Peterborough Police Service Board

Policy
Communications and Dispatch
2026-LE-028

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1.0 Authority

1.1 Subsection 37(1) of the *Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1,* ("CSPA") provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by section 10 of the CSPA;

1.2 Subsection 38(2) of the CSPA provides that a police service board may establish policies respecting matters related to the police service or the provision of policing;

1.3 O. Reg. 392/23: Adequate and Effective Policing (Genera) prescribes standards for adequacy and effectiveness of police services;

1.4 The Board has deemed it appropriate and consistent with the principles set out in section 1 of the CSPA, with its objectives and priorities determined pursuant to sections 37 and 38 of the CSPA and with the provisions of O. Reg. 392/23 to require the Service to have a communication centre;

1.5 The Board has deemed it appropriate and consistent with the principles set out in section 1 of the CSPA, with its objectives and priorities determined pursuant to sections 37 and 38 of the CSPA, to require the Chief of Police to:

a. establish procedures on communications and dispatch services; and
b. ensure that communications operators/dispatchers and those supervising them have successfully completed the required Ministry accredited training or acquired the Ministry approved equivalent competencies;

1.6 The Board has deemed it appropriate that it establish a policy on communication and dispatch services.

NOW THEREFORE THE PETERBOROUGH POLICE SERVICE BOARD APPROVES AND ADOPTS THE FOLLOWING:

2.0 Definitions

In this Policy:

2.1 **"Act" or "CSPA"** means the *Community Safety and Policing Act, 2019, S.O. 2019, c.1, Sched. 1,* as amended;

2.2 **"Board"** means the Peterborough Police Service Board;

2.3 **"Chief"** means the Chief of the Peterborough Police Service;

2.4 **"Member"** means a member of the Peterborough Police Service;

2.5 **"Service"** means the Peterborough Police Service.

3.0 Board Policy

3.1 The Board recognizes that appropriate communications and dispatch are crucial to policing, and it is therefore the policy of this Board that such communications and dispatch issues be dealt with in a professional and thorough manner and in accordance with procedures established by the Chief as directed in this Policy.

4.0 Direction to the Chief

4.1 **Procedures**

4.1.1 The Chief shall establish procedures and processes with respect to communications and dispatch services.

4.2 **Supervision**

4.2.1 The Chief shall ensure that twenty-four (24) hours a day a Member of the Service is available to supervise police communications and dispatch services.

4.3 **Portable Radios**

4.3.1 The Chief shall ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol.

4.5 **Training**

4.5.1 The Chief shall ensure that Members who provide communications and dispatch services have the requisite knowledge, skills and abilities.

4.5.2 The Chief shall ensure that the management and effectiveness of the communications and dispatch centre is regularly monitored and evaluated.

5.0 Report to the Board

5.1 The Chief shall report to the Board on the Service implementation of this Policy as follows:

5.1.1 In response to questions from the Board regarding Service procedures developed pursuant to the policy, either verbally at a meeting when the question is asked, or in writing at the next regularly scheduled Board meeting, as directed by the Board; and

5.1.2 Within thirty days of the Chief becoming aware of a breach of Service procedures developed pursuant to this policy that the Chief in his sole discretion determines to be a significant breach that is likely to result in liability for or reputational damage to the Board or the Service, the Chief shall:

a) report to the Board verbally regarding the matter at its next regularly scheduled meeting;

b) provide periodic verbal updates as directed by the Board at subsequent meetings pending completion of internal and external proceedings regarding the matter; and

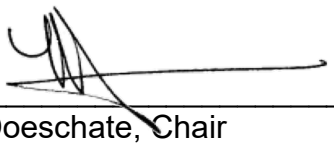
c) after the conclusion of all internal and external proceedings regarding the matter, provide a written report to the Board explaining:

i) the breach;
ii) the circumstances surrounding the breach;
iii) the Chief's liability or reputational concerns; and
iv) the corrective measures taken, including amendments to the procedure to guard against future breaches.

6.0 Implementation

6.1 That the Board approves and adopts this Policy #2026-LE-028 Communications and Dispatch which shall come into force on October 21, 2026.

6.2 That Policy #LE-002 Communications and Dispatch, enacted on October 20, 2014 and last revised November 2018 is hereby repealed effective October 21, 2026.



Mary ten Doeschate, Chair
Peterborough Police Service Board

October 20, 2026
Date



Lisa Wilson, Executive Assistant
Peterborough Police Service Board

October 20, 2026
Date