

Subject:	Console Relief Requirements	
Effective:	7/27/2012	Procedure
Update:		
Reference:		

PURPOSE

To ensure dispatchers are provided the most current information that may impact work performance

PROCEDURE

1. Dispatchers must be briefed prior to relieving at any dispatch position to ensure they are aware of previous incidents which may impact ability to perform duties, current unit status, pending items, and any miscellaneous items that are critical to successfully working that dispatch position. It is the responsibility of the off-going dispatcher to provide the briefing to the oncoming dispatcher.

2. After logging into CAD, all dispatchers must read the Dispatcher Notes as soon as possible for special instructions/information for the day. Dispatchers are responsible for reviewing all Dispatcher Notes entered on their respective days off (up to seven days from the present working date).

3. The shift supervisor(s) (or senior dispatcher, in the absence of a shift supervisor) shall be briefed on any high profile incident(s) by the dispatcher working said incident(s).

4. The on-coming shift supervisor(s) (or senior dispatcher, in the absence of a shift supervisor) shall be briefed by the previous shift supervisor(s) (or senior dispatcher) of all previous incidents that may impact the next shift.

5. Dispatchers are not permitted to leave the console until relieved or specifically dismissed by a shift supervisor (or senior dispatcher, in the absence of a shift supervisor).
 - a. In the event a dispatcher needs to step away from the console (e.g. use the restroom, get something from the kitchen), the supervisor/senior dispatcher shall be notified. It is not sufficient to advise a shift partner.
 - b. Dispatchers should make every reasonable effort to limit leaving the console during the shift; occurrences shall be expedited to ensure efficiency and to avoid placing a burden on shift partners.

6. Dispatchers leaving the console must leave the area neat and clean, with the chair they were using at that console, or placed at another console (not out in the middle of the room, by the front dry erase board or between the offices and the dispatch floor.)