I. POLICY

The need for adequate dispatch coverage during an emergency situation is paramount. In recognition that dispatchers are entitled to two 20-minute breaks and a 60-minute lunch period during a 12 hour shifts, or two 15-minute breaks and a 30-minute lunch period during 8 or 10 hour shifts, it is presumed they will leave the communications area during these break times.

To provide sufficient communications coverage during emergency police and/or fire events, it is the policy of the Davis Police Department that at least two on-duty dispatchers shall be present in the dispatch center during emergency situations.

II. PROCEDURE

When a dispatcher leaves the dispatch center to take a break, they will take an operational portable radio, tuned to the Davis Police primary channel. Dispatchers shall remain within a 5-minute response time to the communications area, unless they have supervisory approval for extended response time or there are two other qualified dispatchers present in the center.

If a dispatcher is on their lunch/break and they hear the fire hi/low tones, the dispatcher shall switch their portable to the primary fire channel. If the call being dispatched is a first alarm fire or greater, if the call will require a police and fire response, or if the dispatcher covering the console requests any dispatcher return, any dispatchers away from the dispatch center shall immediately respond to the communications area.

The same procedure shall be followed during police emergencies (e.g., in progress violent felonies, armed robberies, police pursuits, in progress crimes involving a multi-unit response).

Following the termination of the emergency, any dispatchers formerly on break can leave the dispatch area to finish the time remaining on the break.

Nothing in this procedure exempts the dispatchers on break period from returning to the communications area when, because their training and experience, they determine the remaining dispatcher(s) is/are in need of assistance.

Darren Pytel
Police Chief
2/96

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Revised: 1/06, 12/07 slight change in language for section II
03/16 slight modifications to language