

LCS Unit Order 10

LANCASTER STATION

UNIT ORDER # 10

DESK PERSONNEL DUTIES AND RESPONSIBILITIES

PURPOSE:

The purpose of this unit order is to delineate the specific duties and responsibilities of personnel assigned to the dispatch center.

POLICY:

Watch deputy

It shall be the responsibility of the watch deputies to familiarize themselves with the duties of this position. The watch deputy is under the direct supervision of the watch sergeant. They are in charge of the overall desk operation. In addition, the watch deputy shall have several other specific duties. Duties of the watch deputy are as follows:

- The watch deputy shall supervise and coordinate the activities of the dispatch center, the complaint desk personnel, and station counter.
- The watch deputy is responsible for maintaining a professional atmosphere at the desk. No disruptive noise or derogatory remarks will be allowed.
- The watch deputy shall assist the watch sergeant with monitoring calls for service, monitoring response times to calls for service, and managing patrol resources.
- The watch deputy shall monitor alarm panels, cameras, panic/ambush alarms, and investigate any instances of activations appropriately, making sure the watch sergeant is notified.
- The watch deputy is responsible for keeping the watch sergeant, watch commander apprised of all emergent situations. They shall issue Code 20 information to the media as well as notify Sheriff's Information Bureau and Department Operation Center as needed.
- The watch deputy shall receive and manage E-SCARS assigned to field units per the Child Abuse and

Neglect Reporting Act (Field Operations Directive 03-004) and follow procedures outlined in Unit Order #80. The watch deputy is also responsible to notify the watch commander of any unnecessary delay in handling of SCARS.

- If there is telephone equipment malfunction at the desk, the watch deputy shall contact the appropriate repair personnel and notify the watch commander immediately. If the telephone system is not functioning and incoming calls need to be rerouted to Palmdale Station, the watch deputy shall contact Palmdale Station for approval and advise Sheriff's Communication Center.
- The watch deputy shall ensure desk personnel give priority to incoming 9-1-1 calls.
- The watch deputy shall monitor the handling of counter traffic by counter personnel, keeping in mind the Department's policy of *Service Oriented Policing*.
- The watch deputy is responsible for the security of monies received over the counter for deposit (i.e. tow fees, report sales, etc.). These monies shall be kept in a locked cash box and will be accounted for at the beginning and the end of each shift. Refer to Station Order #9, for additional information.
- The watch deputy shall assist dispatch personnel to ensure operational efficiency by monitoring emergent and routine radio traffic as well as coordination with other agencies.
- The watch deputy shall ensure calls for service are advised of delay in a timely manner (IAD).
- The watch deputy shall check completed incidents for location and proper clearance reporting districts throughout shift (OKI).
- The watch deputy shall ensure procedures for responding to Calls for Service Involving Alleged Mentally Ill are followed (Field Operations Directive 16-003).
- The watch deputy shall assist the watch sergeant and the watch commander with retrieving voice prints for pursuits, use of force, or other significant incidents.
- The watch deputy shall assist field deputies with conducting cell phone pings, if the incident meets the necessary criteria.
- The watch deputy shall accept and enter letters of agency into the Computer Assisted Dispatch (CAD) system.
- The watch deputy shall log into the 3SI system and ensure it remains open throughout the shift, following the 3SI Electronic Satellite Pursuit GPS Tracking Procedures (Field Operations Directive 07-005).
- The early morning watch deputy shall review and verify the False Alarm Warning Notifications.

Dispatcher

The primary duty of the dispatcher is the assignment and supervision of radio car activity, via dispatching of calls and the monitoring of the radio traffic.

- The dispatcher should be familiar with the Lancaster Station geographic area and reporting districts, as well as the boundaries of adjacent police jurisdictions. This ensures accurate and effective assignment of patrol units to routine and emergent calls.
- The dispatcher should have a good working knowledge of the dispatch center's Computer Assisted Dispatch (CAD) System and should be aware of its capabilities and limitations.
- The primary role of the dispatcher is to direct calls to units and monitor the station's working radio

frequencies. They should avoid handling incoming telephone calls unless absolutely necessary.

- The day shift dispatcher shall be familiar with the procedures for the school resource deputy patrol cars.
- The dispatcher shall keep the watch deputy apprised of emergency conditions.
- The dispatcher shall be Sheriff's Communications Center (SCC) trained.
- To allow continuity at the desk, full exposure to the commands, knowledge of deputies' voices and habits and for training purposes, the dispatch position shall be staffed by SCC qualified personnel.

Delayed Response Calls

The dispatcher is responsible for monitoring field units. This includes checking on delayed response to calls.

The dispatcher shall either reassign the call if the field unit is busy. They shall also have the complaint desk personnel or watch deputy call the informant and advise of a delay. If there is a specific reason for the delay, the dispatcher will put the reason for the delay into the narrative of the call (i.e. numerous priority and emergent calls, containment, shooting, etc.). Additionally, if there is a specific tag number associated with the delay, place the tag number into the call (i.e. "IAD re: T/237--459 containment").

Any significant delays in responses described as over 60 minutes for routine call, over 20 minutes for a priority call, or over 10 minutes emergency call shall be reviewed and a detailed reason be placed in the "Incident Details" of the concerned call. The procedures for recording remarks on calls can be obtained from the MDCS guidebook.

Multiple Response Calls

If there is a follow-up call to a specific location, such as with loud music or a party, the dispatcher should enter the related tags into the current tag. At minimum, the dispatcher or call taker should enter the additional caller information into the current active call.

Complaint Desk Personnel

The primary duties of personnel assigned to this position are answering business and emergent incoming telephone calls, assisting the public at the front counter, and relieving the dispatcher.

- The complaint desk personnel are responsible for initial contact with the informant on the call for service. Once the call for service has been typed in, the complaint desk personnel shall monitor the call for service **until a deputy arrives at the call for service**.
- The complaint desk personnel shall make corrections or updates to the call for service as needed, as well as re-contacting the informant on the call for any reason including a delayed response time.
- The complaint desk personnel shall immediately transfer any caller requesting to speak to the watch commander or watch sergeant without delay or further inquire.
- The complaint desk personnel shall use the language line interpreter service as needed when

communicating with informants who speak other languages.

Handling 9-1-1 Telephone Calls

The success of the 9-1-1 emergency telephone system is dependent on our response to emergency calls received by the system. Therefore, the following procedures apply:

Emergency calls directed to the station complaint desk shall take precedence over all other calls. **Any routine call in progress shall be placed on hold** until each new 9-1-1 or other emergency incoming call is answered to determine what the nature of emergency is.

When calls for emergency service or assistance are received by a unit other than the unit having jurisdiction, all necessary information shall be obtained and the information relayed to the concerned unit or agency immediately. Regarding calls received via the 9-1-1 System, desk personnel may transfer emergency calls to another jurisdiction, but must stay on the line until the transfer is complete.

Without exception, emergency calls received on the 9-1-1 line will be handled on a priority basis.

Should a non-emergency call be received on this line, the caller shall be informed 9-1-1 is to report emergencies only and will be given the station business number.

The **Complaint Desk Personnel** answering 9-1-1 lines shall:

- Do so without delay, the line should not ring more than twice before being answered. The call should be answered: "9-1-1, what is the emergency?"
- Keep priority and emergent callers on the telephone line until deputies arrive at the location and relay any pertinent information to the responding deputies.
- Immediately transfer calls reporting incidents of smoke/fire to Fire Dispatch. The address should be verified, but do not interrogate the caller. Stay on the line until you are sure the call goes through to Fire Dispatch personnel.
- Immediately transfer calls reporting injury accidents to Fire Dispatch, regardless of jurisdiction. Remain on the line and advise the Fire Dispatch Center it is an injury accident. Complaint Desk Personnel shall notify the proper police agency an injury accident has been reported, and rescue has been notified.
- When a 9-1-1 call has been transferred to the station, it shall not be transferred a second time. All necessary information shall be obtained and relayed to the concerned unit or agency immediately. If the call is in the jurisdiction of another Sheriff's Station, it shall be rerouted immediately to the appropriate station via the CAD System. The caller shall be advised the call has been forwarded to the appropriate station, and given the phone number to the station for future reference and follow-up.

- When a 9-1-1 line is answered and the call disconnected prior to determining its nature, a return call shall be made by desk personnel to determine if an emergency exists. If desk personnel are unable to contact the caller, a deputy shall be dispatched to the address if the desk personnel have reason to believe the original caller was requesting assistance.

Handling Routine Calls for Service

Maintain a professional and courteous demeanor when answering incoming calls, ensuring the greeting is in compliance with, *Handling Routine Incoming Calls* (Field Operations Directive 90-3). Keep in mind the public's image of our Department is often determined by routine inquiries for information and calls for service. Obtain sufficient information to assist field deputies responding to the call, obtaining at least:

- As much information as possible regarding the circumstances of the incident being reported.
- Correct street addresses.
- Correct locations where informant may be contacted.
- Names of informant and if they want to be contacted by responding deputy personnel. If the informant does not want to be contacted, ensure the radio code "911N" (Do not Contact Informant) is placed in the Radio Code section of the CAD screen. Informants shall not be forced to make contact with deputies, unless emergent circumstances dictate differently.

Ensure incoming calls for information are handled correctly and efficiently. If in doubt about specific procedures, refer the call to the watch deputy. If you are handling a routine call and a 9-1-1 call is received, advise the first caller they will be on hold temporarily until you can handle the emergency call. Return to the original call as soon as practical.

Ride-Alongs

Law Enforcement Technicians or Community Service's Assistants will be assigned to ride-a-longs with a field unit as part of their ongoing training in order to familiarize them with the geographical areas, locations of special problems and to increase their ability to visualize the locations, thus enhancing their capabilities to assist the patrol units.

Counter Personnel

The station counter may be the first and last contact a citizen has with law enforcement personnel. Therefore, it is incumbent for personnel assigned to this position to maintain the most professional demeanor, keeping in mind the Department's *Core Values* and *Service Oriented Policing* statements. The counter should be manned primarily by a uniformed deputy. They shall be in full Class A uniform, with protective vest and gun belt. In the absence of a deputy, a Law Enforcement Technician or Community Services Assistant may be used.

The duties of **Counter Personnel** include, but are not limited to, the following:

- The Counter Personnel will normally be responsible for writing counter reports. At the discretion of the Watch deputy, a call may be typed into the CAD System, for dispatch to a field unit.
 - Reports will be sold at the counter 24 hours a day, 7 days a week. The Watch deputy will insure reports are sold to the public after "normal business hours"
 - The person assigned to the counter will release vehicles which have been stored or impounded at the discretion of the Watch deputy.
 - All citizen's complaints, received by desk personnel, shall be referred to the watch commander, without exception.
 - Refer citizens to the proper police or public service agencies when requests are not within our jurisdiction.
 - Assist the watch deputy with the supervision of non-secure, detained juveniles. When appropriate, release them to the custody of their parent or guardian, while ensuring they have received a citation and any required paperwork is completed.
 - Monitor inmate workers when they are cleaning the lobby, lobby restrooms, and the front counter area.
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