Avalon Unit Order 13

Subject: Avalon Station Specific Dispatcher Requirements

PURPOSE OF ORDER:

The purpose of this unit order is to establish procedures for personnel, both sworn and professional staff, prior to their being assigned to work as an Avalon Station Dispatcher.

SCOPE:

The following procedures are to serve as a guideline and may be adjusted by the watch commander due to exigent circumstances, i.e., staffing shortage situations, providing the mandated Department requirements for working the desk have been met.

DIRECTIVE:

Working as a Dispatcher/Complaint Desk at Avalon Station is unlike working in the same capacity at any other Sheriff's station. Avalon is unique due to the fact that we only have one person assigned to the desk at all times. Hence, our desk personnel must have the ability to multi-task. Additionally, our desk personnel don't just dispatch for Sheriff's Department personnel. Our dispatchers dispatch calls for service and handle communications with all first responders on Catalina Island.

The other first responders include Avalon City Fire, Los Angeles County Fire, Avalon Baywatch, Isthmus Baywatch, Avalon Harbor Department, and Avalon Code Enforcement. As such, a heightened degree of Island knowledge and the workings within the City of Avalon are critical to public safety.

Due to the above, prior to being assigned to work the desk at Avalon Station, all personnel will not only be required to meet the mandated Department training requirements for Dispatcher/Complaint Desk but will receive additional training unique to Avalon Station.

All newly assigned dispatchers shall receive a minimum of 8 hours of training with a seasoned dispatcher currently assigned to Avalon Station.

Updated: May 31, 2023