



# Santa Cruz Consolidated Emergency Communications Center

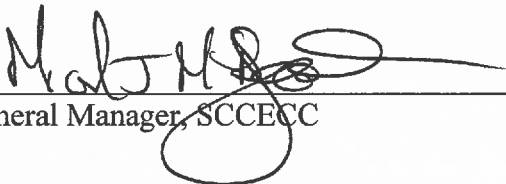
495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall  
General Manager

**9-1-1**  
FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS OPERATIONS MISCELLANEOUS POLICY/PROCEDURE

**Policy No: 7080**  
**Date Issued: May 25, 2000**  
**Date Revised:**

APPROVED:   
General Manager, SCCECC

### **SUBJECT: RADIO DISPATCHER RELIEF**

- 1.0 The purpose of this procedure is to clarify the role and responsibility of each dispatcher during the position relief process.
- 2.0 The following procedures will apply when a primary radio dispatcher is being relieved of radio responsibilities by another dispatcher. The position relief can occur when the radio dispatcher is going on a break, moving to another position within the communications center or going off duty.
  - 2.1 When a back-up dispatcher for the radio position being relieved is present, the back-up dispatcher will be responsible for all radio traffic during the briefing period.
    - 2.1.1 If a back-up dispatcher is not present or unable to take radio responsibilities during the position relief process, it is permissible for the outgoing radio dispatcher to announcement a radio silence for the purpose of position relief (see section 3.0)
  - 2.2 The outgoing dispatcher will, in detail, brief the incoming dispatcher of each unit's current status. This process will be completed for all on-duty field personnel regardless of their current status (i.e. - the status of a unit that is clear and available will be reviewed just as a unit that is currently on a detail).
    - 2.2.1 The unit-by-unit status reviews ensure that the outgoing dispatcher has each unit in a correct status and has made any necessary changes prior to leaving the position.

- 2.3 The outgoing dispatcher will brief the incoming dispatcher of any significant incidents which occurred during the shift. A printout of any significant incident will be placed in the 'Significant Incident' binder. Important information will be highlighted.
- 2.4 The outgoing dispatcher will have no more than two (2) command lines open when being relieved at the position.
- 2.5 The outgoing dispatcher will not leave the position until the incoming dispatcher has been completed briefed and has assumed the radio responsibilities. The decision of when the briefing is complete is determined by the incoming dispatcher.
  - 2.5.1 Overtime will be authorized when the position relief process keeps the outgoing dispatcher working a position beyond their off duty time. A 'position relief' overtime authorization form must be completed by both dispatchers and forwarded to their Operations Supervisor for approval.
  - 2.5.2 Overtime compensation shall be paid in accordance with the current Memorandum of Understanding.
- 2.6 The incoming dispatcher will sign on to CAD and will not use the outgoing dispatcher's sign on.
- 3.0 Announcing a radio silence during the position relief process:
  - 3.1 A radio silence will be initiated only when a back-up dispatcher is not available to assume radio responsibilities and the volume of radio traffic prohibits an efficient and quick position relief.
  - 3.2 The outgoing dispatcher will transmit an Alert Tone 2 and broadcast - 'All units, hold all radio traffic unless Code 3 for the change of dispatchers'. The dispatcher will then announce the time.
    - 3.2.1 The position relief process will begin immediately following the broadcast.
    - 3.2.2 The time period for a radio silence initiated for position relief should not exceed approximately three minutes.
    - 3.2.3 Any field unit can broadcast Code 3 traffic during the radio silence period.
  - 3.3 Upon assuming radio responsibilities, the incoming dispatcher will immediately transmit an Alert Tone 2 and broadcast 'All units can resume normal radio traffic' and then announce the time.