POLICY AND PROCEDURES

ST. LOUIS COUNTY

JUSTICE CENTER

DEPARTMENT OF JUSTICE SERVICES

ST. LOUIS COUNTY, MISSOURI

NUMBER: 801   **SUBJECT: Master Control**

ACA STANDARDS: 4-ALDF-2A-01; 2A-07

ACTING* DIRECTOR: *Julia Childrey

EFFECTIVE DATE: 9/97   REVISION DATE: 12/99, 5/05, 7/07
                              3/12, 12/15, 12/18

I.   POLICY

The St. Louis County Department of Justice Services shall maintain a Master Control Center to monitor and control movement within the secure perimeter of the St. Louis County Justice Center. The purpose is to ensure the security and safety of the staff, inmates and public using the facility and to promote the orderly operation of the jail.

II.   RESPONSIBILITIES

All St. Louis County Department of Justice Services ' Watch Commanders, Movement Officers and custody staff assigned to the Master Control Center and the Indirect Control Center are responsible for the following procedures.

III.   PROCEDURES

A.   General Information

1.   Master Control will be staffed by specially trained Corrections Officers twenty-four (24) hours a day, seven (7) days a week.

Portions of this record are closed pursuant to Section 610.021 (19) (21) RSMo and Section 114.020 (18) (20) SLCRO because public disclosure of such portions would threaten public safety by compromising the safe and secure operation of the Jail, and the public interest in nondisclosure outweighs the public interest in disclosure of the portions of such records.

2.   Due to the high level of activity associated with working in Master Control, officers will be assigned to Master Control for four (4) hours. They will then be assigned as a Movement Officer for the remaining four (4) hours of the shift, and Movement Officers will complete their shift in Master Control.

3.   The door entering Master Control will be secured at all times. Only authorized on-duty staff will be permitted to enter Master Control. Authorized personnel include the Director, Assistant Director, Superintendents of Operations and Security, Internal Affairs Officer, on duty ADO and the Watch Commander. All other persons must be authorized by the Watch Commander or one of the persons listed above before gaining access to Master Control. Persons authorized by one of the persons listed above must check in with the Watch Commander before entering Master Control. Officers will not leave their assigned duty station unless properly relieved by authorized staff.

4.   Master Control Officers will monitor all major activities and operations within the secure perimeter of the jail including movement of staff, inmates and professional persons entering and exiting the secure perimeter of the jail.

5.   Portions of this record are closed pursuant to Section 610.021 (19) (21) RSMo and Section 114.020 (18) (20) SLCRO because public disclosure of such portions would threaten public safety by compromising the safe and secure operation of the Jail, and the public interest in nondisclosure outweighs the public interest in disclosure of the portions of such records.

6.   Inmates will never be allowed to enter Master Control. The Master Control Officers on each shift will be responsible for keeping the area clean and orderly. The Master Control Officer will remain in Master Control at all times unless properly relieved by the Watch Commander.

7.   The Master Control telephone number will not be given to anyone not employed by the St. Louis County Department of Justice Services. Due to the level of activity in Master Control, personal, incoming calls for Master Control from outside the jail must be cleared through the Watch Commander. Officers allowing personal telephone calls to interfere with the orderly operation of Master Control will be subject to disciplinary action, including transfer to a different post.

8. Master Control will maintain a transceiver to be used as a backup to the communications system in the event of an equipment failure. The transceiver will monitor the UHF channels operating in the jail.

B. General Duties

1. Master Control Officers ' duties and responsibilities will include, but will not be limited to:

a. Identifying persons entering the exiting the secure perimeter of the jail and electronically monitoring all movement within the jail. No one will be allowed to enter or exit the secure perimeter of the jail without valid identification. (See Policy #815 Staff/Visitor Identification)

b. Monitoring all electronic security devices including the cameras, doors, personal duress alarms, fire alarms, emergency elevator controls, etc.

c. Monitoring the radio communications systems for the jail and Transportation. (See Policy #805 Radio Procedures)

d. Handling telephone communications in Master Control.

e. Monitoring and assisting outside agencies responding to emergency situations within the secure perimeter of the jail. (See Policy #1914 Use of Outside Agencies During an Emergency)

f. Coordinating and monitoring custody staff responding to emergency situations within the secure perimeter of the jail. (See Policy and Procedures Manual, Section 1900 Emergency Plans)

C. Task Assignments

1. Master Control will consist of three (3) work stations. Each station will include a monitor for the Touch Screen system, two (2) monitors for the Closed Circuit Television cameras, and the facility communication system.

2. The task assignments will be divided between the Master Control Officers with each officer responsible for specific duties. Post #1 will be a twenty-four (24) hour post and Post #2 will be a sixteen (16) hour post, operating during the first and second shifts. All activities on the third shift will be called up on Post #1. Post #3 will not be in service unless Post #1 or #2 is inoperative.

3. The Post #1 officer will respond to all activities called up in the following areas: Area Touch Screen Map #

   a. Level 0 Core 052

   b. Warehouse 053

   c. Food Service 054

   d. Dock Staging 055

   e. Master Control 300

   f. Mental Infirmary 301

   g. Medical Infirmary 302

   h. Health Care Clinic 303

   i. Court Holding 304

   j. Level 9 900

4. The Post #2 officer will respond to activities call up in the following areas:

   a. Facility Loading Dock 110

   b. Level 1 Core 104

   c. Transportation Staging 105

   d. Inmate Release 106

   e. Intake Service Center 108

   f. Vehicle Sally port 109

g.   Law Enforcement Lobby 111

h.   Level 2 Core 201

i.   Sky Bridge 202

j.   Level 4-Unit Control 400

k.   Housing Unit A/B/C/D 401/402/403/404

l.   Level 6-Unit Control 600

m.   Housing Unit A/B/C/D 601/602/603/604

n.   Recreation Area 6A/B 605

o.   Recreation Area 6C/D 606

p.   Level 7-Unit Control 700

q.   Housing Unit A/B/C/D 701/702/703/704

r.   Recreation Area 7A/B 705

s.   Recreation Area 7C/D 706

t.   Recreation Area 4 A/B 405

u.   Recreation Area 4 C/D 406

v.   Level 5- Unit Control 500

w.   Housing Unit A/B/C/D 501/502/503/504

x.   Recreation Area 5 A/B 505

y.   Recreation Area 5 C/D 506

z.   Level 8 –Unit Control 800

aa.   Housing Unit A 801

bb.   Housing Unit B 1/2/3 802/803/804

cc.   Husing Unit C 1/2/3 805/806/807

    dd. Housing Unit D 1/2/3 808/809/810

    ee. Recreation Area 8A/B 811

    ff. Recreation Area 8 C/D 812

D. Priority Levels for Activities

  1. Software for the Touch Screens is programmed to accept activities and place them in the Touch Screen Activity Box according to priority.

    a. Level One (1) priority will include all alarms pertaining to possible injury or danger to staff and/or inmates. These will include Personal Duress alarms, Panic alarms and Fire/Smoke alarms.

    b. Level Two (2) priority will include Unauthorized Access alarms into the Armory and the Medication Room in the Health Care Clinic.

    c. Level Three (3) priority will include Unauthorized Access for all other doors within the secure perimeter and Security Surveillance equipment alarms, indicating a possible breach of security within the secure perimeter of the jail.

    d. Pneumatic, Electrical, Plumbing and HVAC (Heating, Ventilation, Air Conditioning) alarms indicating a possible disruption in the orderly operation of the facility, but not indicating personal danger to staff or inmates, will be at Level Four (4) priority.

    e. All other activities in the facility involving daily operations and the normal movement of persons throughout the facility will be Level Five (5) priority, with the activities entering the Activity Box in the order they are activated.

  2. Activities must be acknowledged and addressed in the order that they appear in the Activities Box. The officer will not be allowed to proceed to another activity unless all preceding activities have been addressed.

E. Controls During Emergency Situations

  1. During emergency situations, Master Control Officers will have the capability to pull up the Security Stairwell Screen, the Card

Reader Enable/Disable Screen, the Control Panel Enable/Disable Screen, and the Utility Systems Screens. Control of these screens will enable Master Control to organize and monitor movement or evacuation of inmates and staff during an emergency.

2.   Master Control will have the capability to assume control of all communications, security and mechanical systems in any area of the jail if the security of the area is jeopardized.

3.   Master Control will have the capability to assume control of movement in all security elevators in the facility during emergencies. However, when the Clayton Fire Department responds to a fire within the secure perimeter of the jail, all security elevators can be controlled from the Fire Command Center, to expedite the movement of emergency personnel and equipment throughout the facility. (See Policy and Procedure Manual, Section 1900 Emergency Plans)

[4.   Master Control will have the ability to override doors so they remain unsecure in order to assist with access to an area by responding staff. Master Control will *automatically* override *the inner sallyport door* only during a disturbance. *Master Control will not override any other door* unless otherwise instructed by the Watch Commander.]

F.   Testing Equipment and Alarms

1.   Public Works will initiate systems tests for Personal Duress alarms on a quarterly basis. Staff will be notified by radio when alarm testing will begin. Alarms will be tested in the sequence called by Master Control. Any alarm activated out of sequence will be considered as an emergency alarm and will be handled accordingly. Master Control will notify staff by radio when testing is completed.

2.   Master Control will initiate a test of all radios in service at the beginning of each shift. This will be completed as soon as possible after assuming the post to ensure that all radios are operating properly. (See Policy #805 Radio Procedures)

3.   Master Control will initiate and coordinate tests for all Panic Alarms at least once a month, on the third shift, within the first week of each month. This will be completed with the assistance of the Watch Commander(s), who will reset the alarm after it is tested.

4.   Control Panels will be tested by Master Control, at the end of the third shift, to ensure that control of each panel can be assumed by Master Control and returned to the appropriate staff.

5.   Master Control will view each camera at the beginning of the shift, to ensure that the lens is unobstructed, properly focused and aligned, and that the camera is in good working order.

G.   Control and Inventory of Equipment/Supplies

1.   During shift change, Master Control Officers from both shifts will conduct an inventory of the emergency keys and equipment in Master Control. This inventory will be completed before staff is allowed to exit the secure perimeter of the jail.

2.   The third shift Master Control Officer will be responsible for replenishing forms and submitting orders to the Watch Commander for other necessary equipment and supplies.