Billerica Police Department	POLICY NUMBER COM-02	PAGES 6	EFFECTIVE 10/4/12
	Accreditation Standards: None **General Orders:**		

General Policies and Job Descriptions

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I. Introduction

The primary function of the communications center is to provide uniform, efficient and effective communications between the general public, non-user government agencies, private enterprise and to public safety agencies that operate through the Billerica Police Public Safety Communications Center.

II. Mission

Personnel of the Billerica Police Public Safety Communications Center will strive to deliver the highest level of professional service to the public, external agencies and internal units, and carry out this function by providing professional, courteous responses, accurate records, timely service and quality training with the highest standards of integrity and performance.

III. Job Description for Telecommunicator Dispatcher

A Telecommunicator Dispatcher shall carry out policies and procedures relating to all phases of public safety dispatching. Telecommunicator Dispatchers operate the Communications Center without assistance for extended periods of time and require extensive radio training. Requires certification in CPR, Emergency Medical Dispatching and MA/NCIC System Operations. A Telecommunicator will receive complaints from citizens; and, through independent decisions, must know what action to take.

A. Overviews of Essential Functions, Duties and Responsibilities

1. Receive, transmit, and monitor messages to or from Billerica Public Safety agencies and user agencies corresponding with the public, other government agencies, and private agencies through a sophisticated multi-frequency radio system, multi-line telephone system, teletype, computer data exchange, and fax communications.

2. Process confidential criminal history information.
3. Monitors and reviews all broadcasts on Billerica, BAPERN, NEMLEC, LEAPS and CJIS systems. When appropriate, relays information to the on-duty officers as necessary. Initiates a departmental response when appropriate and required.
4. Answers calls for assistance, promptly assesses the caller's needs, prioritizes calls, and assigns duty personnel to requests for assistance and complaints received. Unusual situations may be referred to a superior for instructions.
5. Receives emergency weather and road information and provides this information to appropriate agencies, departments, department personnel and the public.
6. Maintain accurate records and logs of all communications traffic, including calls for service into the computer aided dispatch system.
7. Monitor alarm systems and alerts appropriate agencies when problems are detected.
8. Enter and maintain records into the state messenger system (wanted person, stolen vehicles, stolen guns, missing persons, protective orders, etc.).
9. Provide emergency medical instructions to callers, up to and including CPR via the telephone.
10. Perform any other duties as assigned by the OIC and/or Communications Supervisors.
11. Responds to all calls in a respectful, calm, clear and courteous manner.
12. Maintains a clean, healthy and safe work environment at all times.

B. Summary of skills, knowledge, abilities and personal characteristics required in order to perform the duties described above, the Public Safety Telecommunications Dispatcher must be able to function in the following capacities

1. Operate TTY and TDD telephone systems, multi-line telephone, multi frequency radio, computer hardware and software, fire alarm equipment, related communications equipment, etc., quickly and accurately.
2. Quickly and accurately operate keyboards and type.
3. Read, remember, recall, interpret, understand and follow departmental policy and procedures as well as emergency and non-emergency procedures.
4. Possess thorough knowledge of the geography of Billerica, Massachusetts and neighboring communities and be familiar with the location and layout of streets, building, parks, housing areas and other significant areas.
5. Give clear and accurate directions.
6. Remember, understand and classify incoming telephone and radio calls.

7. Listen and extract information from individuals and follow oral instructions.
8. Analyze problems independently.

9. Think and act quickly, calmly, and use good judgment in normal and emergency situations.
10. Possess a thorough knowledge of departmental record systems.
11. Possess interpersonal tolerance and sensitivity and be able to establish professional, courteous, and pleasant relationships with the public, coworkers and supervisors, etc.
12. Tolerate stress; maintain composure and performance while under stress, high workloads and periods of inactivity. Effectively and efficiently function in all job tasks in emergencies and endure verbal and mental abuse when confronted with negative, hostile and antagonistic comments, views and opinions from the public.
13. Communicate effectively and coherently in a variety of situations.
14. Possess sufficient corrected vision under conditions of glare and reduced lighting to:

    a. View, identify and read information on multiple communication screens and monitors;
    b. Depress appropriate keys on numerous keyboards to input information, activate records information or add data;
    c. Read and record information on documents, maps or logs;
    d. View the agencies security monitors from work area;

15. Have sufficient finger and hand dexterity and coordination to:
    a. Simultaneously operate several types of telephone systems and consoles;
    b. Retrieves documentation or supplies from various locations in the department;
    c. Lift, carry or hold binders and phone books;
    d. Open cabinet doors and desk drawers;
    e. Operate telephones, copying machines, fax machines and all communications equipment;
    f. Staple miscellaneous documentation;
    g. Place paperwork into appropriate bins and file cabinets;
    h. Use a computer keyboard.

16. Possess the mental and emotional stability and be free of any condition that would result in poor impulse control, dishonesty, inability to deal with job stress, immature or criminal behavior or substance abuse.

17. Work in an environment;
    a. With limited space and limited access by departmental personnel;
    b. That has a demanding work load, including the pressure of handling multiple tasks simultaneously due to changing activity levels of incidents and emergencies at intermittent periods.
18. Work weekends, holidays, rotating shifts and continue on duty until relieved, requiring occasional double shifts.
19. Have no criminal or serious motor vehicle violation record that would indicate disrespect for the law, dishonesty or criminal behavior,

inability or unwillingness to follow procedures, rules, regulations and/or orders, or inability to command the respect of co-workers. Have a good reputation according to contemporary standards.

The Telecommunicator will be required to keep up with the changing technological approaches in regards to communications, such as Computer Aided Dispatching systems, Wireless E911 implementation and other computerized advances. Work will be reviewed through personal inspection by the Communications Manager or his/her designee and through various written reports and records.

C. Minimum Qualifications for a Telecommunications Dispatcher

1. 21 years of age at the time of employment.
2. Possess a valid driver's license.
3. Possess a high school diploma or equivalency certificate.
4. Successfully complete all required departmental training.
5. Complete a minimum probationary period of one year.

D. Post Appointment Training - Each Telecommunications Dispatcher shall receive the following training:

1. Public Safety Telecommunicator 1
2. Emergency Medical Dispatch Certification
3. Enhanced 911 Certification
4. First Responder Certification
5. Suicide Prevention Course
6. CPR Certification
7. Any and all other training that is provided, required or mandated.

IV. Town Policies

A. Town of Billerica "Sexual Harassment Policy"

1. The Town of Billerica's "Sexual Harassment Policy" will be adhered to in the work place by all.

V. Attendance Policy and Procedures for Telecommunications Dispatchers (does not apply to Police Officers)

A. Procedures:

1. Good attendance by all employees is essential to the operation of the Communications Center. Each employee's position is important and everyone is expected to report on time for his or her normal scheduled hours and accepted overtime. Failure to do so places an immediate unfair burden on fellow employees and can have an adverse effect on public safety operations.

B. Absences:

1. When requesting time off Telecommunicators must notify the Communications Manager or his/her designee in as much advance time as possible, preferably no later than 24 hours prior to the start of their shift.
2. Requests for sick or bereavement time may be requested through the shift OIC. A sick or injured absence requires a doctor's note after three days of

being out. Abuse of this policy shall be subject to disciplinary action. The supervisor will in turn log the absence information on the daily incident log. When making notification, employees must give a reason for their absences and an estimated time they will be out. The OIC will decide whether to get coverage for the shift and for how long. The OIC shall record all such information in the On Duty application schedule notes.

3. If at any time the Communications Manager or his/her designee detects any recurring pattern in the use of sick leave they will meet and discuss this matter with the employee. In the absence of a reasonable explanation of such a pattern the matter will be referred for disciplinary action.
4. Employees who fail to report for a "swap" shift will lose their privilege to swap for (3) three months. The Telecommunicator who agrees and accepts responsibility for covering that shift may also be subject to disciplinary action. The employee whose shift has to be filled will be called and requested to report to work. If the employee isn't available he/she may be docked for the day.
5. Employees absent for a scheduled overtime shift may also be subject to disciplinary action.

C. Lateness

1. Telecommunicators will be considered late when they are not in their assigned positions, briefed and prepared to carry out their job responsibilities on the starting time of their scheduled shift. Supervisors will note any lateness in the On Duty application schedule notes.
2. If at any time the Communications Manager or his/her designee detects any recurring pattern of continued lateness they will meet and discuss this matter with the employee. The Communications Manager will be notified when a Telecommunicator is late by the OIC of that shift. In the absence of a reasonable explanation of such a pattern the matter will be referred for disciplinary action.

D. Compliance to Standards

1. In order to monitor compliance with a satisfactory attendance Level, each employee will be evaluated, at a minimum, twice a year. Absences due to jury duty, funeral, military, maternity leave as well as excused absences due to illness with a physician's note are not to be considered in the evaluation. Absences involving consecutive days will be considered as one absence incident for the purpose of evaluation.

IV. Shift Reporting Time

A. Shifts

1. The Billerica Public Safety Communications Center will operate (3) three shifts:
    a. Shift 1 2245-0700

b. Shift 2 0645-1500
c. Shift 3 1445-2300

B. Reporting Times

1. Reporting time refers to the time a dispatcher is available to the supervisor for assignment to a position. Personnel will not make any stops by the kitchen, lockers and restrooms before reporting to a supervisor for duty. Once assigned to a position the dispatcher reports directly for a briefing from the dispatcher he or she is relieving.

2. The dispatcher shall remain on duty until properly relieved from his/her assigned shift. In filling coverage for shift, every attempt should be exhausted to fill shift, or partial shift, by a dispatcher not compromising the collective bargaining agreement.

C. Briefing

1. A "relief briefing" will be conducted at shift change between Telecommunicators to ensure continuity of operations between shifts. The briefing should include but is not limited to:

a. Any in-progress incidents at the time of shift change;

b. Major incidents that occurred during the previous shifts;

c. Current status, schedule or change of apparatus and cruisers that will affect the on-coming shift;

d. Any special assignments, details, half-day shifts, classes, meetings, inspections that the previous shift has been made aware of;

e. Any new and/or temporary operational notes.