Emergency Communications Center Operations

701.1 EMERGENCY COMMUNICATIONS CENTER MISSION STATEMENT

The San Mateo Police Emergency Communications Center is to provide prompt, efficient and courteous service to the citizens of San Mateo and Brisbane. Communications personnel are committed to excellence in the delivery of these services treating all with dignity and respect.

- Answer emergency and non-emergency telephone calls as quickly as possible
- Dispatch events as soon as possible
- Support officers in the field

San Mateo Police Department Value Statement

Members of the San Mateo Police Department provide service guided by the following value

- Accountability
- Compassion
- Collaboration
- Legitimacy
- Integrity
- Respect

701.2 UNIT ORGANIZATIONAL STRUCTURE

The Emergency Communications Center is managed by the Records and Communications Manager and Dispatch Supervisors. Dispatch I/II report directly to the Dispatch Supervisor

701.3 SECTION TITLE

701.4 ROLES AND RESPONSIBILITIES

The San Mateo Police Emergency Communications Center (ECC) provides 24-hour telephone service to the public for information and for routine or emergency assistance. The Department utilizes a two-way interoperable radio system to provide continuous communication between the Center and department members in the field. Additionally, the Center communicates with the public via a 9-1-1 phone system using the Customer Premise Equipment known as a CPE. The CPE is West Viper 9-1-1.

701.4.1 RECORDS AND COMMUNICATION MANAGER

The Manager provides non-sworn executive level leadership and manage a division composed of multiple bureaus and/or sections, including all police technical services; communications and public safety Emergency Communications Center operations; police records unit functions; police property and evidence unit functions; police computer and information technology; and public safety radio systems.Develops, implements and evaluates budgets, goals, objectives, polices and

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procedures related to these operations.Conducts inquires and research, oversees committees and workgroups, and coordinates efforts with other jurisdictions and other divisions within the Police Department.

Manage organizational and technical changes that impact the Department's system of information management and ensure programs and projects related to public safety technology are integrated into the police department and effectively managed for compliance.

Provide strategic development and use of public safety information technology; oversee design and implementation of new systems; coordinate acquisition of new software and hardware including development of long-range funding plans for maintenance and replacement of hardware; and manage support functions for telecommunications

Monitor, research, analyze and provide strategic recommendations regarding federal, state and local regulations relating to assigned divisions which impact the city and police department.Maintain knowledge of current legal requirements to ensure operations maintain legal compliance.

Serve as liaison with other city departments, division and outside agencies.Negotiate and resolve significant and controversial issues.

Plan, direct, coordinate and review the work plan for assigned units divisions; meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures. and develops methods for improvement of service delivery.

Continuously monitor and evaluate efficiency and effectiveness of service delivery methods and procedures; identify opportunities for improvement and review with Chief of Police; direct the implementation of improvements.

Direct the procurement and development of all facilities, equipment, and systems necessary for effective, efficient, and economical telecommunications and information management services.

Ensure, through the use of outside contractors and/or City resources, prompt and effective remedial and preventative maintenance of all communications systems and equipment.

Conduct and/or supervise technical administrative studies of new and existing services, special projects and/or acquisition of services and equipment to determine feasibility and legality and to increase service efficiency; and prepare and present comprehensive planning, administrative, fiscal and technical reports

Perform related duties and responsibilities as assigned.

701.4.2 COMMUNICATIONS SUPERVISOR

The Communications Supervisor, also known as Dispatch Supervisor, reports directly to the Records and Communications Manager. The responsibilities of the Communications Supervisor encompass all duties listed in the formal job description approved by the city including, but not limited to:

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- Overseeing the efficient and effective operation of Communications in coordination with other supervisor.
- Scheduling and maintaining employee time records.
- Supervising, training and evaluating employee performance.
- Perform dispatch duties as needed.
- Ensure adherence to state mandate for 9-1-1 call answering times.
- Managing Communications Training Officer program
- Facilitating tours, presentations, and sit-along's for the department.
- Ensure the radio and telephone recording system is operational. Recordings shall be maintained in accordance with the established records retention schedule and as required by law.
- Processing requests for copies of records for release.
- Maintaining CAD database system.
- Maintaining and updating Communications policy and procedures manual. Procedures for specific types of crime reports may be necessary. For example, specific questions and instructions may be necessary when talking with a victim of a sexual assault to ensure that his/her health and safety needs are met, as well as steps that he/she may take to preserve evidence.
- Ensure employee compliance with established policies and procedures.
- Handling internal and external inquiries regarding services provided and accepting personnel complaints in accordance with the Personnel Complaints Policy.
- Maintaining a current contact list of City personnel to be notified in the event of a utility service emergency.

The Communications Supervisor should establish procedures for various activities of the operation such as:

- Recording all telephone and radio communications and playback issues.
- Storage and retention of recordings.
- Security of audio recordings (e.g., passwords, limited access, authorized reviewers, preservation of recordings past normal retention standards).
- Availability of current information for employees (e.g., Watch Commander contact, rosters, member tracking methods, member contact, maps, emergency providers, tactical dispatch plans).
- Assignment of field members and safety check intervals.
- Procurement of external services
- Protection of essential equipment (e.g., surge protectors, gaseous fire suppression systems, uninterruptible power systems, generators).

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- Protection of radio transmission lines, antennas and power sources for Communications (e.g., security cameras, fences
- Management of False Alarm program and Alarm company registration.
- Radio interoperability issues.
- Alternate Answer, back-up continuity plans, and training

701.4.3 POLICE DISPATCHER

The Dispatcher reports directly to the Communications Supervisor. The responsibilities and main objectives of the Dispatcher encompass all duties listed in the formal job description approved by the city including, but not limited to:

(a) Receiving and handling all incoming and transmitted communications, including:
    - Emergency 9-1-1 lines.
    - Business telephone lines.
    - Telecommunications Device for the Deaf (TDD)/Text Telephone (TTY) equipment.
    - Radio communications with department members in the field and support resources (e.g., fire department, emergency medical services (EMS), allied agency law enforcement units).
    - Other electronic sources of information (e.g., text messages).

(b) Documenting the field activities of department members and support resources (e.g., fire department, EMS, allied agency law enforcement units).

(c) Inquiry and entry of information through the Dispatch Center, department and other law enforcement database systems (RMS, CLETS, DMV, NCIC).

(d) Maintaining the accurate status of members in the field, their locations and the nature of calls for service.

(e) Notifying the Watch Commander or field supervisor of emergency activity, including, but not limited to:
    - Vehicle pursuits.
    - Foot pursuits.
    - Assignment of emergency response
    - Pending calls for service when no officers are available

(f) Assist in training of new employees, participating in tours and presentations, and supporting sit-along's as needed.

701.5 DISPATCH ROLES AND RESPONSIBILITIES

There are two main roles during operations in the ECC on the floor, Call Taker and Dispatcher. Each role has specific functions as primary responsibilities but will support each other (back-up) as needed during the shift if one role is impacted by workload or breaks.

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701.5.1 CALLTAKER

The role of the Calltaker is to answer all phone lines, including text messages, timely without hesitation. The Calltaker will interview all callers (Reporting Party) professionally to determine the nature of the call and level of assistance needed from the police department. If the caller is in need of a different police agency, fire or emergency medical response, they are to be transferred immediately to the appropriate jursidication.

All phone calls will be proceeded on the line received. Do not transfer 9-1-1 calls to the non-emergency number.

701.5.2 DISPATCHER

The role of a Dispatcher is to actively monitor radio traffic on designated radio channels, dispatch officers and support personnel to calls for service, maintain accurate officer status at all times, and process service request from the field.

701.6 CUSTOMER SERVICE

Contacts with the public and business partners shall be courteous, diplomatic and professional. Even with stressful or emergency situations, employees shall remain calm, assertive, and control the conversation.

701.6.1 PHONE AND RADIO ETIQUETTE

In all contacts, the Communications Supervisor and Dispatchers represent the department. Employees in Communications have a major impact on the perception of the San Mateo and Brisbane Police Departments held by the community. Maintain a professional demeanor when speaking, do not mumble, speak in a clear tone, and be respectful to the person on the phone or radio.

701.6.2 HANDLING ABUSIVE/RUDE CALLERS

Communications employees may encounter rude or abusive callers. Regardless of the rudeness of the caller, the Communications employee shall not respond in any manner that can be interpreted as rude, discourteous, or purposely failing to provide police service. If the the party continues to call, verbally abusing staff either on 9-1-1 or non-emergency line, advise an on duty Supervisor or Watch Commander for assistance and directive.

701.6.3 RELATIONSHIP WITH OTHER EMPLOYEES

All communications with employees in the department, other law enforcement agencies, and city/ county organizations shall be professional and courteous. In no case shall rudeness or any type of demeaning behavior be acceptable.

701.6.4 TEAMWORK

Communications employees shall cooperate and coordinate their efforts in a manner that will establish and maintain the highest possible standard of efficiency and conduct. Communications employees shall cooperate with and assist their peers and other members in their departmental work within course and scope of the role of Communications and Records (after hours). Any

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deliberate or unjustified withholding of police information from other members of the department is prohibited.

701.7 SERVICE COMPLAINTS/INQUIRIES

Any concern, complaint, or questions relating to the service provided by Communications personnel shall be promptly directed to the supervisor of the day.

If the concern, complaint, or questions are from the public, you shall refer the caller to the supervisor of the day. If a supervisor is not on-duty and the caller wants to speak to someone immediately, refer the caller to the Watch Commander on-duty.

701.8 ECC ACCESS

The Communications Center function is vital and central to all emergency service operations. The safety and security of the Center, its members, and its equipment must be a high priority. Employees in Communications routinely process sensitive, confidential, and restricted information. The Center is a designated restricted area.

701.8.1 ECC SECURITY

Except as provided below, persons not employed by the San Mateo Police Department or the Brisbane Police Department are prohibited from entering the Center and Server Room:

- Authorized representatives of allied Public Safety Agencies.
- Authorized tours approved by the San Mateo Police Department, and escorted by an authorized employee or representative.
- Applicants of employment authorized by the Department.
- Authorized vendors and contractors.
- Family members and friends of employees authorized by the Chief, Communications Manager, or Communications Supervisor.

All persons not meeting the above criteria, shall gain approval from the Chief, Communications Manager, or Communications Supervisor before entering the restricted environment.

701.8.2 CAD SYSTEM SECURITY

The security and integrity of the computer files and records is a major importance. Access to CAD is restricted to San Mateo Police Department employees in course of their work assignments. Access to the database or computer screens, either in person or via photos/video are not authorized outside of the center.

701.9 ECC WORK ENVIRONMENT

In order to maintain a professional appearance and atmosphere in the Communications Center area, and to preserve the life of the functionality of equipment in a 24-hour facility, personnel shall abide by the rules specific to the center.

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701.9.1 NOISE

The ability to hear callers and officers is critical to the mission of the Emergency Communications Center. Employees must be cognizant that conversations and background noise in the work environment may deteriorate the ability of fellow team members hearing information accurately and timely. All conversations and technology of all kinds, personal and professional, shall not be loud or disruptive to others in the work environment.

701.9.2 CELL PHONES

Private cell phone calls in the Center shall only occur in an emergency situation. Employees shall remove themselves from the work environment as soon as possible, either to the kitchen, balcony, or outside of the center.

701.9.3 APPEARANCE AND CLEANLINESS

The workstations and kitchen shall be kept orderly and clean at all times. Each employee is responsible for leaving a clean workstation and kitchen/rest area. Employees are responsible for washing their dishes and wiping down common areas they use such as the desk, chairs, kitchen sink, coffee maker, toaster, refrigerator, and dinning table.

701.9.4 NONE-WORK RELATED MATERIALS

Non-work related materials such as books, magazines, crafts, games, internet surfing, and personal electronics are permitted while on duty as long as they do not interfere with work operations. The Chief, Communications Manager, and Communications Supervisor have the right to to limit or eliminate usage if impacting work performance or operations.

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