



## COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

<b>Policy No.</b> 2205	Date Issued:	August 19, 2004
Section: 2000 – Personnel Policies/Procedures	Date Revised:	June 2, 2021
Accreditation Standards:		
<b>SUBJECT: BREAK COUPONS</b>		
APPROVED: <u>&lt;signed copy on file&gt;</u> Amethyst Uchida, General Manager		

### 1.0 Purpose

To provide a responsive and cost-effective method for rewarding exceptional performance or behavior by dispatch employees assigned to the Operations Division.

### 2.0 Procedure

- 2.1 All administratively assigned employees may issue Break Coupons to dispatch employees assigned to Operations.
- 2.2 Break coupons should be issued for exceptional performance or behavior that is considered “above and/or beyond” what is normally expected. Examples of such behavior include, but are not limited to: a call that is handled exceptionally well and noticed by a peer/manager/administrator; extra research on a technical problem that helps the Systems Division solve a problem; or taking on a last-minute assignment.
  - 2.2.1 While managers/administrators are not limited in finding appropriate reasons to issue break coupons, they should be issued sparingly and not devalued by over-issuing.
- 2.3 Dispatchers will present Break Coupons to on-duty lead dispatcher for redemption.

2.3.1 Leaving the Operations floor understaffed to honor a Break Coupon should be avoided, if at all possible.