

GENERAL ORDER 610.00
April 8, 2011

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE**

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DISPATCH HOURS WORKED AND RELIEF PROCEDURE

610.00 PURPOSE

The purpose of this general order is to establish set guidelines to be used by personnel assigned to the Communications Center of the City of Ferguson Police Department.

These guidelines will also apply to all Ferguson Police Officers, as well to the other Police Agencies that are provided communication services by the Communications Center

610.01 POLICY

The purpose of this policy is to establish the operational hours and relief procedures for personnel working the communications consoles providing dispatching services to the City of Ferguson Police Department and contracted municipalities on a 24 hours basis.

610.02 PROCEDURE

A. Work Schedule:

Unless otherwise notified, the following are the scheduled hours of work for each shift.

Day Shift	0700hrs-1500hrs
Day Overlay	0900hrs-1700hrs
Afternoon Shift	1500hrs-2300hrs
Afternoon Overlay	1700hrs-0200hrs
Midnight Shift	2300hrs-0700hrs

Full Time Dispatchers will work five and then six days in a row, rotating days off. They will work eighty scheduled hours in a two week period. Full Time Dispatchers are assigned permanent shifts.

Duty hours may be adjusted to meet the needs of the department.

B. Dispatcher Breaks

Dispatchers are allowed two paid fifteen minute breaks and one paid thirty minute meal break per 8 hr work shift. Dispatchers who work 6 hrs or less are entitled to one 15 minute break.

1. The 30 minute break should not be taken during the first two hours or the last two hours of a shift.
2. The first 15 minute break shall be taken at least 30 minutes prior to the 30 minute break.

C. Duties of the off-going dispatcher:

1. Complete all calls for service entries into the CAD. Be sure the dispatch area is cleaned, all trash is thrown away, and any computer work is completed, or passed on to the on-coming dispatcher.
2. Pass on all pertinent information to the on-coming dispatcher.
3. The off-going dispatcher is in charge and responsible for dispatch duties until such time as the on-coming dispatcher is fully informed and prepared to take over the duty. In any event, the off-going dispatcher will remain on duty at the radio until relieved by the on-coming dispatcher.
4. The off-going dispatcher is responsible to log off of their CAD profile and their REJIS profile before ending their shift.

D. Duties of the on-coming dispatcher

1. Observe and be aware of patrol activity, calls, prisoner pickups, that occur during relief time.
2. Check all radio channels, scanner and volumes to ensure the correct channels are being monitored and the volume is adequate.
3. If reporting for day shift, ensure security tapes and AS400 tapes are changed within the first 30 minutes of the shift.
4. Be fully aware of any calls that are in progress, car stops and officer whereabouts.
5. Check the duty roster to be aware of which officers you have on duty and which sector they are working.

6. Both dispatchers will work together to insure that no calls are delayed or forgotten. Ensure the on-coming dispatcher is fully informed of all information of the day and is in control of the communications desk prior to the off-going dispatcher's departure. Any dispatcher receiving a call for service during shift change is responsible to ensure that the call is placed in CAD and that the appropriate officer is aware of the call.
7. In the event that the off-going dispatcher is not relieved due to the on-coming dispatcher calling in sick, etc., the off-going dispatcher will remain on duty until such time as the Communications Supervisor can make arrangements for his/her relief by a competent relief person.

E. Observe existing communication office rules

1. Maintain grooming standards
2. No food or snacks at the console. Eating is permitted only at the center circular cabinet and break room.
3. Keep personal phone calls to a minimum. The use of personal cell phones is permitted only in the break room.
4. No games on the computer.
5. No smoking is allowed in Police Headquarters and only in designated areas outside the building.

By order of:



COLONEL THOMAS JACKSON
Chief of Police

Distribution
All Department Personnel