

Dispatch OPS Rules

General Work Rules

Supersedes: 06-01-09

Effective: 03-01-12

1. No cursing, loud talking, yelling, loud laughing or physical horseplay is permitted in the Dispatch Operations Center.
2. The Dispatch and call receiving areas shall be kept neat and orderly at all times. The temporary posting of messages or memos shall be done on bulletin boards only. Postings should not be affixed directly to the painted wall surfaces with tape or thumbtacks.
3. Telecommunicators shall remain awake and alert while on duty.
 - 3.1. Telecommunicators who wish to sleep either before or after their shift or during their break shall do so outside of the dispatch / calltaking area.
4. Telecommunicators will log on to the workstation(s) at each position as appropriate for that position. This includes CAD terminals, CMED/PENTA consoles, and VESTA workstations. Issued credentials / IDs / Passwords specific to the user shall be used and not generic credentials, unless the telcommunicator is otherwise unable to log on. Supervisors will be notified in the event that credentials do not function. In that case, an incident report noting the operator, terminal, time, and problem should be submitted to the Commander of Dispatch Operations for resolution.
5. Smoking is prohibited throughout the building.
6. Limited non-work related activities will be permitted at dispatch or calltaking positions with Supervisor approval. These activities must not conflict with work responsibilities or be distracting or disruptive to the orderly operation of the Dispatch Operations center. Such permission is to be considered a privilege and abuse will be dealt with on an individual basis.
7. Never attempt to repair any equipment in the Dispatch Operations Center unless you are qualified and authorized to perform the repair.
 - 7.1. All equipment must be disconnected from its power source before dismantling for inspection or maintenance.
 - 7.2. Report any mechanical defects in chair or console immediately to the Dispatch Operations Center supervisor.
 - 7.3. Supervisors shall evaluate any reported mechanical defect and, using their best judgment, determine whether the equipment is safe for continued use. A notation shall be made on the Dispatch Center Supervisor Summary documenting the defect and its cause, if known.

8. Eating is not permitted within the Dispatch Operations area. All drinks must be in “spill-resistant” containers.
9. Personal Electronic Devices (including, but not limited to: cellular phones, “Blackberry” type devices, laptop computers, MP3 type players, CD players, and similar devices) have the potential to distract members from their duties and may cause electronic interference with radio and telephone communications systems components in Dispatch Operations.
 - 9.1. Personal cellular telephones are permitted to be carried while on duty in Dispatch Operations, but should be placed on silent mode and allow voice mail to answer the call. Except in the case of a telephone system failure, Department members are prohibited from making or receiving a voice call on a personal cellular device in Dispatch Operations. Personnel may step out of the Operations Center to retrieve messages while on an authorized break.
 - 9.2. The use of personal cellular telephones (voice, text messaging, “direct connect”), blackberry type devices, personal computers, or other personal electronic devices is prohibited while at any Dispatch (EDT01, 02, 03, 04) position.
 - 9.3. Personnel assigned to non dispatch positions (Call taking, CMED, clerk, supervisor) are permitted to utilize a cellular phone or blackberry-type device for text messaging so long as it does not conflict with work responsibilities. Personnel are not permitted to use earphones to monitor a personal radio, television, compact disc, or MP3 type player. The volume on any external speaker must be kept low enough so that at no time can the audio from a personal listening device be heard in the background over the radio network or telephone. The use of any personal listening device must not disturb or otherwise distract other personnel and is at the discretion of the supervisor.