

Supersedes: 07-11-99

Effective: 01-06-02

1. Between the hours of 07:30 and 23:30, the minimum staffing level of the Dispatch Operations Center shall be six (6) EMT- Telecommunicators and one (1) Supervisor.
 - 1.1. Of these six (6) EMT- Telecommunicators, at least three (3) shall be “full operators” and no more than one (1) of the six shall be a “CMED only” limited operator.
 - 1.2. A “full operator” is defined as a telecommunicator who has successfully completed training in all three Dispatch Operations positions: Calltaking, CMED and Citywide dispatch.
 - 1.3. A “limited operator” is defined as a telecommunicator who has successfully completed training in Calltaking and / or CMED, but has not yet been cleared at Citywide dispatch.
2. Between the hours of 23:30 and 07:30, the minimum staffing level of the Dispatch Operations Center shall be five (5) EMT- Telecommunicators and one (1) Supervisor.
 - 2.1. Of these five (5) EMT-Telecommunicators, at least three (3) shall be “full operators” and no more than one (1) of the 5 shall be a “CMED only” limited operator.
3. The on-duty Shift Commander, or in his / her absence, the on-call Manager, and the Commander of Dispatch Operations shall be notified whenever staffing levels fall below these minimum levels.