



**DEPARTMENT OF THE NAVY**  
COMMANDER NAVY INSTALLATIONS COMMAND  
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CNICINST 3440.18A  
N37  
18 Sep 2017

CNIC INSTRUCTION 3440.18A

From: Commander, Navy Installations Command

Subj: NAVY DISPATCH CENTERS

Ref: (a) OPNAVINST 3440.17A  
(b) CNIC M-3440.18  
(c) Public Law 110-283 of 2008  
(d) Public Law 108-494 of 2004  
(e) FCC Order 00-327 of 29 Aug 2000  
(f) FCC Order 07-166 of 20 Nov 2007  
(g) FCC Order 05-116 of 3 Jun 2005  
(h) National Emergency Number Association (NENA) Standard 56-003 of 12 Jun 2004  
(i) SECNAV Memo, DON Policy on Emergency Calls Originating from DON-Operated Installations, 13 Sep 2010  
(j) OPNAVINST 5530.14E

1. Purpose

a. To implement policy outlined in references (a) through (j) and to provide guidance, program management, concept of operations and assignment of responsibilities for the management of Navy dispatch centers.

b. Reference (a) directs all Region Commanders (REGCOM) to strive toward consolidation of Local Dispatch Centers (LDC) into Region Dispatch Centers (RDC). Dispatch consolidation outside the United States will be handled on an individual basis as determined by specifics for each location and the inclusion of host nation requirements as applicable.

c. This instruction provides policy, guidance and direction for the execution of Navy dispatch operations at RDC and LDC locations. References (a) through (j) provide standards for dispatch centers, employee qualifications and communications systems.

2. Cancellation. CNICINST 3440.18.

3. Scope and Applicability. This instruction applies to all Navy Regions and Installations where Navy dispatchers are responsible for dispatching response resources, to include joint or other service owned bases or Installations. Commander, Navy Installations Command (CNIC), Navy Regions, Navy-led joint Regions, Installations, commands and activities will comply with reference (b).

4. Exemptions. Navy dispatch is not required if emergency call-taking and dispatch of non-Navy first responders is provided by state, local, other service or private (or host nation) agencies or departments.

5. Policy. As established in references (a) through (j):

a. Reference (j) will be used for Navy dispatch center implementation, policies and standards, including LDC consolidation.

b. Navy-provided dispatch capability is established and maintained to operate a 24/7 call-taking, dispatching and Emergency Medical Dispatch (EMD) capability.

c. A Navy provided dispatch capability may not be required where call-taking, emergency dispatch and first responders are provided by the state, local authority or other military service department as approved by CNIC and established in an Interservice Support Agreement (ISSA)/Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA).

d. Navy dispatch capabilities are defined as:

(1) Region Dispatch Centers. RDCs are centers which support multiple installations by providing dispatch capability at the Region level.

(2) Local Dispatch Centers. LDCs are centers which provide for dispatch capability at an installation or local area where no RDC has been established.

(3) Local Dispatch Continuity of Operations (COOP) Site. Local dispatch COOP sites are areas which provide dispatch capability during a failure in connectivity to the RDC.

6. Responsibilities. The following CNIC N-codes and commands have responsibilities in the management of Navy dispatch centers.

a. CNIC N1 will standardize dispatch center personnel position descriptions.

b. CNIC Operations (N3)

(1) Establish requirements and standardization of operations and processes, including the waiver processes.

(2) Establish dispatch center manpower requirements.

(3) Establish, in conjunction with CNIC Facilities and Environmental (N4), facility requirements and ensure projects are submitted for the appropriate fiscal year.

(4) Establish, in conjunction with CNIC Information Technology (N6), information technology (IT) requirements and implementation plans.

(5) Establish program and service level standards in collaboration with CNIC N30, N3AT and N37.

(6) Evaluate RDC program performance and compliance as part of the EM and security program assessments.

(7) Establish and conduct a dispatch center working group on a quarterly basis. The primary purpose of the dispatch working group is to analyze, develop and coordinate policy, dispatch operations and equipment/systems with N30, N3AT, N6, installation representatives and other stakeholders as appropriate.

c. CNIC N4 is responsible for reviewing, scoring and prioritizing projects submitted for the development of the specific fiscal year military construction or special projects programs via the Shore Management Integration Group (SMIG) or the SMIG Working Group, as governed by the shore investment process.

d. CNIC N6

(1) Support CNIC N3 with review of IT requirements definition and design of information technologies.

(2) Acquire, deploy and sustain information technologies.

(3) Support emergency telephony capability fielding and compliance in collaboration with OPNAV N2/N6 and standards articulated per references (c) through (i)

(4) Support architectural design, database configuration and design, changing routing requirements for move-add-changes (MAC) and failover requirements including bandwidth analysis and monitoring.

(5) Coordinate, as required, with national carriers to identify technology requirements which may impact interfaces with Public Safety Answering Points (PSAP) in order to support emerging capabilities including cellular Automated Number Information (ANI), new radio frequencies (RF), networks and Internet Protocol (IP) telephony.

(6) Provide policy, guidance and procedures for intergration within the E-NERMS environment and facilitate the requirement for installations and tenant commands to obtain an Authority to Operate (ATO) for Information Systems (IS).

e. CNIC N8 is responsible for supporting N3 with planning, programming and budget execution.

f. Region Commanders

(1) Establish, administer, maintain and operate Navy dispatch centers per reference (b) and this instruction.

(2) Implement and maintain a COOP for the loss of functionality at the RDC. This plan will include activation of the installation dispatch COOP sites until full failover capability from one RDC to another can be established, tested and verified.

(3) Establish and maintain operating agreements between each installation and their local PSAPs to define roles and responsibilities for managing emergency calls at the installation during periods of disruption to the RDC.

(4) Establish configuration management standards for installation and tenant command Intrusion Detection Systems (IDS) to ensure, to the greatest extent possible, only actionable alarms are transmitted to the dispatch center per reference (j).

(5) Establish a dispatch working group that meets quarterly to analyze, develop and coordinate policy, dispatch operations and equipment/system management.

(6) Submit a waiver or exception to CNIC N37 for any installation or location where Navy first responders are not dispatched through a RDC.

g. Installation Commanding Officers (CO)

(1) Ensure the LDC or local dispatch COOP site, where applicable, is operated per references (a) through (j), this instruction and as directed by the REGCOM.

(2) Ensure, where applicable, the local dispatch COOP site equipment is tested and maintained per the Region RDC/Dispatch Manager's direction.

(3) Assist and comply with the regionalization of dispatch functions as determined by CNIC and the REGCOM.

(4) Ensure, where applicable, collateral duty personnel are identified and trained to support local dispatch COOP activation when RDC executes COOP.

h. Naval Facilities and Engineering Command (NAVFAC) Antiterrorism/Force Protection (AT/FP). Per reference (a), NAVFAC serves as the lead systems command for support of the EM program. NAVFAC is responsible for central acquisition and sustainment of all dispatch capabilities.

7. Records Management. Records created as a result of this instruction, regardless of media and format, will be managed per SECNAV Manual 5210.1 of January 2012.

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8. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC N3 will review this instruction annually on the anniversary of its effective date to ensure applicability, currency and consistency with Federal, DoD, SECNAV and Navy policy. This instruction will automatically expire five years after effective date unless reissued or canceled prior to the five year anniversary date, or an extension has been granted.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC Gateway 2.0, <https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>