

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE****Index as:****Dispatch Responsibilities**

DISPATCH RESPONSIBILITIES**613.00 PURPOSE**

The purpose of this General Order is to establish the responsibilities of dispatch personnel assigned to the Communications Section.

613.01 POLICY

The purpose of this policy is to define specific responsibilities of the Ferguson Communications Operator (Dispatcher).

613.02 PROCEDURE

- A. The law enforcement dispatcher is responsible for the dispatch of law enforcement units, their locations, and their well-being. That operator must assume responsibility for the knowledge of the calls the officer is being assigned, and have immediate recall of that officer's location in the event assistance is needed.
- B. Further the operator must be certain of all established procedures that field units will use in critical situations, and follow all FPD directives to be certain that the proper action and information will be given at all times. The operator must remember at all times they are the officer's primary link to safety.
- C. It is also the on-duty dispatcher's responsibility to monitor, point to point, mutual-aid, police alternate, and the riot channel. It is the responsibility of the on-duty dispatcher and/or dispatchers to ensure that the volume on these channels is adequate to receive and monitor traffic, and to ensure that these channels are not muted.
- D. Communications operators are not trained in emergency first-aid instruction to give over the telephone or radio and therefore are not to give first-aid instruction to callers. In the event that emergency first-aid request is made over the radio or telephone, dispatchers are to immediately summon EMS personnel to the scene of the request.
- E. Communication operators will utilize Computer Aided Dispatch (C.A.D) as directed by *G.O. 603.00 Dispatch Call Priorities* when officers call out of the vehicle on vehicle stops or when exiting their patrol unit and the status of the officer will be displayed on the C.A.D. screen of the Communication Room and all patrol units vehicles. Subsequently, all communication operators, supervisors and officers can

GENERAL ORDER 613.00

April 16, 2011

monitor the status of officers and safety is enhanced when their locations and the nature of the call is known or the incident they are assigned is listed on C.A.D.

F. When officers exit their police unit they have the responsibility to notify the communications operator of their location *see G.O. 600.00 Radio Procedure*. They have additional responsibilities to give additional information when stopping traffic violators *see 482.00 Stopping and Approaching Traffic Violators*.

By order of



COLONEL THOMAS JACKSON

Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.17