DISPATCHER

A. SUMMARY

The Dispatcher receives all oral communications from the public and law enforcement personnel coming into the police station. By following established procedures and employing common sense, he transmits requests for service to the appropriate location.

Subject to the provisions in the Manual sections covering Policies and Procedures, the Dispatcher has the primary responsibility for the initial deployment of law enforcement personnel and equipment.

B. GENERAL DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Dispatcher to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-in-Charge.

2. Inform the Officer-in-Charge whenever a police vehicle is out of service.

3. Announce the call letters of the Department as issued by the Federal Communications Commission.

4. Be thoroughly familiar with the Department's procedures relating to use of radio and other communications equipment.

5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatches.

6. Respond to all complaints received in a calm civil manner.

7. Be familiar with emergency procedures that relate to matters requiring urgent police attention so as to be capable of activating them immediately.

8. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.

9. Inform the Officer-in-Charge when contact with an officer on patrol cannot be made after a reasonable amount of time.

10. Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer-in-Charge.

11. Record all significant communications as required by current departmental procedures.

12. Answer all telephone calls promptly and respond by stating "Dracut Police Department", followed by his rank and surname.