

Subject:	Dispatch Building Procedures	
Effective:	11/5/2015	Procedures
Update:	6/6/2017	
Reference:		

PURPOSE

To outline the procedures that pertain to the use of the Dispatch Center and its common areas.

PROCEDURES

1. Administrative Offices
 - a. The three administrative offices at the south end of the building are occupied by the Commander, Communications Manager and the Dispatch Training Supervisor (shared with the shift Supervisors).
 - b. Entry to and/or use of those offices is prohibited unless specifically requested or permission is granted by the inhabitants of those offices.

2. Air Conditioning/Heating System
 - a. The air conditioning and heating units are preset with a range of three degrees.
 - b. Should there be a malfunction of the air conditioning system or heating system, notify the dispatch supervisor who will report the problem to general services.

3. Bunk Rooms
 - a. Bunk rooms are provided at the end of the locker room for dispatcher use for taking naps or resting during their breaks.
 - b. They may be used for personal medical use (i.e., lactation breaks).
 - c. They are available in the event of an emergency situation when personnel cannot return to their home. They are intended for temporary stay and are not to be used for long term residence.
 - d. Personnel from the dispatch center or specifically authorized by the shift supervisor, Communications Manager or Commander may use the bunk rooms.
 - e. Personal blankets, sheets and pillows will not be left in the bunk rooms. They may be stored in an available extra locker.

4. Conference Room
 - a. The conference room is equipped for training, meetings and as the Department Operating Center in case of emergencies.

- i. In the event of an emergency situation that affects a large part of the county, the conference room may be used by department heads as a planning area.
- b. The room is equipped with phone and data jacks, computer and television media equipment.
- c. Department Personnel requiring such space for legitimate operational use and other functions may obtain permission for use by the Communications Manager and/or the Commander. Once approved, it will be added to the Conference Room calendar.

5. Entry to the Building

- a. Under no circumstances will anyone be allowed entry to the building without proper identification.
 - i. Personnel assigned to the communications center are issued keys which includes access to the exterior doors.
 - ii. An alternate method of entering the building consists of a ring down phone positioned to the left of the front door. It is monitored by a closed circuit television monitor, which is on top of the consoles between WS09 and WS10. On-duty personnel may allow admittance remotely for persons not in possession of a door key after proper identification and determining the need to be present in the communications center. Admittance is made by placing the radio mouse over the "door button" icon on the radio monitor and left clicking once.
- b. The front exterior door is prohibited from being left propped open. The communications center is a secure area and all exterior doors will remain closed when not in use.
- c. In the case of deliveries or maintenance needs, the door may be left propped open, only as long as it is being strictly monitored.
- d. The security gate at the bottom of the stairs is to prevent people released from jail from walking through the dispatch parking lot or using the door phone to the dispatch center.

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- e. The gate code is prohibited from being given to unauthorized personnel.
 - i. The gate is prohibited from being propped open, unless it is being strictly monitored.

6. Emergency Power

- a. In case of power failure, the communications center has an Uninterruptible Power Supply system of batteries that are set to switch on within seconds of losing power supplied by Edison.
 - i. The UPS system will power all that is necessary to continue operations in the dispatch center (phones, CAD, radio, general electrical power).

- ii. The Communications Manager and Commander should be notified immediately either via landline, CAD page or department cell phone page when the emergency power is generated. **Refer to the “Dispatch Center UPS System, Generator, Power Failure Procedures.”**

7. Fire Protection

- a. The building is equipped with a sprinkler system for fire protection purposes. In the event of a fire, refer to the **“Dispatch Center Fire Procedures.”**
- b. The Communications Manager and the Commander should be notified immediately in the event of a fire.

8. Individual Workstations

- a. Each dispatcher is responsible for their individual workstation while they are assigned to it. Personal belongings needed during the shift must be placed under the console and not on the floor outside of the console area (to prevent anyone tripping on them).
- b. All confidential paper waste should be placed in the shredding container. Any non-confidential paper waste should go into the blue recycle bin next to the shredding container.
- c. At the conclusion of each shift, the console area should be left neat and clean for the next dispatcher.

9. Parking Area

- a. Fourteen parking spaces and one handicap parking space are provided for on-duty employees and visitors to the communications center. On-duty personnel will park in the parking lot unless directed to do so otherwise.
- b. The four parking spaces painted in red and marked “Dispatch only” on the parking block are for those dispatchers arriving to work in the dark or will be leaving when it’s dark. To ensure the safety of dispatchers who arrive in the dark, those spaces should be available for them to park in so that they can enter and exit the building quickly.

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10. Patios & Balconies

- a. The building is equipped with two patios leading to the exterior of the building and are there for use on breaks.
 - i. The doors are keyed the same as the main entry door and will automatically lock when closed, so a key must be taken outside, otherwise you may be locked out.
 1. The doors should remain closed at all times in order to prevent insects and rodents from entering the building.
 - ii. Make sure that the doors are locked and secured after completion of use.
 - iii. The exterior gate on the balcony overlooking the main station can be used as an emergency exit and is keyed the same as the main entry door.

11. Phone & Radio Equipment Room

- a. Access to the phone and radio equipment room should be monitored at all times.
- b. Equipment maintained by AT&T and County Communications are located in the phone and radio equipment room along with electrical panels that can be accessed by authorized personnel.
- c. The room is protected by a fire suppression system called FM-200. In the event of fire in either the computer room or the phone and radio equipment room an audible alarm will sound and a flashing light will strobe to indicate a fire and discharge of the FM-200. Dispatchers are directed to refer to the ***“Dispatch Center Fire Procedures.”***
- d. Personnel from Systems and Technology are responsible for the office just inside the main door to the left as well as the adjoining computer room.
 - i. Dispatchers are not responsible for the areas occupied by the Systems and Technology Bureau.
 - ii. Dispatchers should be aware of what is maintained in those rooms but should have no need to gain entry unless there is an emergency or it is requested by Systems and Technology personnel.

12. Storage Areas

- a. There is one storage area off of the main communications room that is strictly for the use of dispatch related equipment and supplies.
 - i. No personal belongings will be stored in the storage room.

13. Visitors to the Center

- a. All user agency personnel will be allowed access to the dispatch center.
- b. On-duty personnel are responsible for their visitors by ensuring they aren't a distraction to others on duty.

- c. Any other visitor(s) must be approved by the Commander or the Communications Manager.
- d. All visits should be restricted to a reasonable time and duration.
- e. The on-duty shift supervisor may direct any and all visitors to leave the center in the event of an emergency operation if the visitors will cause a distraction that will impair normal operation.
- f. Non-law enforcement visitors must not be allowed access, either visually or otherwise, to Department of Justice computer information (CLETS, DMV, etc.)