

Subject:	Console Position Responsibilities	
Effective:	8/7/2012	Procedure
Update:	10/18/2019	
Reference:		

PURPOSE

To define the primary responsibilities for each position in the Santa Barbara County Public Safety Dispatch Center.

PROCEDURE

Each console position in the dispatch center requires specific duties and primary responsibilities. The primary responsibilities of each position assignment are as follows:

1. Call taker
 - a. Primarily responsible for answering emergency (911 and alternate emergency) lines as they are received with priority given to 911 lines.
 - b. Prioritize by putting a non-emergency call on hold if an emergency call is received.
 - c. Enter calls for service using the appropriate call types.

2. Sheriff Frequency One
 - a. Will monitor and respond accordingly to all radio traffic on Sheriff's Frequency One.
 - b. Will dispatch or notify field supervisor of calls in accordance to the policies set forth by the Santa Barbara County Sheriff's Department.
 - c. Primarily responsible for maintaining accurate status of Sheriff's units.
 - d. Responsible for checking vehicles license plates for wants if the license plate is provided.
 - e. Responsible for broadcasting BOL's as needed.
 - f. Refrain from answering any telephone line unless all other personnel are unable to answer an incoming line. If the incoming call is anything other than an emergency, the caller shall be politely asked to hold until another dispatcher can assist.

3. Sheriff Frequency Two
 - a. Will monitor and respond accordingly to all radio traffic on Sheriff's Frequency Two.
 - b. Should monitor Sheriff's Frequency One radio and act upon administrative requests made on Frequency One.

- c. Primarily responsible for all CLETS requests for the department with the exception of license plates provided on Frequency One.
- d. Monitor CLETS for after-hours teletypes and appropriate responses (Items not requiring immediate attention will be printed and placed in the basket for records personnel to pick up).
- e. Responsible for ensuring pages for Sheriff's employees, volunteers, and Search and Rescue have been sent as requested or required by the Sheriff's Department.
- f. Responsible for completing and scanning the beat sheet.
- g. Responsible for answering law enforcement administrative extensions 25717 and 25718 and the Guadalupe PD ring down line.
- h. Assist with call taking responsibilities if the call taker(s), fire dispatcher and EMS dispatcher are unavailable.
- i. In the event of a restriction of radio traffic on Frequency One (Code 33), shall handle all Frequency One duties unrelated to the Code 33 in addition to standard Frequency Two duties.

4. EMS

- a. Will monitor and respond to all radio traffic on the Med 10/Alt Med frequencies.
- b. Will dispatch calls in accordance to the policies set forth by American Medical Response.
- c. Responsible for answering ring down lines from Santa Barbara PD/FD, Santa Maria PD, South Coast Dispatch, and Lompoc PD and incoming administrative EMS extensions 25719 and 25780.
- d. Responsible for monitoring South Coast Dispatch to ensure they receive all EMS and fire calls in their jurisdiction that have been entered into CAD.
- e. Assist with call taking responsibilities if call takers are unavailable.
- f. Responsible for ensuring all calls faxed to Dispatch from AMR Control 2 are entered in the call taking window or, if scheduled for more than thirty minutes later, in the scheduled call taking screen.
- g. Responsible for ensuring that any documents received on the fax machine are distributed to the appropriate recipient.

5. Fire

- a. Will monitor and respond to all radio traffic on Fire Channel One.
- b. Shall assign multi-company responses to an alternate Command channel (2, 3, 4, 5, or 6 depending on type and location of incident), then monitor and respond as necessary to radio traffic until all equipment has arrived on scene.
- c. Will dispatch calls in accordance to the policies set forth by the Santa Barbara County Fire Department.
- d. Responsible for checking and updating the burn status daily.
- e. Responsible for coordinating with the Duty Captain for ROSS requests.
- f. Responsible for answering ring down lines from UCSB and VAFB and incoming fire extensions 25723 and 25724.

- g. Assist with call taking responsibilities if call takers are unavailable.
- h. Responsible for adjusting the “DLEVEL” as needed at 1000 and 1800 hours.