Communications - Administration

702.1 GENERAL RESPONSIBILITIES

Communications employees shall abide by all federal, state, and local laws as well as the provisions set forth in the San Mateo Police Department Lexipol Policy and Procedures manuals, and City of San Mateo Policy manual.

702.1.1 CONFIDENTIALITY

Information that becomes available through the Center may be confidential or sensitive in nature. All employees of the Center shall treat information that becomes known to them as confidential and release that information in accordance with the Protected Information Policy, Department policies, and laws governing release of confidential information. Such information includes but not limited to: automated data from local, state, and federal databases, such as Department of Motor Vehicle records, warrants, criminal history information, records of internal police files or medical information.

702.1.2 FCC RULES AND REGULATIONS

San Mateo Police Department radio operations shall be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements

702.1.3 LAW ENFORCEMENT DATABASES

The "need to know" and "right to know" shall exist before any database inquiry is made. If any employee suspects any request for information from the automated systems does not fit the criteria, even if the requestor is another department member, shall notify their supervisor or Communications Manager.

Communications employees shall not use CLETS nor any other law enforcement database, or software to seek information which will be used for personal reasons.

CORI information shall not be given to private citizens, businesses, or other private or public agencies unless they are authorized to receive the information per the California Attorney General's office.

Any unauthorized access or misuse of information from automated files is in violation of Section 502 of the California Penal Code and subject to fine and/or imprisonment. Refer to Penal Code section 11142.

702.2 BEHAVIOR IN WORKPLACE

Employee behavior in the workplace is an important factor in job performance. Each employee conduct has an effect on operational efficiency and the health and spirit of other employees.

Therefore, it will not be acceptable to:

- Place any words or information in the CAD system that violates established policy or procedure.

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- Engage in physical abuse, threaten, fight, or participate in loud, boisterous arguments.
- Make spiteful statements or spread gossip that humiliates an employee, maligns their reputation, or causes any other harm.
- Engage in unprofessional behavior that disrupts the workplace and limits one's ability to perform their duties.
- Report to work or be at work following the use of intoxicants or any drug, where such use may impair the employee's ability to perform duties, or where there may be a perception of impairment by co-workers, the public, or any other City employees.
- Refuse, delay, or fail to carry out a proper order from a supervisor or employee. A proper order is defined as any instructions or directions that would assist in safeguarding life or property, or the fulfillment of dispatcher duties and responsibilities. The refusal of such an order would adversely impact the operation, or have a negative impact upon the safety and welfare of any citizen or employee.

In accordance with SMPD Lexipol Policy 340.5.9 – Conduct

- Use of obscene, indecent, profane or derogatory language while on duty is prohibited.
- Discourteous, disrespectful or discriminatory treatment of any member of the public or any member of this Department of the City is prohibited.

No employee shall be targeted or suffer any form of retribution for making or participating in notification of any violation of these policies.

Employees are encouraged to attempt to resolve disagreements, disputes or any question regarding these policies in an informal fashion in a reasonable and mature manner. However, any employee who believes he/she is being abused or harassed should immediately report such instances to their immediate supervisor, or if deemed inappropriate, to the next higher level.

Supervisors will ensure members of the public and representatives of other agencies or departments do not harass or discriminate against employees in the performance of their duty.

The Supervisor receiving a report of misconduct will investigate and determine pertinent facts. Any repeated or gross incidents must be taken to the next higher level and presented to the Communications Manager or Chief for action.

Employees shall be subject to disciplinary action for failure to report activities on the part of any other employee, where these activities are of a criminal nature and may result in criminal prosecution.

702.3 GROOMING STANDARDS

The dress and grooming of employees is important in projecting a professional image. All employees are asked to dress and groom themselves in a manner that is clean, neat, safe and inoffensive to others and in adherence with Lexipol Policy 1044-Personal Appearance Standards.

- All employees must arrive at work clean-smelling and must avoid the excessive use of perfume or cologne

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- Hair style/length must not be worn in a manner that interferes with work duties.
- Beards and mustaches shall be neatly trimmed.
- Fingernails shall be clean and trimmed to a length that does not interfere with work duties.

702.4 DRESS CODE

Dispatchers are to be in uniform at all times unless approved by leadership. The Department will provide new Communications employees with Four (4) tops and one (1) outerwear piece. Future uniforms will be purchased by the employee utilizing an approved vendor.

The following tops are permitted:

- Department approved long or short sleeve, collared polo shirts in navy blue or black.
- Department approved v-neck sweaters in black or grey.
- Department approved shell jackets and vests in black and grey.
- Department approved hoodie sweatshirts in black.
- All uniform tops shall be embroidered on left side with the approved SMPD logo with "Dispatch" embroidered above in gold. Employee's first initial and last name shall be embroidered on the right side in white (gold for Supervisor's and Manager).
- Tops shall be clean and in good repair.

Dispatchers will provide their own bottom wear:

- Denim jeans are permitted in good condition, not fadded, not excessively baggy, and free of stains, holes, and tears.
- Khaki or "Docker" style pants in black, blue or khaki are permitted.
- Slacks/trousers are permitted.
- Sweatpants, leggings, capri pants, drawstring, elastic waist, workout or yoga pants are not permitted.
- Shorts and skorts are not permitted.
- Bottom wear shall be clean and in good condition.

Dispatchers will provide their own footwear:

- Tennis shoes and athletic footwear are permitted.
- Boots free of excessive ornamentation are permitted.
- Flip flops, sandals or shoes with spike heels or heels over 3 inches are not permitted.
- Open toe shoes are not permitted.
- Footwear shall be clean and in good condition.

When approved by a supervisor or manager, employees may wear non-uniform clothing and will adhere to the following guidelines

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- Collared dress or polo shirts free of logos are permitted.
- T-shirts free of logos and slogans are permitted.
- T-shirts and sweaters sponsored by San Mateo POA are permitted.
- Midriff baring tops are not permitted.
- Sheer blouses or with plunging necklines are not permitted.
- Cardigans and pullover sweaters that are exceptionally tight are not permitted.
- Shorts are not permitted.
- All clothing shall be in clean and good condition.

702.4.1 COURT APPEARANCE

- Communications employees shall wear a department approved uniform or business attire for any court appearance on behalf of the agency.
- Department approved, collared polo shirts are permitted.
- Collared dress or polo shirts free of logos are permitted.
- Department approved V-neck sweaters are permitted.
- Blouses that are sheer or with plunging necklines are not permitted.
- Cardigans and pullover sweaters that are exceptionally tight are not permitted.
- Slacks, trousers and khaki pants are permitted.
- Jeans are not permitted.
- Hoodies are not permitted.
- Tennis shoes and athletic footwear are not permitted.

702.5 ATTENDANCE

San Mateo City Policy 304 – Attendance Policy, establishes the attendance expectations and rules for City employees. Regular attendance is essential to the City's operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments impacted, and other employees must assume added workloads.

Employees working alternative schedules (4/10, 9/80, 12 hrs,etc.) are evaluated based on the number of sick leave hours used each year.

Disciplinary Action

Excessive absenteeism or tardiness may lead to disciplinary action, up to and including termination of employment. An absence without notifying the supervisor may in itself result in disciplinary action. Employees with a pattern of absences without notification or habitual tardiness will be subject to disciplinary action.

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If you fail to report for work without any notification to your supervisor, you may be considered to have abandoned your employment with the City.

702.5.1 REPORTING FOR DUTY

Communications employees shall report for duty on time. Employees shall be prepared with their appropriate equipment to take over their assignment and relieve on-duty staff without delay. Communications employees reporting late for duty, must notify the supervisor on-duty once they are aware they will be late to work. If the supervisor is not on-duty, notify floor staff.

It is the responsibility of the tardy employee to notify a supervisor of the tardiness and accurate accounting on their timecard.

702.5.2 SICK LEAVE

The purpose of this section is to continue the compensation of employees who must remain off their jobs due to illness or disability in adherence to City Attendance Policy and the Police Officer's Association Memorandum of Understanding. Sick leave is a privilege which employees can exercise in the event of bona fide illness or disability or in the event that presence away from work is essential because of illness, death or disability of immediate family members. Employees are urged to conserve sick leave in case of prolonged illness.

See POA Memorandum of Understanding for agreed upon accrual of sick time leave. Use of any paid or unpaid leave must be authorized prior to use. Employees are to utilize their leaves for their time away from work. Any absences exceeding these enumerated leaves are considered unauthorized unless approved in advance by a Department Head or afforded by law.

Doctors Certification

The Communications Manager or Dispatch Services Supervisor are responsible for determining that only bona fide personal or family sick leave is taken, consistent with standards established by the Human Resources Director and City Sick Leave Policy #311. A doctor's certification shall be required in all cases where the period of absence exceeds 5 working days. The submission of the doctor's certification may be required in other individual cases, regardless of the length of absence, where, in the opinion of the Manager, or his designee, substantial evidence exists that sick leave has been misused and a prior warning has been given to the employee regarding the abuse of sick leave.

See City medical and Pregnancy Leave Policy #328 for explanation on the various approved leaves available to employees.

702.5.3 INJURY OR ILLNESS ON DUTY

When a Communications employee is injured or falls ill on duty, either the employee injured/ill or shift partner shall notify a Communications supervisor or manager as soon as possible. If a supervisor is off duty, notify a Watch Commander for immediate assistance.

Per City Policy 312: Work-Incurred Injury or Illness Policy:

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1. Employee: Report any known, or even suspected, injury or accident immediately to the closest supervisor available or to the Human Resources Department and follow all procedures in this policy.
2. Supervisor: Once notified of an illness, injury or accident requiring medical treatment, provide the employee with the Employee Claim Form (DWC-1) and Employee's Report (C-149). DWC-1 must be provided to the employee within 24 hours of employer notice.

702.5.4 REPORTING SICK LEAVE

When calling in sick, employees shall abide by the following:

1. Employees shall give a minimum notice of 4 hours, barring extreme emergency.
2. Advise Communications Center immediately when calling in sick by calling 650-522-7702. After notification to the Communications Center, email or call the Dispatch Supervisor for the shift to advise of sick leave.
3. If absence is related to FMLA, indicate such in your phone call or email to the Dispatch Supervisor.
4. Immediately before or after notifying the department of sick leave, employees shall enter their absence into the Department scheduling software.
5. While on sick leave, be reachable by phone and report in personally once each week or as instructed to do so by departmental supervisory staff.
6. If the sick call creates a vacancy to be filled, supervisory staff or an employee on duty shall refer to Communications Lexipol Policies Mandatory Overtime 702.8.6 and, Overtime Record Keeping 702.8.7.

702.6 MEALS AND BREAKS

Meal breaks are provided with the consensual agreement of Human Resources, Communications Management, and the San Mateo Police Officers' Association. However, the Communications Manager or designee, may rescind and/or modify meal breaks based upon workload or necessary shift coverage. Procedures for meals shall be:

1. Employees who work less than four hours may take a break at the discretion of the shift supervisor.
2. Employees working more than five up to six hours are entitled to a 20 minute break. 5 - 6 hours = 20 Min
3. Employees working more than seven are entitled to a 45 minute meal break. 7 hours = 45 Min
4. Employees working more than eight up to ten hours are entitled to a 30 minute meal break and two 15 minute breaks. These breaks can be combined for one 60 minute break. 8 - 10 hours = 60 Min
5. Employees working more than 10 and up to 16 hours are entitled to a flexible meal break based upon a five-minute break for every hour worked beyond ten hours:
    - 11 hours = 65 min

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- 12 hours = 70 min
- 13 hours = 75 min
- 14 hours = 80 min
- 15 hours = 85 min
- 16 hours = 90 min

6. Employees who leave the Center for meals may take a portable to monitor activity, however, workloads and circumstances may require dispatchers to remain on the premises.
7. When working below minimum staffing levels, employees may be required to remain in the Police building for meal breaks,
8. Meal breaks may not be taken at the beginning or end of the shift. The purpose of the meal break is to provide a break in the workload approximately mid-way through the shift.
9. Only one employee may be on a meal break at one time. Exceptions are at the discretion of a Communications supervisor.
10. Employees must obtain authorization from shift supervisors to extend their meal breaks by adding personal time off.

702.6.1 FLEX TIME

In the interest of promoting health and wellness, dispatchers may utilize up to two hours of flex time per week, working closely with Supervisors and Senior Dispatchers to identify opportunities to accommodate flex time within their regularly assigned shifts during overlap periods and when the shift is fully staffed. If this is not feasible, dispatchers may utilize flex time on overtime, either before or after their scheduled shift, provided it is worked on site or locally and approved by the Supervisor.

The following guidelines must be followed for the duration of this initiative:

(a) Dispatchers are privileged to work out and engage in wellness on-duty for two hours per week.

(b) Personnel must complete their work out, shower, and be dressed in time to start their assigned shift.

(c) Dispatchers can choose to go for a run or walk off site near the Department; however, they must carry their cellphone in the event a supervisor needs to reach them.

(d) Dispatchers may not utilize flex time during their regularly assigned shift while training.

(e) If operationally feasible, a dispatcher may utilize flex time during their regularly scheduled shift and combine it with their meal break, subject to the following conditions:

1. (a) Only one dispatcher may utilize flex time at any given time during the shift.

   (b) Flex time may not overlap with another dispatcher's scheduled meal break.

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(c) Dispatcher meal breaks are given priority over the scheduling of flex time during the shift.

(d) Flex time cannot be utilized during shift change.

(f) Dispatchers are not to engage in strenuous workouts while on-duty that excessively expose them to injury risk.

(g) Dispatchers who routinely sustain injuries or strains will be considered to have been engaging in strenuous workout activities and may lose the privilege of working out in the gym.

(h) Dropping of weights is prohibited unless in an emergency to avoid injury. It is disruptive to our Dispatch center, Field Operation Services offices, and personnel in the report writing room.

(i) Personnel who deliberately or routinely drop weights may be subject to performance management and/or lose the privilege of using the gym.

(j) Dispatchers may opt to use the time for wellness activities such as meditation, stretching, etc. as long as they remain local or on site.

(k) **Dispatchers on overtime or shift trade are not eligible to flex (This program can only be used as an add on to your assigned shifts).**

(l) Dispatchers should be mindful of engaging in activities in the Department's gym that may be disruptive to other employees within the building.

(m) This program is for **full-time dispatch staff only, dispatch trainees, and per diem dispatchers are not eligible for this program.**

702.7 TIME REPORTING (INTIME)

It is the sole responsibility of each employee to complete an accurate electronic timesheet every pay period in advance of the announced deadline. For employees going on a planned leave, timesheets shall be completed ahead of time.

702.7.1 SHIFT DIFFERENTIAL

In accordance with the POA MOU, employees in the classifications of Dispatcher I/II who work the Overlap shift, Swing Shift, or Midnight Shift, shall be compensated by the payment of an additional five percent (5%) of their base pay for that shift.

Shift differential does not apply to overtime hours worked. However, employees working one of the designated shifts as part of a shift trade shall receive shift differential.

702.7.2 CTO DIFFERENTIAL

An employee selected to train will receive a eight percent (8%) differential while training new employees relative to the Emergency Communications roles, responsibilities and technical skills.

702.8 SCHEDULING

In order to efficiently operate a 24x7 Emergency Communications Center, leadership must ensure accurate staffing levels to maintain professional and timely service deliverables. Shift hours and

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staffing needs are based on call volumes and departmental needs. During extreme emergencies, such as a major earthquake or other disasters, employees may be assigned to adjusted shifts. In all cases, departmental needs and public safety are the dominate factors in determining schedules.

702.8.1 SHIFT BID

Shift selection will take place on the 1st Monday in November in accordance with the following guidelines:

(a) Shifts assignments will be in three 4-month segments, which begin the first pay period in January and terminate the first pay period in January of the following year.

(b) Employee selections for all classes will be made by seniority in class, based on date of appointment.

(c) Senior Dispatchers will select first. Senior Dispatchers are required to work the 1800-0600 shift and must be on opposite teams.

(d) Employees may select the same hours and days off for two of their three selections. One of the three selections must be on a different team (days off) or different shift hours defined by the bid. Dispatch Supervisors are exempt from this requirement.

(e) Employees may be reassigned to meet training needs, fill vacancies, ensure adequate shift coverage or maintain proper operation of the Center.

(f) Employees reassigned will be notified as soon as possible.

(g) Employees reassigned shall retain all previously approved vacation and/or discretionary time.

(h) Trainees will be assigned to a shift by a Dispatch Supervisor until it is determined the trainee is ready to assume a shift assignment through the established bid process.

702.8.2 VACATION BID

All permanent, full time employees who have completed one year or more of continuous service, will be awarded a vacation allotment by the City and agreed upon POA MOU will be eligible to use accrued vacation time. Lateral employees who have completed training and have been awarded 40 hours of vacation as part of their hiring incentives may bid for these hours while still in probationary status. Additional vacation, up to four weeks, for probationary employees will be considered on a case-by-case basis.

Any vacation hours not used during the calendar year will be carried over to the next calendar year, until maximum accrual is reached. Employees may not accrue more than two (2) times their annual vacation/annual leave allotment at the end of any bi-weekly pay period without the loss of vacation days/annual leave, unless specifically approved by the Department Head.

In the event the City is unable to schedule vacation and an employee is subject to the loss of accrued earnings, the employee shall be permitted to utilize such vacation prior to such loss. An

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employee in such situation shall actively work with their designated supervisor to schedule time off in advance.

Vacation bid shall occur upon completion of the Shift Bid process. Seniority in class based on date of appointment shall govern where more than one employee requests the same vacation period. The employee with the greatest amount of continuous City service shall prevail.

Vacations will be bid on by a work week .Vacation weeks shall begin on Sunday.

It is the responsibility of the employee to ensure they maintain a sufficient bank of time to cover their vacation selection.

1.Rules of Selection

Employees may bid up to nine (9) pre-scheduled weeks of vacation, based on completed years of service at the time of the bid. If an employee's anniversary date is within 60 days of the start of the new shift in January, years of service for vacation bid will be based on the employee's upcoming anniversary date.

1 to 4 YEARS	**4 WEEKS**
5 to 9 YEARS	**5 WEEKS**
10+ YEARS	**9 WEEKS**

Only two employees may be on vacation at a time, cannot be on same team. Teams and Shifts are grouped as follows:

TEAM 1	0600-1800
Th-Fr-Sa &	1200-2400
Every other Wed off	1800-0600
TEAM 2	0600-1800
Su-Mo-Tu &	1200-2400
Every other Wed off	1800-0600

2.Vacation Bidding will take place in three rounds as follows:

a) Round One:

Employees may select weeks based on their completed years of service. If more than one week is chosen, they must be consecutive. If an employee opts to choose a number of weeks less than allotted for Round One, those weeks may be rolled over to Round Three.

1 to 4 YEARS	2 WEEKS
5 to 9 YEARS	3 WEEKS
10+ YEARS	4 WEEKS

b) Round Two

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Employees may select weeks based on their completed years of service. If more than one week is chosen, they may be consecutive or split. If an employee opts to choose a number of weeks less than allotted for Round Two, those weeks may be rolled over to Round Three.

1 to 9 YEARS	1 WEEK
10+ YEARS	2 WEEKS

c) Round Three

Employees may select weeks based on their completed years of service. If more than one week is chosen, they may be consecutive or split. Weeks not used in Rounds One and Two may be used for bidding in Round Three.

1 to 9 YEARS	1 WEEK
10+ YEARS	3 WEEKS

After the Round Three bidding is complete and selections are assigned, "open weeks" are available on a first come, first served basis and shall be considered Discretionary leave Policy 702.8.4. Discretionary leave is subject to minimum staffing requirements.

For timekeeping purposes, employee shall forward their desired leave usage selections to a supervisor via email 14 days prior to commencement of leave time. This will allow the supervisor to ensure accurate data entry into the scheduling and payroll software.

Employees may utilize the leave bank of their choosing (compensatory time, vacation or holiday leave). The employee is responsible for managing their time banks to ensure they do not reach the maximum accrual allowable, which would result in the employee accruals ceasing.

Cancellation of Vacation Selection

The following conditions apply when canceling annual vacation:

1. Full or partial week cancelations are permitted. However, use of a partial week of vacation will count against the employee's annual maximum allotment of vacation weeks, i.e., an employee that bid their entire accrual of 160 hours (4 weeks) then cancels 20 hours of their final week, will be considered to have utilized their entire 4 week accrual pick.
2. Full week reschedules of vacation are permitted two times per calendar year.
3. Minimum of 14 days advance notice for employee notifications and adjustments to department schedule.

702.8.3 DISCRETIONARY LEAVE REQUEST

Requests for time off will be governed by the staffing needs of the department. Discretionary time off requests outside of the annual bidding process may be requested in accordance with the following guidelines:

1. Leave requests may be submitted in advance, **no more than 45 days**. The supervisor must first project mandatory overtime and coverage needed before approving request.

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2. Employees shall submit their leave request utilizing the scheduling software designated by the agency. Employee will indicate what time bank they wish to use to cover their absence upon approval.
3. Should the employee's leave request result in overtime, the employee shall secure coverage for the shift. The employee's leave request must include who will work the overtime and whether the replacement employee would like to be paid overtime or receive compensatory time.
4. All leave requests are time-stamped by the scheduling software. Should more than one employee request the same period of time off, the employee having submitted their request earliest will be granted the time off. In the event multiple requests are time-stamped at the same time, the most senior employee will be granted the time off.
5. Employees may not leave work, taking leave without prior approval by a supervisor.

Discretionary Leave Cancellation

Employees wishing to cancel scheduled discretionary time off must provide 48 hour notice to the on duty supervisor via city email. The employee requesting the cancellation is responsible for notifying the employee scheduled to provide overtime coverage they are no longer needed.

702.8.4 SHIFT TRADE REQUEST

Dispatch employees may request to trade work shifts with a peer dispatcher subject to the following:

1. Trades may be requested up to 45 days in advance.
2. If an employee is on probation at the time of the trade, approval is required by a Communications Supervisor.
3. The employee requesting the trade shall enter the trade request into the scheduling software designated by the agency. The request must specify who is the requestor, who is the replacement dispatcher and the dates/times each party is working. The supervisor on-duty may approve the work trade.
4. This rule will not apply to emergency trades. Example: A dispatcher requests a last minute trade and is unable to submit their request via the scheduling software due to the emergent situation. The requesting dispatcher shall submit their request as soon as is practical and notify a supervisor immediately.
5. It shall be the responsibility of the approving supervisor to notify the requestor and the replacement dispatcher that the trade has been approved or denied.
6. Trade paybacks must occur during the same rotation.
7. Work trades resulting in a dispatcher working more than 16 consecutive hours will not be approved.
8. In the event the replacement dispatcher is unable to fulfill their agreed upon obligation, it will be the employees responsibility to find a substitute.

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9. Employees failing to fulfill their trade obligations shall be subject to the revocation/ suspension of their trade privileges. Abuse of trade privileges may result in progressive discipline.

702.8.5 OVERTIME ASSIGNMENTS

In order to maintain minimum staffing levels and ensure the safe operation of the Emergency Communications Center, both voluntary and mandatory overtime shall be used to fill positions until proper staffing levels are achieved. Overtime for special projects or special events may also be necessary. The following policy creates an equitable system for the assignment of voluntary and mandatory overtime.

Advance Notice – 7 Days or More:

The supervisor shall post all available overtime shifts in the agency's designated scheduling software approximately 6 weeks prior to the coverage period. Notification of posted OT and date of assignment will be sent via City email and RIMS text message. Overtime will be awarded based on the following:

1. Overtime is awarded based on a combination of departmental seniority and specific overtime hours worked in a rotation. Does not include non-essential overtime in calculation. Employees will select their desired shifts utilizing the designated scheduling software. Overtime will be assigned by the supervisor or designee, all heretofore referred to as Scheduler
2. Dispatchers bidding for full shifts, will be awarded overtime over a dispatcher bidding for a partial shift, regardless of seniority and hours worked in the rotation.
3. Should two dispatchers bid for the same number of hours on a shift and have equal hours worked in the current rotation, the shift will be awarded to the more senior dispatcher in class.
4. If all mandatory shifts are not filled via the bid during first selections, the Scheduler will then advise Per Diem Dispatchers via email and RIMS text message of their opportunity to select. Once the Per Diem Dispatchers assignments have been awarded, remaining overtime will be assigned via the mandatory process, Mandatory Overtime 702.8.6.
5. During periods of critically low staffing levels, per diem dispatchers will be assigned to their selected shifts prior to merit staff to reduce the number of mandatory assignments.
6. When the awarding process has concluded for the designated period, the Scheduler shall inform staff via email.
7. If additional overtime becomes available after the initial assignments have been assigned, the Scheduler will notify all Dispatchers via email and RIMS text message. All such overtime will be assigned on a first-come, first-served basis.

Overtime with less than 7 Days Notice:

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When a dispatcher calls to advise they are unable to report to work due to illness (personal, family, etc.), the supervisor on-duty will be responsible for securing coverage If a supervisor is not on-duty, a senior dispatcher or dispatcher on duty will assume this responsibility.

1. Coverage will be secured by sending a RIMS text message to staff advising the shifts needing coverage. These shifts will be filled on a first come, first served basis.
2. Should a dispatcher volunteer for a partial shift, a RIMS text message will be sent to staff advising the remaining period needing coverage. If the vacancy is not filled voluntarily and is required to be filled to meet staffing requirements, the Mandatory Overtime process will be used.

702.8.6 MANDATORY OVERTIME

If overtime cannot be filled by the procedures outlined in Overtime Assignments 702.8.5, the scheduler or employee filling the vacancy shall use the Mandatory Overtime procedure 702.8.6 to assign a employee to work the necessary coverage. The scheduler or employee shall notify employees as soon as possible once it is determined a mandatory overtime situation exists.

1. The least senior dispatcher (employee) with the fewest overtime hours worked in the current rotation, up to the date of the mandatory shift will be assigned.
2. Overtime calculations for mandatory shifts are calculated based on the number of specific calculable overtime hours worked within the rotation excluding overtime generated based on the 12- hour schedule bi-weekly (4- hours) and overtime worked filling shift vacancies deemed as additional help or non essential.
3. Dispatchers may request an exemption if the mandatory assignment would create a hardship. These instances will be reviewed on a case-by-case basis. Final approval by the Communications Manager or Chief.
4. The dispatcher mandatoried may find a substitution. The substitute must be a signed-off dispatcher to cover the mandatory hours, but it is the responsibility of the dispatcher mandatoried to find the replacement.
5. Dispatchers who refuse the mandatory overtime will be subject to progressive discipline: written reprimand, reduction in pay, suspension, demotion, and/or dismissal.
6. If overtime cannot be filled by the mandatory overtime procedures outlined above, the dispatcher on duty with the least amount of mandatory "calculable" overtime hours worked will remain until relieved, provided that dispatcher will be working no more than sixteen consecutive hours, with a minimum of eight hours off before the next scheduled shift. If this isn't possible, the next dispatcher with the fewest mandatory overtime hours worked will remain.
7. When a situation exists where a dispatcher on duty is required to remain until relieved, an attempt will be made to split the mandatory shift into segments, with the dispatcher from the next shift with the fewest mandatory overtime hours coming in early to provide coverage.

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8. On rare occasions, exceptions to these rules will need to be made to avoid dispatchers being assigned overtime that will result in them working two shift segments in the same day with a gap in between. These instances will be handled on a case-by-case basis.
9. Dispatchers will not be assigned overtime on their regular days off that are in connection with a pre-scheduled vacation.

Late Notice Overtime

When a dispatcher calls to advise they are unable to report to work due to illness (personal, family, etc.), the supervisor on-duty will be responsible for securing coverage. If a supervisor is not on-duty, a senior dispatcher or dispatcher on duty will assume this responsibility.

1. Coverage will be secured by sending a RIMS text message to staff advising the shift needing coverage. The RIMS text must include who will be assigned the mandatory shift, should there be no volunteers.
2. These shifts will be filled on a first come, first served basis.
3. The dispatcher who will be assigned the mandatory shift must call into Dispatch to acknowledge they are aware they are up next for the mandatory assignment.
4. Should a dispatcher volunteer for a partial shift, a RIMS text message will be sent to staff advising the remaining period needing coverage. If the vacancy is not filled voluntarily and is required to be filled to meet staffing requirements, the Mandatory Overtime process will be used to fill the remaining hours.
5. The dispatcher assigned the remaining mandatory hours, shall have the option of working the entire shift.
6. Due to the potential for last-minute staffing needs, every effort shall be made to notify and contact the dispatcher designated for mandatory assignment when volunteer coverage cannot be secured.
7. If the mandated dispatcher has not responded within one hour, they shall be contacted by telephone. If there is no answer, a second call shall be immediately attempted, as the employee's device may be set to Do Not Disturb. If contact is still unsuccessful, a voicemail shall be left and a follow-up text message sent containing the most current information available regarding the mandatory assignment. Subsequent text messages shall be sent as needed to communicate any updates or confirmation that coverage has been secured.
8. Once sufficient coverage has been secured, a RIMS text message shall be sent advising such.

702.8.7 OVERTIME RECORD KEEPING

An overtime tally (record) will be maintained by the Dispatch Supervisors to serve as a record of overtime assignments and ensure equitable distribution of overtime. Such record will be kept in a hardcopy format for all employees to access within the Center to assist in decision making for last minute mandatory situations. An electronic back up copy will be maintained by the Supervisors for all employees to access in the scheduling software. Overtime hours will reset at the beginning of each rotation.

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Overtime hours included in the tally:

(a) Annual pre-scheduled vacations

(b) Sick leave

(c) Floor coverage to facilitate training (CPT, in-house, etc.)

(d) Participation in in-house training

(e) Special details EX: County Fair, DUI checkpoints, ORT, STEP, etc.

(f) Last minute requests from CIB or any authorized unit requesting a dispatcher for an operation

Overtime hours not included in the tally:

(a) Discretionary leave

(b) Specialty assignment meetings/details. EX: SWAT, Wellness, CNT, etc.

(c) Attending training

(d) Training prep (Lead Trainer)

See 702.8.6 (1) for calculation for Mandatory Overtime selection.

702.9 SUPERVISOR SCHEDULING

Effective scheduling of supervisors is critical to the successful operation of the Communications Center. This Standard Operating Procedure (SOP) outlines scheduling practices to ensure consistent leadership presence and support for communications personnel.

702.9.1 SHIFT BID

Supervisors will participate in the annual shift bid process alongside dispatch personnel, selecting a shift for the year. Mid-year schedule swaps between supervisors may be allowed if mutually agreed upon and approved by the Police Technical Services Administrator.

702.9.2 VACATION BID

Permanent full-time employees accrue vacation time based on years of service with the City. Unused vacation hours will carry over annually until the maximum accrual limit is reached. Vacation selections are bid by work week. Employees are responsible for maintaining a sufficient leave balance to cover their requested time off.

Supervisors should submit vacation bids at least 30 days in advance. Requests made within 30 days may be approved at the discretion of the Police Technical Services Administrator. All requests should be submitted through InTime for chain-of-command approval.

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702.9.3 DISCRETIONARY LEAVE REQUESTS

Discretionary time-off requests will be considered based on departmental staffing needs. Such requests may be submitted up to 45 days in advance via InTime for approval.

702.9.4 SUPERVISOR FLEX TIME

Supervisors may adjust their hours within their assigned workweek with prior approval from the Police Technical Services Administrator.

702.9.5 SUPERVISOR TRADES

Supervisors may request to trade work shifts with another supervisor, subject to the following:

1. Trades may be requested up to 45 days in advance.
2. In the event the replacement supervisor is unable to fulfill their agreed upon obligation, it will be the employees responsibility to find a substitute.
3. Employees failing to fulfill their trade obligations shall be subject to the revocation/ suspension of their trade privileges. Abuse of trade privileges may result in progressive discipline.

702.9.6 SUPERVISOR OVERTIME

Supervisors can work overtime in the following instances:

1. To fill open dispatch shifts unclaimed by full-time or per diem dispatchers.

2. During priority incidents or periods of high call volume where additional supervisory support is necessary.

3. To cover anticipated vacation absences.

4. As otherwise approved by the Police Technical Services Administrator.

702.10 JURY DUTY

In concert with the agreed Memorandum of Understanding for POA represented Communications employees, employees required to report for jury duty during their normal work hours shall be granted a leave of absence with pay from their assigned duties until released by the Court. Employees called for jury service shall not be required to assume new or unusual regular working hours solely as a result of jury service. Every reasonable effort shall be made to ensure that personnel assigned to work a graveyard or swing shift who are called for jury duty shall be provided reasonable time to rest and recuperate prior to reporting for regularly scheduled duty, provided the employee has spent a significant portion of the day at jury duty.

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Based upon the intent not to penalize the employee called for jury duty, and the varied shift schedules assigned to Communications employees, the City Personnel Department has agreed to the following conditions for Communications employees called for jury duty:

1. Employees must notify a Communications Supervisor immediately upon receipt of Notice to Serve.
2. Jury duty activity, such as a daily summons for polling to serve, which occurs on the employee's regularly scheduled day(s) off, shall not be eligible for compensation or schedule adjustment.
3. Employees summoned to the Court site for polling or interview may apply those hours to their regularly scheduled work shift. For example, an employee who spends four hours in the process shall have a work schedule reduced by four hours.
4. Employees selected to serve on jury duty may have their schedules changed to Monday through Friday, 0800 through 1700 hours, with Saturday and Sunday as designated days off. This adjustment will be in effect for the duration of jury duty.
5. The employee will code the time as "JURY" in the scheduling software and submit a copy of the notice to the designated supervisor as part of the time record.

702.11 COURT APPEARANCE ON BEHALF OF AGENCY

All Communications employees shall adhere to the established Lexipol Policy 348: Subpoenas and Court Appearances. Upon the notification of an expected court appearance or stand-by, the Communications employee shall immediately notify a Communications Supervisor.

702.12 TRAINING

Supervisors and Dispatchers, full time and per diem, shall receive training consistent with the requirements established by California Commission on Peace Officer Standards and Training (POST), the department, and City.

It is the responsibility of the Communications Supervisors to manage employees required training, ensure opportunities are actively shared with employees in advance, facilitate scheduling, and department required paperwork. It is the responsibility of employees to work with their supervisor to ensure they meet deadlines of all required training timely.

702.12.1 CONTINUOUS PROFESSIONAL TRAINING

Continuous Professional Training (CPT) is a constant process throughout the employee's career. California Commission on Peace Officer Standards and Training set the required annual training hours for Public Safety Dispatchers. The purpose of CPT is to maintain, update, expand, and enhance an individual's knowledge and professional skills. The training standards and qualifying courses are described on the POST website at www.post.ca.gov.

702.13 COMMUNICATIONS TRAINING PROGRAM

The Communications Training Program (CTO) is managed by the Communications Supervisors. The purpose of this program is to prepare new employees for the versatile role as a Public Safety

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Dispatcher in an Emergency Communications Center. A Probationary employee, also known as a Trainee, enters the CTO program at the start of employment with the City prior to attending POST Dispatcher Academy. The Trainee rotates through several rotating shifts and evaluated based upon the performance criteria set forth in the Standard Evaluation Guidelines. Trainees must complete the CTO program satisfactorily and perform at solo level to be "signed-off" in both Call Taking and Dispatching roles.

702.13.1 COMMUNICATIONS TRAINING OFFICER

Communications Training Officers have a vital role in setting the trajectory of a trainee's career. The CTO's primary function is to provide the training and development of the trainee from the point where they are capable of independently performing duties as a solo level Dispatcher with skill, efficiency, and professionalism. CTO's are responsible for conducting themselves with honesty, integrity and professionalism at all times.

1. Provide thorough and accurate information, demonstrating the necessary skills of the position
2. Ensure sufficient exposure to all tasks that the trainee is required to perform as a solo level dispatcher.
3. Evaluates objectively the performance and behavior of the trainee in accordance with the Standard Performance Evaluation Guidelines.
4. Prepares complete, accurate, and objective Daily Observation Reports (DOR's) timely with appropriate documentation.
5. Identifies and documents areas in which the trainee should be afforded additional or remedial training, providing instruction necessary to overcome deficiencies.
6. Trainers shall treat trainees with respect and courtesy at all times.
7. Trainers shall not make any derogatory remarks or use demeaning language toward any member of the department or public.
8. The trainer shall be familiar and comply with the Department and City policies and procedures.
9. Any disagreements or corrective conversations shall be conducted professionally in private.

702.13.2 COMMUNICATIONS TRAINEE

Trainee's enter the CTO program for on-the-job-training (OJT) during the probationary period set in Probationary Employees Policy #307. A trainee is expected to dedicate themselves to the learning process. The process encompasses job skills, knowledge, and becoming familiar with the new work environment.

1. The trainee shall treat their CTO, supervisors, manager and coworkers with respect and courtesy at all times.
2. The trainee shall not make any derogatory remarks or use demeaning language toward any member of the department or public.

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3. The trainee shall be familiar and comply with the Department and City policies and procedures.
4. The trainee shall follow the direction of the CTO at all times. The CTO is the first link in the chain of command.
5. Any disagreements with the CTO shall be conducted professionally in private.

702.13.3 DAILY OBSERVATION REPORTS

The trainee's performance and progress is objectively evaluated on a daily basis utilizing the CTO program guidelines, policies and procedures. Trainee performance and additional training is to be documented in a Daily Observation Report (DOR). DOR's are to be completed daily by the trainer unless given an extension by a supervisor. DOR's must be thorough addressing trainee performance, corrections and additional training provided.

In addition, each time a trainee rotates to a different CTO, a progress report ("side evaluation") is to be completed by the supervisor that contains an up-to-date record of the trainee's strengths and weaknesses. The progress report shall be shared with the next trainer and the Communications Manager.

All training records shall be kept in the designated training virtual training folder and held according to city and POST retention periods.

702.13.4 COMMUNICATIONS SUPERVISOR RESPONSIBILITY

The supervisors will oversee the training and support the CTO's and trainees through the program. They will update and provide training material, facilitate access to the various databases, plan and coordinate the scheduled rotations, meet regularly with CTO's and trainees to review progress. At a minimum, biweekly the supervisor is to meet with the CTO and trainee to discuss the DOR's they reviewed, discuss progress, and develop additional training plans as needed to assist the trainee. The supervisor will complete Communications Probationary Report to memorialize the trainee's progress and action plan from each meeting till the trainee is signed-off from the CTO program.

Probationary Employees – Solo Level

In adherence to the City Probationary Employees Policy 307 and SMPD Lexipol Policy 1002.4 Fulltime Probationary Personnel, the supervisor will meet monthly with probationary employees who are no longer in training. The goal is to share observations of the employee's performance, provide feedback and training to ensure the employee is equipped as they progress in their career. The supervisor will Communications Probationary Report during each meeting to memorialize progress, action plans, and additional training.

702.14 DISPATCHER OF THE YEAR

The Dispatcher-of-the-Year (DOY) award was established to recognize a Communications employee, nominated by their peers, who exhibits consistent and outstanding performance in the past twelve months. Performance acknowledgment is based on consistent overall exceptional

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skills in dispatching and call-taking, superior customer service, unwavering professionalism, dedicated team member to all peers, and leadership in the center. Any dispatchers on vacation will be contacted by the supervisor to ensure they have time to submit their nominations and votes.

Nominations

In the first two weeks of March of each year, a supervisor will request nominations from the Police Department. The nominations will be accepted for two weeks after the initial notification. Each submission must include the employee nominated and how the employee exhibited consistent exceptional skills, professionalism, superior customer service, dedication to the team, and leadership in the center.

Voting

Once all nominations are received, the process will start. The Dispatch Supervisors will select their top nominations and pass them on to a committee consisting of a patrol representative, a support services representative, and the Police Technical Services Administrator for final selection.

The DOY will be announced during National Telecommunications Appreciation Week and will also be recognized at a Department Awards Ceremony.

702.15

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