Subject:	**Dispatch Tasks and Projects**	
Effective:	**2/17/2015**	
Update:	**6/13/2017, 1/30/2018**	**Procedure**
Reference:		

PURPOSE

To describe the tasks and projects that need to be completed periodically in the Dispatch Center.

PROCEDURE

Certain tasks and projects are essential to the smooth operation of the Dispatch Center. Some of them are assigned to day or night shift and some of them are permanently assigned to one person, either by their own request or by necessity due to their job assignment.

The tasks/projects and how to complete them are as follows:

1. Dispatch Safety Officer
    a. The Dispatch Safety Officer will attend training relevant to safety in the workplace and should impart the knowledge learned to the rest of the employees.
    b. The Dispatch Safety Officer is responsible for ensuring compliance with OSHA regulations, such as ensuring there is clearance around equipment room doors, adequate access to electrical panels and watching for any unsafe conditions in the dispatch center.
    c. The Dispatch Safety Officer will ensure that the most current signage regarding safety issues are posted and assist with ordering ergonomic equipment such as chairs, keyboards, mouse pads, etc.
    d. All emergency lights and signs must be checked monthly to ensure that they are in proper working order. Both fire extinguishers must be checked to ensure the contents are reflected correctly on the gauge and the tag attached must be initialed each month after being checked.

2. The Pager Book contains a list of special duty units within the department, such as the Bomb Team, SET, K-9's, etc. It also contains personnel information for the various units in each division, such as Detectives, Narcs, Coroners, etc.
    a. When personnel are assigned or reassigned to a unit, the pager book should be updated.
    b. Once it has been updated, the update should be sent to the Systems and Technology unit so that they can update it in the Library Link.

3. Project Lifesaver
    a. Project Lifesaver is a voluntary electronic monitoring system designed to help locate people who have Alzheimer's, Dementia, Down Syndrome or Autism, who have subscribed to the program. A transponder device is worn as a bracelet or anklet, and sends a unique radio signal every second.
    b. When the enrollee is reported missing, rescuers from the Sheriff's Department, and Search and Rescue (SAR) use radio direction-finding equipment to find the person.
    c. Each Project Lifesaver participant will be entered into CAD as a common-place name (premise utility). The home address for the individual is the "premise" address.   The participant must be entered into CAD with their full name as the premise name, and their address in the address field.

4. Responsibles Updates – ASSIGNED TO NIGHT SHIFTS
    a. Responsible information for businesses and other locations is entered into the Caution Note Utility of CAD or, in the case of County-owned properties, kept in the after-hours binder.
    b. When an updated list of responsibles information is received for a location, the squad assigned this task will update the file with the current information

5. Everbridge Cell Phone Registrations
    a. Everbridge Cell Phone registrations are processed on the Sheriff's Department Website, which will redirect the citizen to awareandprepare.org. Manual requests will be forwarded to dispatch via the dispatch web-mail, or via a mailed-in form and collected by the Dispatch Projects Supervisor. The Dispatch Projects Supervisor normally maintains the entries, however during a major community event, there will be an increase in registration requests to be entered. When this occurs, the registration requests will be placed in the basket labeled "registrations ready for entry." The information must be transferred to an Excel spreadsheet which is found under the Q drive on the CAD workstations, (Q/dispatcher shared documents).   The information that needs to be entered onto the spreadsheet includes phone number, address, name and any other information provided by the registrant.   When you work on a batch of entries, be sure to save the file under your name.

6. Road Closures – ASSIGNED TO DAY SHIFTS
    a. Notifications of road closures due to construction work, bicycle races, marathons, parades, etc., should be filed in the back of the Diary notes in the section labeled Road Closures as long as there is a notation under the "cc" that it has gone to American Medical Response and Santa Barbara County Fire Department. If there is no notation, make a photocopy and send to the affected fire station and/or paramedic unit. If the road closure is going to be long term, (more than one day), it should

be entered into CAD in the Road Impedance Module. The information should also be entered into the CAD Dispatcher Notes for the affected day(s).

7. Computer Shutdowns
    a. The computers in the dispatch center need to be completely shut down and rebooted weekly. This task is assigned to a night shift so that the shutdowns can be performed during low activity levels.