



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure:	MSP 3.1.6 CONTROL CENTER OPERATIONS
Effective Date:	February 19, 2001 Page 1 of 3 and no Attachments
Revision Date(s):	May 13, 2009, February 16, 2017, October 30, 2020
Reference(s):	DOC Policy 3.1.6
Signature:	Jim Salmonsens / Warden

I. PURPOSE

To ensure the control center at Montana State Prison operates in a manner that ensures the safety and security of staff, volunteers, visitors, and inmates.

II. DEFINITIONS

Control Center – The facility area, or non-centralized functional equivalent, that monitors and coordinates facility safety and security systems and supervises staff and offender movement.

Identification – For the purposes of this procedure means matching the photograph on an authorized employee picture ID to the person(s) seeking entrance to the Main Control.

Main Control – The security post controlling main access to the secure perimeter at Montana State Prison.

Post Order – Current operational procedures and policy information outlining the day-to-day requirements and critical emergency information for staff working a post.

III. PROCEDURES

A. Major responsibilities of Main Control staff

1. Will complete count records when the Communication and Movement Department is closed and ensure count records are forwarded for retention to the Communication and Movement Department.
2. Issue keys to appropriate employees and provide other key accountability functions as described in *MSP Procedure 3.1.13, Key Control*.
3. Issue emergency equipment.
4. Maintain inventories on all keys, equipment, and emergency equipment in Main Control.
5. Control all electronic security equipment (e.g. doors, grilles and gates) that are actuated from this post.
6. Monitor and maintain radios, telephones, intercoms and other communications systems as a supplement to direct staff supervision between Main Control and inmate housing compounds.
7. Conduct and log checks on all communication systems and emergency alarms.

8. Record all appropriate information in the Main Control log.
9. Notify the Shift Commander of any emergencies.
10. Maintain a current list of all employees' telephone numbers.

B. Staffing

1. Main Control will be manned 24 hours a day by staff trained in the operation of the MSP Main Control.
2. The Shift Commander may assign additional staff to work in Main Control during peak activity, such as shift changes, counts, and facility emergencies. These additional staff must have completed on the job training/orientation or have had previous experience working the MSP Main Control post.

C. Access

1. Main Control officer(s) will limit access to those staff who have official duties in this post, and will not permit anyone into Main Control until:
 - a. positive identification is provided;
 - b. the purposes for which they are to be admitted is ascertained;
 - c. the Shift Commander has approved entry; and
 - d. no inmates are in the sally port or immediate vicinity of the sally port.

D. Movement Control

1. In most cases, Main Control staff will control movement through critical gates and doors.
2. The Main Control officer will close all gates, doors or grilles under the officer's control when authorized traffic is not passing through these areas. This includes the following:
 - a. only one sally port gate or door will be opened at a time; and
 - b. the Main Control officer will immediately notify the Shift Commander if there is a breakdown or malfunction with video and audio equipment. The Shift Commander will immediately contact maintenance staff to request repair.

E. Emergency Response

1. If a staff member identifies an emergency, they will immediately notify the Shift Commander of the emergency and gather and relay information in accordance with their post orders and emergency response procedures.

F. Training

1. Main Control operations will be a part of the initial training curricula, which includes on-the-job training assignments in Main Control and a thorough study of security procedures and Main Control's daily operations (as documented in the Main Control post orders).

G. Logs and Records

1. Main Control staff will maintain logs and records as outlined in *MSP Procedure 3.1.3, Logs and Record Keeping Systems*.

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2. Entries made will include, but are not limited to:
 - a. counts;
 - b. alarms (both tests and actual);
 - c. visitors;
 - d. key inventories;
 - e. equipment inventories;
 - f. equipment tests;
 - g. inmate movement;
 - h. staff assigned;
 - i. fire drills;
 - j. security inspections and or
 - k. any information which is deemed necessary by supervisory staff.

IV. CLOSING

Questions concerning this procedure will be directed to the immediate supervisor.

V. ATTACHMENTS (none)