Matrix**.

10. Be familiar with policies and procedures for routine and emergency situations.

11. Be familiar with Dispatch computer systems.

12. Answer bureau telephone lines and assist as needed.

13. Perform other duties as may be directed by immediate supervisor.

* 14. Maintain charged batteries and portable radios for use within the bureau.

* B. Civil Division Sergeant Shall:

1. Perform all duties of a Court Security Sergeant as outlined in **CSGO-003 Assignment Areas and Operation**.

2. Oversee the activities of the deputies assigned to Dispatch.

3. Perform any other task assigned by the Court Security Bureau Operations/Administration Lieutenants.

C. Dispatch Procedures; Deputies assigned to Court Security Dispatch shall:

1. Monitor all radio transmissions.

2. Maintain **CS-001 Court Security Bureau Incident Log** by entering the following information in the log:

a. Dispatch operator's names

b. Date and location including building name and room number

c. Rank and name of personnel transmitting

d. Time of transmission

e. Nature of transmission

f. Time job is closed out

* g. Job Code

* h. CR#, when applicable

3. Transmit and dispatch all requests for service or assistance as required.

* 4. Assist in all emergencies by relaying pertinent information from responding deputies to the Emergency Communications Department (ECD) or 911.

5. Clear and hold the air for radio transmissions for all emergencies.

6. Contact ECD or 911 when Police, Fire, or Ambulance assistance is required.

* D. Response to Off-Hours Hall of Justice (HOJ) Panic Alarms

1. The Jail Bureau will respond to panic alarms within the HOJ during non-business hours in the event of a disturbance or medical emergency until designated Court Security contacts are notified and respond to the scene.

2. Panic Alarm Protocol

   a. Panic Alarm activation will be sent to the Monitor Reaction Center (MRC).

   b. The MRC will notify Jail Central Control of the alarm activation to include location and room number.

   c. The MRC will immediately contact the ON-Call Security Command Staff, who will respond to the Hall of Justice.

   d. Jail Bureau Supervisors will dispatch jail personnel to respond to the HOJ location where the alarm was activated.

   e. Responding Jail Bureau personnel will obtain the master HOJ key and master Lenel access card at Central Control. This key and access card will allow entry into all areas of the HOJ;

   f. Responding Jail Bureau personnel shall be armed while responding to off-hours alarms at the HOJ.

   g. Blueprints of the HOJ layout are available in Monroe County Jail Central Control and the Court Security Dispatch if assistance is needed in finding a specific location. Access to HOJ Dispatch can be obtained by use of the swipe card.

   h. Jail Bureau personnel will report to the alarm location and take appropriate action.

   i. Responding Jail Bureau personnel will be relieved by responding Court Security Command Staff.

* E. Lenel

* The Civil Division Sergeant will oversee the administration of the Lenel functions. Trained members of the Court Security Bureau will be assigned to create and distribute card-reader access cards to employees of the Hall of Justice, HOJ/PSB, Watts Building, and Appellate Division. Duties shall include:

* 1. Manage the process by which building employees obtain an identification card and/or Lenel access card to include the request, creation, distribution, and deactivation of such cards. Ensure all cards created have the proper access permissions.

   Note: A background check and a review of the request will be conducted by a member of command staff before Lenel card access is granted.

2. Ensure that the access card/identification card is returned to the Court Security Bureau upon resignation or dismissal of the employee.

* 3. Conduct periodic system audits and deactivate unused Lenel access cards.

* 4. Maintain a handbook which describes all of the Lenel card access levels and permissions associated with each level.

* 5. Ensure lost or stolen employee identification cards and Lenel access cards created by this Unit are deactivated and reported to Unified Court System, when applicable.

6. Maintain blueprints of the Hall of Justice.

* 7. Maintain proper documentation for each card created and distributed.

* 8. Retrieve records of card or door use within the Hall of Justice, HOJ/PSB, Watts Building and the Appellate Division.

9. Facilitate the review of video taken from security cameras.

10. Program and maintain accountability for all secure garage parking transmitters.

11. Coordinate all repairs of the Lenel Alarm Systems to include card readers, video cameras, and duress alarms.

* 12. Ensure all required reports are completed to include entering the Aided and Unusual Occurrence Reports into the State USC System.

13. Any other activity as directed by a Court Security Bureau Operations/Administrative Lieutenant.

By Order of the Sheriff,

Todd K. Baxter

* Indicates a change from the previous general order.