

**PORTSMOUTH, NH POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE****S-110****COVERING OPEN SHIFTS IN THE COMMUNICATIONS CENTER****EFFECTIVE DATE: TO BE DETERMINED****REMARKS: New SOP as of 07-26-03;****REVISIONS: 03-03-10; 06-04-19****I. PURPOSE**

The purpose of this SOP is to establish guidelines for public safety dispatchers in the area of the use of part-time personnel to cover open shifts within the communications center.

II. PROCEDURE***Use of Part-Time Dispatchers/Dispatch Trained Officers***

Part-time dispatchers/dispatch trained officers will be used when they are available to cover shifts that are open in the Emergency Communications Center. Preference will be given to the current working agreement with the Portsmouth Police Civilian Employees Association.

1. Any overtime shift will be offered to full time dispatchers who have the right of first refusal. In the event no full time dispatcher signs up for the shift, a part time dispatcher, then dispatch trained officer, can fill the shift (in that order). Existing procedures will be followed for full-timers (days off/least money earned). Part-time staff will follow the same least money guideline and take precedence over full time officers. Dispatch trained officers must follow their workbook procedures.
2. Part time dispatchers/dispatch trained officers cannot bump a full time dispatcher from any volunteer shifts. Part-time dispatchers can bump the officers from shifts.
3. Management reserves the right to assign part-time dispatchers to a shift assignment that does not constitute overtime on a regular basis to maintain that part-time dispatcher's competency. It is recommended that part-time dispatchers work a minimum of four (4) hours per quarter to maintain their competency.
4. Management or his/her designee will send an electronic page when a shift is added to the overtime list that falls within the 48 hour window.

Voluntary Overtime

Note: This is for short notice open shifts such as sick leave. For shifts that are posted in the book, normal days off/least earned money rules apply unless it remains vacant, then the Mandatory Overtime section will apply.

1. As soon as the on-duty dispatcher is notified of an open shift (i.e., the day shift dispatcher is notified that one of the evening shift dispatchers will be out sick), an electronic page must be sent by the on-duty dispatchers who will begin to make arrangements to cover the open shift. Shifts will be filled on a “days-off/least-overtime” basis.
2. The on-duty dispatcher will begin assigning eligibility numbers to each of the full time dispatchers. The on-duty dispatcher must determine which dispatchers are on scheduled days off or are on annual leave and who has worked the least amount of overtime. This information is contained on a sheet which is part of the Dispatch Schedule Workbook.
3. After determining who is on days off and who is on annual leave, the on-duty dispatcher must then determine which dispatcher has the least amount of overtime worked out of the dispatchers not working. The dispatcher on a scheduled day off (or annual day) and the least overtime worked will be labeled as ‘#1’ on the list, making that dispatcher most eligible for the job. Any other dispatchers on days off must then be assigned eligibility numbers in order of least amount of overtime worked. If two or more dispatchers have the same amount of overtime worked, the dispatcher with the most seniority will be given the option of the job prior to the less senior dispatcher.
4. Once the list of dispatchers who are on scheduled days off has been exhausted, the on-duty dispatcher will continue to assign eligibility numbers to the remaining dispatchers who are working depending on the least amount of overtime worked. These dispatchers will again be numbered in ascending order starting with the dispatcher with the least amount of overtime worked to the most overtime worked. If there are two dispatchers who have the same amount of overtime worked, the dispatcher with greater seniority will be given the option of taking the job before a less senior dispatcher.
5. The on duty dispatchers will assign the eligibility list based on days-off/least-overtime. The open shift will remain open for 60 minutes after the electronic page is sent. Any dispatcher who would like to fill the shift will be given the opportunity to call into dispatch to advise of their interest in the job. It is then the job of the on-duty dispatcher to determine, out of the interested dispatchers, who is most eligible for the job as determined by the call back work sheet. The dispatcher who is most eligible to cover

the shift will be given the job. If there are less than 60 minutes prior to the start of the open shift, the first dispatcher who calls into dispatch to advise of their interest in the job will be assigned to it.

6. Preference will be given to any full time dispatcher who wishes to fill an entire 8 hour shift. If no full time dispatcher is interested in working the entire shift, the shift will be split into two 4 hour blocks.
7. Dispatchers will be locked into a shift and cannot be bumped from it 48 hours prior to the start of the shift. If the dispatcher that is locked into the shift removes their name from the shift or cancels their commitment within 48 hours of the starting time of the shift they will be yellow lined. That yellow lined dispatcher is subject to being bumped by any other regular dispatcher from any job, regardless of money earned or days off, for one week. A one-week penalty will be signified by a "yellow line" being drawn through the dispatcher's name on the Overtime Work Record. The yellow lined dispatcher may submit an appeal in writing to the Communications Supervisor advising of the extenuating circumstances regarding the cancellation. If the supervisor deems the necessity of the cancellation to be appropriate, the yellow line may be lifted.
8. No bumping within 48 hours of the start of a shift. Dispatchers bumping each other shall send an electronic page to the dispatcher bumped, the Communications Supervisor, and the Lead Dispatcher in charge of the schedule, as soon as possible. If the dispatcher later decides they do not want the job, they shall follow the same procedures to afford the bumped dispatcher the opportunity to take the open shift.

Mandatory Overtime

There will be times that the full-time dispatchers will be forced to cover a must-hire shift. After sending an electronic page to all full-time dispatchers, part-time dispatchers, dispatch trained officers, a dispatcher that is working prior to the open shift will be forced to stay four hours, and a dispatcher that is working after the open shift will be forced to report to work four hours early.

1. Full-time dispatchers currently working the shift prior to the vacancy, and all full-time dispatchers working the shift after the vacancies are subject to be ordered in. If no one will voluntarily fill the job, the "ordered-in" list will be checked and the least senior dispatcher on the shift before the vacancy, who has not yet been ordered in will be ordered to work the first part of the shift.

If it is the second part of the vacant shift, determine who of the dispatchers scheduled to work the shift after the vacancy is junior in seniority and has

not yet been ordered in. Note that there may be times that there may be order-ins that are scheduled ahead of the vacancy that we are trying to cover. This has no bearing on which you would call. The dispatcher with the least amount of order-ins would still be called. The on duty dispatcher assigning the order ins will call the dispatchers who are ordered in to make the necessary notification, if there is no answer a voicemail will be left.

2. In the event that no one can be reached to be ordered-in, the on-duty dispatcher will remain to cover the shift until properly relieved. The on-duty dispatcher should continue to try to reach someone to be ordered in to cover the shift. Dispatchers can be ordered in for up to eight hours greater than their normal shift.
3. Dispatchers ordered in to work are ordered in for the four hours. If they choose to make arrangements with others to cover any part of the shift they are ordered in for, only the ordered-in dispatcher will be credited with being ordered in. If they end up staying for the whole eight hours, they will be credited with being ordered in twice.
4. If at all possible, when one dispatcher of a given time slot has already been ordered in or volunteered for a four-hour block, and another open shift becomes available, and that same dispatcher is again up for the order-in, then the order-in will go to the other dispatcher who is working. This procedure can take place as long as the other dispatcher has at least 8 hours off before his/her next scheduled shift. This is to prevent a dispatcher from unexpectedly have to work sixteen hours.
5. Any full time dispatcher that has volunteered for overtime on their day off will not be forced into an order in. The order in will be assigned to the dispatcher that is on duty currently working their regularly scheduled shift, unless it causes a 16-hour shift, then it will be assigned to the dispatcher that volunteered.
6. Dispatchers returning from, or going on scheduled annual leave will not be ordered in. The current dispatchers scheduled to be on duty will absorb the order ins unless it causes a 16 hour shift, then it will be assigned to the returning dispatcher.
7. In the unlikely event that it becomes necessary to order in a dispatcher that is on a scheduled day off, the dispatcher with the least amount of order ins will be ordered in, then the remaining dispatchers, per the order in work record.

8. No dispatcher will be allowed to work more than sixteen continuous hours unless there is an extreme emergency that is hampering the operations of the communications center and/or the Police and Fire Departments.
9. A new "Ordered In" list and overtime work record will be created anytime a new dispatcher is released from training and at the beginning of a new shift rotation.
10. Efforts will be made to follow this policy but not at the expense of the safety of police personnel and the adequate policing of the city.

Probationary Dispatchers

Under optimal conditions, probationary dispatchers who have just been released from training should not work together.

All overtime for the first 30 days after the date when the probationary dispatcher has been released from the training program and when s/he will be working with another probationary dispatcher shall be approved first by the communications supervisor.

Accounting Procedures

An "ordered-in" list will be created and kept in the shift workbook. It will run in reverse seniority from least seniority to greatest seniority. If the overtime was a forced shift, then the dispatcher who is assigned the overtime will ensure that s/he is properly credited with the order-in on the order in roster. The Communications Manager will verify that the order in is properly documented.

Only overtime that is worked in the Emergency Communications Center will be tracked on the Overtime Work Record Sheet for full-time and part-time dispatchers. Only the Communications Manager or their designee will make entries on this sheet to ensure that it is kept up to date and accurate. These entries will be done when the communications supervisor reviews the overtime records sheets.

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