2-10/035.00 - Station/Bureau Desk Operations Standards and Guidelines

Central Coordinating Authority/Responsibility

- Communications and Fleet Management bureau shall have central coordinating authority for all hardware, software, and communication devices installed in station desk areas regardless of funding source. This includes any audio, visual, data, or other IT equipment or software that may be installed in the station desk area (temporary or permanent) visible to the watch deputy and dispatcher. This is done to maximize officer safety, provide for a standardized physical layout of equipment for personnel, standardize workflow, and establish a standard baseline for cost estimates of future technology projects;
- As a central coordinating authority for desk operations, Communications and Fleet Management Bureau shall be consulted prior to any installation, modification, or alteration of anything related to desk operations. No technology item regardless of funding may be placed in the desk area without prior approval from Communications and Fleet Management Bureau; and
- These projects are still subject to guidelines set forth in MPP section 2-10/015.10, Mandatory Reporting of Information Technology (IT) Projects.

Station/Bureau Desk Operations Training

- Communications and Fleet Management Bureau shall have the central coordinating authority for training related to all facets of technological assets deployed at the desk. To maximize officer safety, service to the public, and maintain a standard of operation across the Department, any training related to station desk operations shall be vetted through Communications and Fleet Management Bureau.

Station/Bureau Desk Operations workflow Management

To maximize officer safety and standardize workflow, any potential increase in workload for station dispatchers and watch deputies (such as monitoring non CAD, CSI, Vesta, or GST systems) shall be vetted by Communications and Fleet Management Bureau.