



**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7053 Date Issued: July 1, 2006
Section: 7000 - Miscellaneous Date Revised: March 13, 2013
Accreditation Standards: None

SUBJECT: POSITION RESPONSIBILITIES AND DEPLOYMENT

APPROVED: _____
Dennis Kidd, General Manager

1.0 Policy

The purpose of this procedure is to provide guidelines for position responsibilities. All positions are responsible for answering telephones as described in Policy No. 7400 (Standards for Answering Telephones).

For the purpose of this procedure, to “guard” a radio channel means to dispatch and answer an assigned radio channel for which NetCom has primary responsibility.

For the purpose of this procedure, an “unanswered telephone” is one that has rung two or more times.

2.0 Procedure

Dispatchers will operate under one set of guiding principles.

- ◆ All dispatchers have a responsibility to answer 9-1-1 (and other) phone lines regardless of position deployment).
- ◆ Be aware of room activity levels, especially if you are in a back-up position.
- ◆ Be a team player. Look for ways to support internal and external customers.
- ◆ Assist fellow dispatchers by looking for ways to reduce their workload. Ask for help if you need it. Use your Lead as a resource.
- ◆ Use multi-tasking skills to triage calls. Put non-priority calls on hold as necessary.

- ◆ Emergency calls and/or radio traffic should be handled before non-emergency calls. “Officer Only” lines are not emergency lines.
- ◆ When you answer an incoming line, own the call – look for opportunities to help the caller.
- ◆ Be aware of co-workers’ capabilities, workload, and deployment.
- ◆ Certified Bilingual and Emergency Medical Dispatchers have a responsibility to assist with their specialty skills whenever possible and/or appropriate (regardless of position deployment).

3.0 Primary Law Enforcement Radio

3.1 Primary Radio Responsibilities

- 3.1.1 Guard Law Enforcement radio traffic on the defined primary channel.
- 3.1.2 Guard the secondary (Command/Tac) channel(s).
- 3.1.3 Guard the Mutual Aid channels (CLEMARS [SC, SB and W] and SO Red).
- 3.1.4 Perform field service and inquiry requests.
- 3.1.5 Answer/triage phone lines as work load allows.
- 3.1.6 Answer unanswered phone lines.
- 3.1.7 Answer “Officer Only” lines.
- 3.1.8 Provide specific direction to your back-up.
- 3.1.9 Assist other dispatchers in the room.

3.2 Position Readiness and Functionality

The radio consoles have been configured in a way that channels that should be guarded and monitored are displayed on the defined primary channel screen. Resources have been allocated on the display monitor with a left to right priority. Primary and secondary channel is on the left; other Netcom agency primaries, secondaries and mutual aid channels in the middle; and auxiliary, neighboring and Fire/EMS resources on the right. Dispatchers need to set the volume of the channels and speakers at an adequate level to be able to monitor traffic.

Additionally, each primary position will have alert tone and multi-select boxes displayed and formatted in accordance with Policy No. 3105 (Radio Console Set Up) and Policy No. 4310 (Alert Tone).

4.0 Fire/EMS Primary Radio

4.1 Primary Responsibilities

4.1.1 Guard the Fire Red/Hollister Fire channel.

4.1.2 Guard the Auxiliary channels.

- ◆ Fire Yellow
- ◆ SB Mednet
- ◆ Animal Control and local government
- ◆ COPW
- ◆ Fire White
- ◆ CalFire intercom
- ◆ NAWAS/OES (priority traffic)

4.1.3 Silent monitor 9-1-1s and 7-digit emergency lines and perform pre-alerts as much as possible.

4.1.4 Answer 9-1-1, EMD, and Ring-down lines.

4.1.5 Perform field service and inquiry requests.

4.1.6 Answer business lines.

4.1.7 Assist other dispatchers in the room.

4.2 Position Readiness and Functionality

The radio consoles have been configured in a way that channels that should be guarded and monitored are displayed on the defined primary channel screen. Resources have been allocated on the display monitor with a left to right priority. Primary and secondary channel is on the left; other Netcom agency primaries, tactical, auxiliary and mutual aid channels in the middle; and Netcom law agencies and neighboring agencies on the right. Dispatchers need to set the volume of the channels and speakers at an adequate level to be able to monitor traffic.

5.0 Back-up Dispatcher Responsibilities

5.1 Back-up dispatchers will be prepared to take any radio responsibility as directed by primary dispatchers. Red light activation in the pod indicates that the Fire/EMS dispatchers are unable to assist with incoming phone lines and requires the rest of the room to absorb the phone work load. Lead Dispatchers will assign primary radio responsibility during unusual occurrences such as ROPE, vehicle pursuits, SAR, etc.

5.2 Emergency phones have priority over all back-up duties with the exception of taking over a primary channel.

- 5.3 Back-up dispatchers will process computer record requests unless the primary dispatcher has directed them not to.
- 5.4 Back-up dispatchers should make support phone calls unless there is emergency phone traffic or they are called off by the primary dispatcher. This includes but is not limited to: confirmations, Probation, tows, and PG&E.
- 5.5 If back-up dispatchers answer a “User Only” phone line, they will attempt to help the caller.

6.0 Primary Phone Answerer

6.1 Primary Responsibilities

6.1.1 Answer and triage incoming phone calls on 9-1-1 and Op Assist lines. Triage means to determine the nature of a call in accordance with Policy No. 7400 (Standard for Answering Telephones).

6.1.2 Handle and process highest priority calls first.

6.1.2.1 The order of priority for multiple incoming calls is:

- ◆ 9-1-1
- ◆ Op Assist lines – UCSC, SVPD, MoCo
- ◆ 7-Digit Business lines, Ring-down lines and Animal Control
- ◆ User Agency lines (1160, Officer Only and Press,)

6.1.3 If the Pod is too busy to answer phones, the red light should be activated by Pod personnel.

6.2 Secondary Responsibilities

6.2.1 Assist pod partner

6.2.2 Assist other dispatchers as needed