

Subject:	Language and Demeanor in the Dispatch Center	
Effective:	11/14/2014	Procedure
Update:		
Reference:		

PURPOSE

To describe the appropriate language and demeanor to be displayed in the Dispatch Center. Title 18, United States Code (U.S.C.), Section 1464 states “Whoever utters any obscene, indecent, or profane language by means of radio communications shall be fined under this title or imprisoned, not more than two years, or both.”

The use of profanity that is picked up from the background and transmitted over the radio can incur liability to the County, as an entity, and to the radio licenses of the Communications Services staff. There are cases on record of citizens recording broadcasts from a scanner, documenting the date and time and filing complaints with the FCC.

PROCEDURE

1. The use of any profanity is forbidden in the dispatch center (specifically while working at the consoles.)
2. Personnel will conduct themselves in a professional manner, at all times.
3. Supervisors will ensure that the level of background noise in the center does not rise to the point where it can be heard by units in the field over the radio or when call takers are on the phone.