

CIVILIAN DISPATCHER**(POLICE RESPONSIBILITIES)****SUMMARY**

Civilian Dispatchers shall be responsible for providing the public with the quickest possible response to requests for police services by the efficient and diligent manner in which messages are broadcast to field units. They provide aid and support to the officers of the Department by ensuring that messages are clear, concise and timely. They shall maintain accurate and uniform documentation procedures for all dispatched activity through proper utilization of the Department incident reporting system and shall be fully familiar with the procedures for all other data recording and entry responsibilities assigned to the Communications Section.

In addition, they shall be responsible for alarm monitoring, audiotape monitoring of telephone conversations, audio/video monitoring of prisoners, video monitoring of the premises and maintenance of certain records and files.

For security purposes, all civilian dispatchers shall submit to a Massachusetts Board of Probation check before employment. While on duty, they shall be under the direct supervision of the Shift Commander, the general supervision of the civilian supervisor and the overall control of the Services Division Commander.

DUTIES AND RESPONSIBILITIES

1. RADIO COMMUNICATIONS: Conduct all radio transmissions according to the rules of the FCC and the procedures of the Department. Dispatch all necessary personnel and equipment according to the nature of the call. Maintain constant monitoring of the system and immediately respond to all requests for assistance or service from field units.
2. TELEPHONE COMMUNICATIONS: Answer all incoming calls on the five (5) 911 emergency lines, the three (3) police emergency lines and four (4) administrative lines. A 911 call shall be

answered in a manner consistent with formal training. The non-emergency lines shall be answered; **"Milford Police, Dispatcher (name) may I help you?"** All conversations shall be in a courteous manner. Dispatchers should make every attempt to properly assist the caller. If unable to satisfactorily handle or resolve an issue, problem or situation, dispatchers are to refer the call to the house Officer, Shift Commander or other police officer. Under no circumstances is a dispatcher to tell a caller to "call back" or put a caller on "hold" with out first determining if an emergency exists.

Obtain all necessary information from callers who are making complaints or reporting crimes. Whenever possible, refer to the "Dispatcher's Guide to Incidents/Crimes in Progress Manual" located at each station. If necessary and possible, keep callers on the line when their continued assistance would be beneficial to officers responding to an incident.

Transfer all calls for personnel, or others, who are in house by proper use of the intercom system. Always attempt to take and relay messages for individuals who are not in house when someone calls for them.

TELEPHONE ETIQUETTE AND EFFICIENCY IS AN INTEGRAL AND CRITICAL PORTION OF A DISPATCHER'S JOB AND SHOULD ALWAYS BE STRICTLY ADHERED TO.

- 3. POLICE DEPARTMENT/TOWN COMPUTER:** Enter all "Incident Reports" into the computer, ensuring that necessary data is included and is written on the card. Become totally familiar with entry and retrieval capabilities of the computer and the method of operation for each. Provide "Daily Blotter" printouts when requested and maintain a daily log of same. Assist field units and staff officers by providing any requested information that is retrievable from the computer. Become familiar with any new data processing programs that pertain to functions performed by the Communications Section.
- 4. LEAPS/NCIC TELETYPE COMPUTER:** Become and remain familiar with the procedures for operational, data entry and retrieval capabilities of this computer. Provide quick and efficient service to all field units and personnel who request information on warrants, missing persons, stolen motor vehicles, motor vehicle listings, stolen property and other information which can be obtained. Enter all stolen vehicles, missing persons, board of probation checks, administrative

messages and articles when requested or in accordance with Department policy. Inform all field units when the computer is 'down' and when it is back in service.

- 5. INCIDENT REPORTING SYSTEM:** Record all called for services, crime reports, arrests, releases, protective custody's, selective enforcement activity, and field reported services or activity on Department Information management System. This is to be done in numerical sequence by date and time received. Ensure that all information is filled out in the proper spaces provided and that all spellings, locations and phone numbers are correct. If possible, obtain the name and address of the complainant and always record the type and location of the incident reported. Time stamp the time reported, time unit(s) dispatched, primary and back-up unit(s) assigned, time of arrival, and the time the unit(s) return to service.

Finally, record the action (disposition) code number on the computer (i.e. #100 = area search negative). If taking a report of a crime or another activity which does not require the services of a field officer, house officer, superior officer or other officer, but does require more information than is available on the front portion of the incident, type a short narrative of the activity in the Dispatcher Remarks section.

- 6. ALARMS:** Dispatch units to alarm calls and properly fill out incident cards according to procedure
- 7. AUDIO TAPE MONITORING:** Maintain the system of monitoring radio and telephone conversations by changing the tape on the recorder once a week or as needed or as instructed by an authorized supervisor.
- 8. AUDIO AND VIDEO MONITORING OF CELLS:** Monitor all prisoners on video continuously while they are in custody. Notify the House Officer of any unusual occurrences that are observed. When necessary and ordered by the House Officer or Shift Commander, the audio equipment shall be activated to further monitor a prisoner or prisoners.
- 9. VIDEO MONITORING OF PREMISES:** video screen of the building/property shall be continuously monitored. At least one of the two screens shall be operated in the sequential

mode so that all camera activity will be displayed. When a prisoner is being booked, the camera in the booking area shall be monitored continuously.

10. OTHE DUTIES AND RESPONSIBILITIES:

- a. maintain the "Tow Book" according to procedure;
- b. maintain "stolen vehicle" sheets;
- c. notify the civilian supervisor whenever any equipment is malfunctioning;
- d. maintain a current business record file with keyholders and/or contact names;
- e. maintain a Department, "call-list" of employees, emergency service agencies, and support agencies or groups;
- f. record for reference when an officer is out service for non-assigned reasons;
- g. maintain the Roll Call Book according to established procedure;
- h. utilize the "status indicators" to determine if a unit is available, assigned or out of service;
- i. check the duty roster before each shift and prepare a list for personal reference showing the Shift Commander and the name, patrol unit, area and employee number of each officer;
- j. handle any misdirected emergency calls by contacting the correct agency and if necessary, keep the caller on the line so the responding agency can be kept informed while en route.