

LCS Unit Order 36

LANCASTER STATION

UNIT ORDER # 36

PROCEDURE FOR CONTACTING LANCASTER STATION DESK VIA MDT OR TELEPHONE

PURPOSE:

The purpose of this order is to establish protocol for field personal contacting the desk via telephone or MDC.

ORDER:

The dispatcher is responsible for evaluating calls for service, monitoring field situations and dispatching appropriate unit(s) to calls. The dispatcher is literally the lifeline to the field units. Because of the importance of the dispatcher concentrating on the field units and radio traffic, only authorized desk personnel, or the watch sergeant and watch commander should enter the desk area. If there is a need for field personnel to contact the dispatcher or watch deputy, it will be done via MDC or telephone.
