



## Policy Title: Communications Personnel Ride-Alongs

### I. Purpose

The purpose of this policy is to establish guidelines for ride-alongs, allowing dispatchers the opportunity to observe and gain perspective on field response operations conducted by police officers, firefighters, or paramedics. Ride-alongs are intended to enhance a dispatcher's understanding of field operations and their impact on interactions with dispatch.

### II. Scope

This policy applies to all dispatch personnel, including call takers, dispatchers, supervisors, and other support staff working within Metro Emergency Communications.

### III. Definitions

A "ride-along" is an arrangement for a civilian employee to spend a pre-determined amount of time in the passenger seat of an emergency vehicle observing the work of a police officer, firefighter or paramedic. The purpose of a ride-along is to allow a dispatcher the opportunity to orient themselves visually with the city and to observe and gain perspective on field response operations and how they affect interactions with dispatch.

### IV. Policy

#### ELIGIBILITY AND APPROVAL

A new dispatcher may go on one ride along with each discipline, police and fire, during their training period as allowed by availability and scheduling. These ride-along(s) should be pre-approved and arranged by the training supervisor and should last no longer than a period of four (4) hours. The dispatch ride-along form should be filled out during the ride along to account for what was learned during the time away from the console.

After completing the training program all dispatchers wishing to go on a ride along must be pre-approved by a communications shift supervisor. The dispatcher requesting the ride-along should submit the request to their shift supervisor in the form of an email that includes the date, time, type of ride along (fire or police department), along with a few learning objective questions they plan on asking during the ride-along to the person(s) they are riding with. The communications shift supervisor will coordinate the ride-along with the watch commander of the fire/police department and respond back to the dispatcher with the approval status. The assignment of who the dispatcher will ride with will be determined by the watch commander of

the fire/police department. Should a communications supervisor determine that there is a need for a dispatcher to have an additional ride-along(s), they will create a learning plan outlining how the dispatcher would benefit from the additional ride-along(s), as well as a training objective, and submit it to the dispatch manager for approval before any extra ride-along(s) is approved.

Dispatch Ride-Along observers are limited to one Law Enforcement and one Emergency Medical/Fire ride-along per agency in a 12-month period. Each ride along session should not last more than four (4) hours.

To avoid overtime, ride alongs should occur while the dispatcher is on-duty during their normal scheduled shift. No dispatcher shall be allowed to participate in the ride-along program if his/her absence will result in a staffing shortage in the Communications Center. A pre-scheduled ride-along that would result in a staffing shortage in dispatch will be canceled and rescheduled so that the on-duty dispatcher can remain in dispatch to provide coverage. If a ride-along needs to be done outside the regularly scheduled hours of the dispatcher, the justification for this should be included in the ride-along request.

At the completion of the ride-along, the dispatcher shall respond back to their shift supervisor through email summarizing the results of their ride-along along with the information they learned regarding their submitted learning objective questions. The approving shift supervisor will then log the dispatcher's name, date, duration of ride-along, type of ride-along (police/fire), and who the ride-along was with (officer name or fire station number) on the Ride-along document that is shared amongst dispatch supervisors.

A Training Hours Request form completed by the dispatcher and signed by the approving shift supervisor should be submitted to the Dispatch Training Supervisor in order to earn training credit for the ride-along.

#### SUITABLE ATTIRE

Dispatchers shall wear clothing that aligns with the dispatch dress code policy. While participating in the ride-along program, whether they are on-duty or not, the dispatcher is a representative of the department and the city and should present a professional appearance. A dispatcher should not wear clothing mimicking an officer's uniform as a measure of safety for the dispatcher while in the public eye.

#### PROFESSIONALISM AND CONDUCT

- Dispatch ride-along observers are expected to act in a manner which reflects a positive image on the Dispatch Center.

- Dispatch ride-along observers shall not attempt to assist firefighters, medics or police officers with any aspect of routine duties or emergency operations.
- When on a ride-along, dispatchers must not become physically or verbally involved in an incident, unless directed to by a firefighter/EMS provider or police officer.
- No firearms or other weapons may be brought onto or carried during ride-along(s) by a civilian employee.
- Ride-along participants shall wear a seat belt as per State Law and department policy.
- At no time will dispatchers on a ride-along be permitted to take pictures, use a video camera or any other audio-visual recording device while on the scene of an incident.
- The dispatcher will not become involved in any investigation, handling of evidence, discussion with victims or suspects during their ride along.

Failure to follow the outlines of this code of conduct may result in disciplinary action.

Any exceptions to this policy will be evaluated on a case-by-case basis with the dispatch manager or shift supervisor.

#### V. Compliance

Failure to comply with this policy may result in disciplinary actions, up to and including termination, in accordance with Metro Emergency Communications' human resources policies and procedures.

#### VI. Review and Updates

This policy shall be reviewed periodically and updated as necessary to ensure continued effectiveness in providing exceptional service to the community.



Heather Perkins

Communications Manager





Policy Title: Answering Policy

I. Purpose

The purpose of this policy is to establish guidelines and standards for handling and answering incoming telephone calls at the Metro Emergency Communications Center. This policy aims to ensure prompt, accurate, and efficient responses to emergency and non-emergency calls while maintaining the highest level of professionalism.

II. Scope

This policy applies to all personnel involved in answering and handling telephone calls at the 9-1-1 center, including call takers, dispatchers, supervisors, and other support staff.

III. Definitions

A. Emergency Call: A telephone call reporting an event that requires immediate response from public safety agencies, such as law enforcement, fire, or emergency medical services.

B. Non-Emergency Call: A telephone call that does not require an immediate response from public safety agencies but may still require assistance or information.

IV. Policy

A. General Guidelines

- 1) Personnel shall answer all incoming calls promptly, ideally within the first three rings.
- 2) Personnel shall use approved greetings when answering calls, such as:
  - a) "9-1-1, what is the address of the emergency?" or "9-1-1, what is the location of your emergency?"
  - b) Is this a home, business, or apartment?
  - c) What city are you in?
  - d) What is the telephone number you're calling from or can be reached at?
  - e) What is your name?
  - f) Tell me exactly what happened.
- 3) Call takers shall remain calm, courteous, and professional during all interactions with callers.

B. Emergency Calls

1. Call takers shall prioritize emergency calls over non-emergency calls.
2. Call takers shall quickly and accurately obtain the caller's location, telephone number, and nature of the emergency.

3. Call takers shall provide appropriate pre-arrival instructions based on the nature of the emergency, while dispatchers simultaneously dispatch the appropriate public safety agency.
4. Call takers should remain on the line of any call with a serious life-threatening nature until help arrives or it is determined that assistance is no longer needed. The dispatcher is ultimately responsible to determine if remaining on the line is critical for the well-being of the person needing assistance.

#### C. Non-Emergency Calls

1. Call takers shall handle non-emergency calls efficiently, providing appropriate assistance or information.
2. Call takers shall transfer non-emergency calls to the appropriate agency or department when necessary.
3. Call takers shall document non-emergency calls in the call processing system as required.

#### D. Training and Quality Assurance

1. All personnel involved in answering and handling telephone calls at the 9-1-1 center shall complete a comprehensive training program, including initial, ongoing, and refresher training.
2. Supervisors shall regularly monitor and evaluate call takers' performance to ensure compliance with center standards and this policy.
3. Personnel shall participate in continuous improvement efforts to maintain and enhance the quality of service provided to the public.

#### V. Compliance

Failure to comply with this policy may result in disciplinary action, up to and including termination, in accordance with the 9-1-1 center's human resources policies and procedures.


#### VI. Review and Updates

This policy shall be reviewed periodically and updated as necessary to ensure continued effectiveness in providing exceptional service to the community.



Jeremy Headman

Provo Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : CITY EMPLOYEE RELATED INCIDENTS</b>	Issuing Authority: Chief of Police
Effective Date: October 01, 2010	Directive Number: 083
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

Any time a city employee is involved in a matter requiring police/fire/medical related service, dispatch should handle the request as they would for any routine call for service from the public.

If a dispatcher becomes aware that an employee of the police or fire department is involved in an incident that requires police/fire/medical, the appropriate emergency units should be dispatched as required.


As soon as possible the Floor supervisor shall contact the on duty Patrol/Fire supervisor and advise him/her of the situation.

The floor supervisor should be aware that some situations should be handled with sensitivity. The notification to the Patrol/Fire supervisor may be best handled with a phone call to avoid any unnecessary radio notification to outside sources. It will then be the Patrol/Fire supervisor's discretion if any further notifications should be made. The floor supervisor should also notify the Communications Manager of such instances.

Although some situations may need to be handled sensitively, or off the air, majority of these instances should not be treated with any indifference or delay.

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Craig Geslison  
Chief of Police

	<h2>Policies and Procedures</h2>
<b>Subject : Communications Mentor Program</b>	Issuing Authority: Chief of Police
Effective Date: August 10, 2016	Directive Number: 100
Distribution: All Dispatch Personnel	Number of Pages: 4
<b>OPERATIONS</b>	

### **PURPOSE**

The purpose of this policy and procedure is the establishment of a mentoring program for all employees working within the Metro Emergency Communications Center. It is imperative that each new Dispatcher feels that they are a valuable asset to the Department and the Community they serve. The mentoring program will assist with the process of employee development as each new employee begins his or her transition into a new career within this organization. This program will have a specific focus upon fostering employee retention.

The Mentor Program is a complimentary aspect of the Training Program. It is a separate facet, designed to support the Training Program and assist in employee retention.

### **POLICY**

As an integral part of the training and retention process, each newly hired dispatcher will be placed into the new employee mentoring program where they will be paired with an experienced dispatcher who will serve as a Mentor. The Mentor will serve as a host, confidant, facilitator and advisor.

Upon notification that a new employee has successfully passed the Department background investigation and received an official offer of employment by phone, an assigned Dispatch Mentor will make contact with the new employee (Mentee) welcoming them to the organization. The Mentor will keep in contact with the detective doing the background check and relay to the new employee that things are continuing to progress. It is important that the new hire not lose contact with the department as this process is sometimes long. Continued phone contact will prepare the Mentee for the In-House training program. The Mentor will be the first to greet the Mentee on his/her first day and will take the opportunity to introduce the Mentee to the Dispatch Center, City Facilities and various City Employees.

Throughout the In-House training, the Mentor will maintain contact with the Mentee ensuring that he/she is comfortable with the process and that all questions and concerns are addressed.

Upon entering the Communication Training Program the Mentor will continue making contact with the Mentee offering encouragement and advice directed at successfully completing the training program.

The Mentor will work as an advisor to the CTO program with a direct responsibility to resolve any issues brought forth by the Mentee. The Mentor should make the Mentee feel comfortable in initiating contact with the Mentor whenever there is a need for the Mentor's support or counsel. The Mentee must be aware, however, that the Mentor cannot make up for lack of study or effort to learn. Likewise, the Mentor cannot become a protector or advocate in all conflicts or disagreements the Mentee may have with a CTO or Supervisor. The Mentor must be mindful that his/her role is one of personal support and sharing of experience and insight. This role is not that of the CTO, who is focused on training. The mentoring program will not interfere with the CTO program, department training or supervision.

At the completion of the Communications Training Program, the Mentor will work closely with the Mentee, providing career guidance through the first year of employment working together to complete the probationary process and setting a foundation for long-term growth.

The Mentor Program will be administered under the direction of the Mentor Coordinator, who is under the direction of the Training Supervisor.

### **MENTOR COORDINATOR**

The responsibility of administering the Metro Emergency Communications Center mentoring process shall lie with Mentor Coordinator.

#### A. Responsibility of Mentor Coordinator:

1. Select the most suitable mentor for each new hire.
2. Contact the mentor and provide them with the background and telephone number for the new hire.
3. Contact the new hire and provide them with name and telephone number of the mentor.
4. Administer and oversee the new hire mentoring program.
5. Recruit, train and maintain the mentor pool.
6. Troubleshoot and fine-tune the mentoring process when necessary.
7. If the Mentor Supervisor cannot resolve an issue, they will contact the Training Supervisor for direction.
8. Keep the Mentor Supervisor apprised of any relevant items, happenings and assignments.



## **MENTORS**

The Mentors are the key component to a successful mentoring process. These are experienced individuals who have a strong desire to participate in the described process and are recognized by their peers as role models. Committed Mentors find the opportunity rewarding and contributory. Mentoring requires effort, patience, and commitment. However, like most challenging endeavors, its rewards far exceed its tribulations. Mentoring can be refreshingly nourishing to an organization and give it a boost to achieve greatness. If utilized genuinely, consistently, and strategically, it can remedy many organizational problems and provide an enriched work environment.

### A. Mentor Selection Process

1. Interested persons will submit a letter of interest to the Mentor Program Coordinator.
2. The letter must highlight the applicant's qualifying characteristics applicable to the mentor program.
3. Submit a letter of recommendation from their immediate supervisor.

### B. Mentors must have the following qualities:

1. Knowledge of department policies, procedures and Employee Assistance Program.
2. Commitment to improving the performance of each new employee.
3. Ability to engage in active listening.
4. The ability to receive self-satisfaction from giving to others.
5. Commitment to the organizational mission and goals and the individual he/she is mentoring.
6. Be an exemplary performer and role model.

### C. The Mentors duties include the following:

1. Contact Mentee prior to the first day of work and explain the mentoring function, answer any questions and give them the information they will need to report to work on their first day.
2. Meeting the Mentee on his/her first day of employment to ensure a positive introduction to the agency.
3. Answer questions and be observant of the new hire's transition during their first year of employment.
4. Provide insight and an overview of Dispatch expectations.
5. Provide feedback to the Mentor Coordinator of concerns and/or conflicts.

6. At minimum, the Mentee will remain with the Mentor throughout the CTO training program, however, mentoring throughout the first year probationary period is highly recommended.
7. Mentors will not simultaneously be a CTO for the same new hire.

D. Mentors should:

1. Encourage and model professional behavior.
2. Share critical knowledge and experience.
3. Listen to personal and professional challenges.
4. Set expectations for success.
5. Offer wise counsel.
6. Help build self-confidence.
7. Offer friendship and encouragement.
8. Provide information and resources.
9. Offer guidance, give feedback and share accomplishments.
10. Discuss and facilitate opportunities for new experiences and skill building.
11. Attend CTO transition meetings to seek knowledge, clarification of performance and offer personality insights that may assist the CTO program. The Mentor is an impartial advisor to the program who attends to hear from both parties to determine how to best to resolve any possible issues from a third party stand point.

**MENTEE**

A. Responsibilities of the Mentee:

1. Define personal employment goals.
2. Take and follow through on directions given.
3. Accept and appreciate mentoring assistance.
4. Listen to what others have to say.
5. Express appreciation.
6. Be assertive, ask good questions.
7. Ask for help when needed.
8. Respect the mentor's time and agency responsibilities.

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John King  
Chief of Police





## Policies and Procedures

Subject : **CITIZEN COMPLAINTS - DISPATCH RELATED**

Issuing Authority: Fire Chief

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Distribution: All Dispatch Personnel

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OPERATIONS

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### PURPOSE

To protect employee rights and the integrity and reputation of the Metro Emergency Communications Center and its employees, while promptly addressing citizen concerns regarding alleged behavior of Metro Emergency Communications Center employees and facilitating corrective action where necessary.

### POLICY

1. All complaints received against Metro Emergency Communications Center or its employees shall be received promptly and courteously.
2. Complaints received from citizens will be referred to the on duty Floor Supervisor.
3. Complaints against the Dispatch center will be forwarded to the Communications Manager.
4. Complaints against a Shift/Floor Supervisor will be forwarded to the Operations Supervisor.
5. Complaints received by a Floor Supervisor about a dispatch employee shall be investigated by the Floor Supervisor or forwarded to the employee's assigned Shift Supervisor.
6. Information concerning all aspects of an investigation of a complaint against an employee shall be considered confidential and due respect for the rights and dignity of all parties concerned shall be afforded by those involved in the investigation process.

### RESPONSIBILITY OF INVESTIGATING SUPERVISOR

The Floor Supervisor/Shift Supervisor should speak as privately as possible with the complainant and document the issues presented by the complainant.

The Floor Supervisor/Shift Supervisor shall follow the guidelines established in the Provo City Police Departments directive when dealing with any complaint presented from a citizen upon this Dispatch Center or any of its employees.

It is the policy of the Provo City Police department and the Metro Emergency Communications Center that all allegations of employee misconduct initiated by a citizen or a member of the department be thoroughly investigated and promptly adjudicated.

Accordingly, in order to insure the integrity of the dispatch center, it is necessary to investigate, completely and thoroughly, all reports and accusations from all sources. At the same time, the reputation and good names of innocent members of this dispatch center must be protected. For this reason, investigations are considered confidential. It is the purpose of this directive to establish a formal procedure whereby complaints of employee misconduct can be thoroughly and promptly investigated.

#### INVESTIGATION PROCEDURE

Fortunately, complaints against employees and this Dispatch Center are not frequent. However, complaints against employees do occur and may originate from a variety of sources, including; local citizens, members of the general public who are not local residents, personnel from other departments, etc. Because of the trust placed on all dispatch employees by the public, complaints should and will receive prompt and efficient handling. The following illustrates the system used for handling complaints against dispatch employees and this Dispatch center:

1. All complaints received by citizens shall be referred to a Floor Supervisor, who will determine the degree of the complaint. Upon that determination the Floor Supervisor will decide to either handle the complaint or forward the complaint to the employee's responsible Shift Supervisor.
2. The Floor Supervisor/Shift Supervisor shall determine as much information as possible concerning the complaint and attempt to resolve the complaint in a fair and equitable manner to the satisfaction of all parties.
3. The Floor Supervisor/Shift Supervisor shall complete a Dispatch memo form and forward all information to the Operations Supervisor as soon as possible.
4. When the Operations Supervisor becomes involved, he/she may decide (based upon facts) to handle the investigation or to delegate the investigation to another member.
5. The investigator (either the Operations Supervisor or his/her designee) shall conduct the investigation and shall contact the involved dispatch employee(s) and question same as to the facts involved.
6. At the conclusion of the investigation, the investigator will submit any findings directly to the Communications Manager. The report will indicate the appropriate standard findings based on the conclusions of the investigator.



## COMPLAINT POLICY

7. The Communications Manager will review the report. If the Communications Manager is not in agreement with the report, the investigator will re-contact and additional investigation may be warranted. If the Communications Manager is in agreement with the report, he/she shall initiate the appropriate actions to conclude the matter based on the findings within the report.
8. If the report indicates a finding of “sustained”, the involved employee will be informed by memo, and the complainant will be informed by letter, of the disposition of the matter; and a copy of the report will be placed in an internal affairs file kept in the Office of Professional Standards and Training (OPST), where all allegations as well as the investigative findings will be kept in chronological order by number only. The allegations of misconduct made against specifically named employees will not be placed in the individual personnel folders of the employee unless the allegation is sustained.
9. If the approved report indicates a finding, which sustains the allegation against the involved employee(s), the Communications Manager shall make a decision as to whether or not immediate corrective action should be taken.
10. If immediate action is indicated, the type of action shall be determined by the Communications Manager and the Fire Chief. Both the involved employee(s) and the complainant will be informed of the disposition of the matter, and the formal disciplinary action will be activated. A record of the complaint and the action taken will become part of the employee’s permanent record.
11. If necessary, the Communications Manager will consult with Police Administration and the City Attorney before deciding the type of disciplinary action to take.

## INVESTIGATION METHODS

A good investigation starts with an excellent intake process. The complainant has raised an issue, and the Floor Supervisor/Shift Supervisor has determined that were the issues substantiated as reported it might be a violation of policy or law. The investigation, then should determine whether the alleged behavior transpired, what the context of the behavior was, if relevant, and other information that would clarify the event or events in question. This is called the “scope” of your investigation; the Floor Supervisor/Shift Supervisor should maintain a clear line of sight to that “scope” throughout. This means:

- Avoid “fishing” for unrelated facts or issues.
- When new allegations are made, determine whether they are related to the scope of the investigation, and if not put them aside.
- Remember that you are investigating events not people. Focus on what happened.

The Floor Supervisor/Shift Supervisor will be expected to take accurate notes and if possible it is advised to record the conversation between the floor supervisor and the complainant to ensure that this first initial conversation is preserved for any follow-up investigation.

The Floor Supervisor/Shift Supervisor shall determine the facts surrounding the complaint by interviewing the complainant to confirm accurate statements, details of the incident, time frames, involved persons, locations and possible reasons for the complaint.

Upon completion of the initial interview with the complainant, the investigative measures that should be taken by the Floor Supervisor/Shift Supervisor will vary according to the content of the actual complaint; however ways that an incident could be investigated would be by utilizing the following tools: phone recordings/radio recordings, incident screens, and officer's reports and the Supervisor and dispatchers on duty at the time of the incident.

At the completion of this initial investigation Floor Supervisor/Shift Supervisor will forward documentation to the Operations Supervisor, who will then determine the direction of the investigation.

The Operations Supervisor/Communications Manager will make a determination as to which of the employee behaviors investigated under this policy fall into the following categories:

1. Behavior which, if proven, would constitute criminal act(s).
2. Behavior which is consistent with Dispatch/City policy and procedures, therefore no discipline would result, even if behavior was substantiated.
3. Behavior which, if substantiated, could result in minor discipline of the employee for an offense (oral or written reprimand)
4. Behavior which, if substantiated, could result in major discipline for an offense, up to and including discharge.

#### Possible Criminal Act

If the Operations Supervisor/Communications Manager any time determines that the nature of the complaint is such that, if substantiated, it could constitute a criminally prosecutable behavior, they shall not investigate the complaint further, but shall forward the complaint to Provo Police Departments OPST division. The employee will not be spoken to about this incident leaving that interview process to the OPST. Upon notification of an outcome from OPST, the Operations Supervisor will be responsible to notify the employee of the outcome and possible discipline, suspension, or termination. A record of the complaint and the action taken will become part of the employee's permanent record. The Operations Supervisor will also be responsible to notify the complainant in writing as to the findings of this investigation.

#### Consistent with Policy

The Operations Supervisor or his/her designee will interview the employee to determine their behavior. If the Operations Supervisor/Communications Manager, in evaluating the complaint, determine that the alleged action by the employee did occur but was consistent with Dispatch/City policy, the employee will be deemed exonerated. The supervisor shall contact the complainant to discuss the policy and notify the employee in writing of the outcome.

#### Possible Minor Discipline

The Operations Supervisor or his/her designee will interview the employee to determine their behavior. If the Operations Supervisor/Communications Manager determines that the nature of the complaint is such that, if substantiated, it could result in discipline of the employee, the supervisor shall forward a written report to the OSS Lieutenant who upon review and approval will forward the report to OPST. Upon notification from OPST, the Operations Supervisor will be responsible to notify the employee of the outcome and possible discipline or proposed corrective action. A record of the complaint and the action taken will become part of the employee's permanent record. The Operations Supervisor will also be responsible to notify the complainant in writing as to the findings of this investigation.

#### Possible Major Discipline

The Operations Supervisor or his/her designee will interview the employee to determine their behavior. If the Operations Supervisor/Communications Manager determines that the nature of the complaint is such that, if substantiated, it could result in discipline, suspension, or termination of the employee, the supervisor shall forward a written report to the Communications Manager who upon review and approval will forward the report to OPST. Upon notification from OPST, the Operations Supervisor will be responsible to notify the employee of the outcome and possible discipline, suspension, or termination. A record of the complaint and the action taken will become part of the employee's permanent record. The Operations Supervisor will also be responsible to notify the complainant in writing as to the findings of this investigation.

The results of the Operations Supervisor or his/her designee shall be documented so as to summarize the alleged behavior, results of the investigation (what was found), and the resulting action taken by the Police Department/City (what was done) including any disciplinary action taken.

#### CONFIDENTIALITY

Any Dispatch employee assigned to investigate an allegation of misconduct against a Metro Emergency Communications Center employee shall report only to the Operations Supervisor/Communications Manager regarding any aspect of the investigation and allegation and is specifically prohibited from discussing the case with anyone other than the Operations Supervisor/Communications Manager and those whom the investigator necessarily must discuss it with in the pursuit of the investigation.

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James Miguel  
Fire Chief



## Policies and Procedures

Subject : **EMERGENCY STAFFING**

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### OPERATIONS

Each employee of the Metro Emergency Communications should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

#### PURPOSE

The Metro Emergency Dispatch Center will have in effect a systematic and immediate response to an emergency situation that greatly affects Provo, Orem or Lindon Cities. This response is intended to provide maximum staffing in a timely and orderly process.

#### POLICY

To ensure that all emergency service needs are met with maximum dispatch staffing and with concern for the hours worked by each dispatch employee, the Emergency Staffing procedure will be utilized to assist in the event of any emergency that causes the need for additional round the clock staffing.

1. Each dispatch employee will be assigned to a specific Emergency Staffing Platoon.
  - a. Red Platoon – All dispatch employees currently assigned as a team to a Day shift supervisor.
  - b. Blue Platoon – All dispatch employees currently assigned as a team to a Night shift supervisor.
2. Shift assignments for each Platoon.
  - a. Red Platoon
  - b. Blue Platoon

#### CITY WIDE EMERGENCY

Any emergency that greatly affects the abilities of Provo, Orem, or Lindon City to provide necessary services to the citizens of Provo, Orem or Lindon City or an event that creates the immediate need for maximum dispatch staffing due to an emergency that has or could cause loss of life or extreme property damage.

### PROCEDURE

In the event of a City wide emergency, the on duty Floor Supervisor may activate the Emergency Staffing (Platoon) procedure whenever he/she deems that this event will greatly affect staffing within the dispatch center.

#### Floor Supervisor

The Floor Supervisor will need to evaluate the following factors:

- Severity
- Long term affect to the City
- Possibility it will be quickly resolved
- Time of day
- Location
- Weather (current and future)
- What will happen if additional help is not called upon?

The Floor Supervisor will need to determine if there is just cause for an immediate need for additional dispatch employees.

Immediate need for additional dispatch staffing may include:

- Staff the Dispatch Center
- Staff the Emergency Operations Center (EOC)
- Staff a phone bank
- Other City duties as delegated

Once the Floor Supervisor has determined the necessary criteria is present to activate the Emergency Staffing (Platoon) procedure. The Floor Supervisor will contact the Dispatch Manager for approval.

Upon approval, the Floor Supervisor will initiate the Everbridge program to notify all dispatch employees that the Emergency Staffing (Platoon) program has been activated.

*Example notification: Due to the \_\_\_\_\_ all dispatch employees are to respond to their respective platoon assignment and report to the Dispatch Center either immediately.*

#### Dispatch Employees

Upon notification, the dispatch employee will be responsible to report as soon as possible to his/her pre-arranged work assignment, either as soon as possible or at the next pre-arranged shift change depending upon his/her assignment.

As with all emergency service providers, dispatchers should consider and have in place a Family plan that will allow for the care and comfort of their own family if called upon to



serve in an emergency situation that would call him/her away from their family for an extended period of time.

Family Plan: is a plan that each Dispatcher should have in place to provide necessary arrangements for their family to be on its own for extended periods of time. In the event that a dispatcher is required to extend their normal shift or has no practical way to get home during a natural disaster. This plan should include provisions for who will carry out family responsibilities, e.g. child care as well as ensuring that supplies (food and water, etc) is available for the family in the Dispatchers absence.

Dispatchers may be called upon to serve in any number of capacities and should be prepared to work a 12 hour shift that may include stressful work conditions.

#### Shift Supervisor/Floor Supervisor

The senior Floor Supervisor will be the responsible Floor Supervisor at the onset of the incident. The most Senior Shift Supervisor upon his/her arrival at the dispatch center will assume the position of Floor Supervisor. The senior Shift Supervisor will have authority for activities on the dispatch floor.

The Floor Supervisor will be responsible as a leader during an incident, to provide purpose, direction, and motivation for dispatchers who are working to accomplish difficult tasks under stressful circumstances. The Shift Supervisor will be responsible to:

- Take command
- Size up the situation and make rapid decisions
- Communicate clear directions
- Receive and give work assignments
- Ensure tasks are understood.
- Request support or additional resources
- Report progress of assigned tasks
- Balance response initiatives with safety concerns
- Motivate dispatchers
- Assess the effectiveness of tactics/strategies
- Be flexible and modify plans as necessary
- Know your subordinates and look out for their well-being

The Floor Supervisor position will be transferred at each shift change between oncoming and off going Platoons during this emergency situation.

To ensure sharing of critical information at shift changes, the off going Shift Supervisors must:

- Brief others as needed
- Debrief their action.
- Communicate hazards to others
- Acknowledge messages

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Directive #084

EMERGENCY STAFFING - PLATOONS

- Ask if they do not know


### END OF EVENT

Upon notification from the Incident Commander that the City Wide Emergency has been stabilized and normal Dispatch operations may resume, the Dispatch Supervisor will activate normal work schedules as soon as possible.

A notification will be sent out using the Everbridge system alerting all dispatch employees's that the center will be returning to normal operations.

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John King  
Chief of Police

	<h2>Policies and Procedures</h2>
<b>Subject : EVALUATIONS</b>	<b>Issuing Authority: Chief of Police</b>
<b>Effective Date: October 01, 2010</b>	<b>Directive Number: 102</b>
<b>Distribution: All Dispatch Personnel</b>	<b>Number of Pages: 2</b>
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

Evaluations are to be used as a tool by dispatch supervisors to measure performance and improve communications. Performance Evaluations are expected to be fair, and should help facilitate a mutual desire for improvement.

If an employee has serious disagreements with his or her evaluation, a written rebuttal should be submitted with the evaluation.

#### Training Period - Daily Observation Reports

During the initial training period, the dispatch trainee is given an evaluation each day while he/she is in the training program. The trainer and trainee will take time at the end of each shift to review the Daily Observation Report. Trainers should bring any serious employee performance concerns to the training supervisor, who will in turn contact the shift supervisor and the communications manager if necessary.

#### 3 Month Evaluation

After three months of employment, a city performance evaluation is given which will go on file with the city.

#### 1 Year - End of Probation Evaluation

After twelve months of employment, an “end of probation” evaluation is given. This evaluation will determine if the dispatcher has gained the knowledge and skills needed to pass the minimum standards required. The trainees must have completed all initial training checklists, all certifications, and demonstrated an ability to handle stressful situations

#### Yearly Evaluations

All Provo City employees are evaluated on a yearly basis from the date of the employee’s 12 month end of probation evaluation.

Directive #102  
EVALUATIONS

Special Evaluations

Supervisors may evaluate their employees at any time if necessary.

Evaluation Goals

Employee goals are important ways to improve work skills and knowledge. The employee should take time to write measurable goals during the evaluation process. The dispatcher should make arrangements to meet with his/her supervisor each quarter to review the goals they have set and the progress achieved.

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Craig Geslison  
Chief of Police

3  
Directive #102  
EVALUATIONS



COMMUNICATION TRAINING & EVALUATION PROGRAM

imperative that the training guide be kept up to date. The Training Guide shall be reviewed by the Training Supervisor annually to insure that the contents are comprehensive and current.

DOR's shall be submitted to the Training Supervisor. The information contained on the DOR's shall not be shared with anyone outside of the program unless they have a "need to know." All documents relating to trainee performance shall be maintained in a secure way and shall be treated as personnel documents.

Once a trainee has completed the CTO program, they will be assigned a shift of their own by the dispatch supervisor (this is further discussed in dispatch policy 094 – General Scheduling and Time Off).

**COMMUNICATION TRAINING OFFICERS**

The CTO Program shall be managed by the Communications Manager. The Training Supervisor shall provide support to the CTO Program. This support shall include, but not be limited to, training CTO's; providing resource/reference materials to the CTO Program.


The selection of CTO's is critical to the success of the program. Dispatchers may apply for the position of CTO once they have served for 2 years in the Communications Center. Dispatchers with 2 years of experience with this department or a minimum of 2 years elsewhere in Communications are also eligible to apply. All applicants, wishing to become a Communications Training Officer will upon request, submit a memo outlining their job knowledge, and will address how each applicant demonstrates the following CTO qualities; role model, trainer, evaluator, supervisor, counselor and Dispatcher.

A selection panel made up of the Communications Manager, Training Supervisor and the Operations Supervisor will evaluate each candidate and make a selection based upon the six merits of a CTO; role model, trainer, evaluator, supervisor, counselor and dispatcher.

Once the selection panel has made their tentative decision, the applicant's first-line supervisor shall be contacted for their concurrence with the board's decision. CTO's, once selected, shall attend a Communication Training Officer course.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject :</b> Everbridge	<b>Issuing Authority:</b> Fire Chief / Police Chief
<b>Effective Date:</b> October 1, 2010 <b>Revised:</b> June 25, 2018	<b>Directive Number:</b> 137
<b>Distribution:</b> All Dispatch Personnel	<b>Number of Pages:</b> 6
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

**I. PURPOSE**

The purpose of this policy is to establish an orderly and uniform process for the use of the Everbridge program. This program is similar to Reverse 9-1-1 where a recorded message from the Everbridge program is generated and then sent to business and residence telephone numbers or cell numbers within a determined geographic area, informing the public of emergency information.

**There are 3 ways of using Everbridge:**

1. Internal: All employees within Provo or Orem City Departments to include Police and Fire.
2. External: Notifications can be sent to anyone who has registered for the System.
3. IPAWS: “Integrated public Alerts & Warning System” allowing Federal, State, and local governments to warn the public of impending National emergencies, storms, or other major incidents to keep the public safe and informed.

**II. POLICY**

Everbridge will be used to notify residents about emergency incidents, threats to public health or safety of residents, including missing children/person alerts, fires, floods, evacuation notices, terrorist threats, chemical spills, health hazards, power outages, etc. When issuing alerts for these types of emergencies, discretion will be used while maintaining the utmost goal of public safety. Everbridge may also be used for administrative notifications to Provo City employees such as special team callouts, incident notifications, or personnel notifications/call backs.

Everbridge can make thousands of phone calls per hour and uses a database of listed and unlisted landline phone numbers. Cell phone numbers must be added by

the cell phone user in order to be included in the database. Citizens that would like their cell phone numbers to be included in the Everbridge emergency notification system database must register their information at the following website: [alerts.utahcounty.gov](http://alerts.utahcounty.gov)

The Provo and Orem Police Department, Fire Department, and other city departments can utilize Everbridge for notifications whenever the criteria of the following procedures are met.

### **III. AUTHORIZATION TO INITIATE EVERBRIDGE NOTIFICATION**

The following personnel are authorized to initiate Everbridge notifications:

1. Authorization of the use of Everbridge for public notifications will require the authorization from any of the following City Officers:
  - a. Mayor
  - b. Chief administrative Officer
  - c. Police Chief, Police Captain, Patrol Sergeant or Supervisor for Public Safety
  - d. Fire Chief, Battalion Chief
  - e. Emergency Manager
  - f. Public Works Director
  - g. Energy Director as listed in section 4
2. The patrol supervisor, regardless of rank (or a higher-ranking supervisor from the police department), or a fire battalion chief (or a higher-ranking supervisor from the fire department) may initiate emergency notifications.
3. A police sergeant or above or battalion chief or above may authorize administrative notifications. The fire department has access to Everbridge and will make staffing arrangements and extra coverage requests.
4. Other City departments may experience a situation in which they would request to utilize the Everbridge program for notifications of City residents. Any requests of this nature must be approved as indicated in paragraph 1 above. It is the responsibility of the dispatcher receiving the request to verify the person's identity. If a question arises as to his/her identity, they will be referred to the patrol supervisor. The following are authorized personnel from other departments:
  - Emergency Management Coordinator*
  - Public Works Director*
  - Energy Director*
  - The Mayor or Chief Administrative Officer*
5. Public Safety Telecommunicators may use Everbridge to handle staffing arrangements and other dispatch administrative notifications as needed.

### **IV. FACTORS FOR DETERMINING THE USE OF EVERBRIDGE**

**1. Emergency Alerts**

1. Any emergency situation that could affect the health or safety of the public, emergency situations that affect a large geographical area of the city and time sensitive notifications that need to be made quickly may be the subject of an Everbridge emergency notification. These situations may include but are not limited to fires, floods, chemical spills, terrorist events or threats, landslides, health hazards, contaminated drinking water issues, and evacuation notices, and or Civil Unrest.

**2. Missing Persons**

1. Whenever an officer receives a report of a missing person, the case will be investigated without delay with the response of an officer to the scene.
2. If the missing person is a child (0-17), an elderly person (with Alzheimer's etc.) or a disabled person (i.e. in danger) the investigating officer may immediately initiate a request to activate the Everbridge program as indicated above.

**a. Juveniles:**

- i. Must be a minor (under 18 years old).
- ii. The reporting person must be an adult family member, teacher, or another adult who is responsible for the child.
- iii. If the juvenile is a habitual runaway, Everbridge would be used only if foul play is suspected.
- iv. Early stranger abduction reports that do not yet meet the requirements to activate the Amber Alert program.
- v. To find the parents of a wander-off child that has been located.
- vi. Major emergencies that involve children on a case by case basis.

**b. Senior Citizens:**

- i. The person must be sixty-five (65) years of age or older.
- ii. Being missing must be out-of-character for the elderly person.
- iii. Everbridge can be used even if an elderly person is a frequent walk away from a nursing facility.

**c. Disabled Person:**

- i. There is no age stipulation for a disabled person.
- ii. Caution must be used when determining whether a person is truly disabled because there are many definitions of a disabled person. For purposes of the guideline, a disabled person will fall into one of the following categories:
- iii. The person has a physical or mental impairment that severely limits self-care.
- iv. The person is disoriented or unable to respond to simple questions.
- v. The person is dependent upon life sustaining medication or is unconscious.
- vi. The approving supervisor may take into account exigent circumstances that may influence using Everbridge even if the person is a habitual runaway or walk-away. Examples of these circumstances are suspected foul play, imminent severe weather, etc.

**V. GUIDELINES FOR USING EVERBRIDGE**

1. When the decision to use Everbridge has been made as indicated above, the dispatcher will immediately begin to send a notification on the Everbridge program. Exact step-by-step instructions on how to make notifications can be accessed through the dispatch Standard Operating Procedures found in the dispatch wiki.



2. Except for administrative notifications and special team call-outs, the Dispatch Manager should be notified by the floor supervisor any time the Everbridge system is activated. This notification can be done either by phone contact or an email. The determination of which method of notification is done will be handled by the dispatch floor supervisor, dependent upon the severity of the situation.
3. Except for administrative notifications, special team call-outs, messages to dispatchers, and unless an incident has already been created, a CAD call will be completed indicating who authorized the alert and any other pertinent notes.
4. If the geographical area being notified includes any part of the BYU campus, their dispatch center must be called and made aware of the Everbridge call.
5. Calling times to make outgoing notifications for some circumstances that are not an imminent emergency may be more appropriate to make during normal waking hours, for example from 6:00 AM to 10:30 PM. Calls can be placed after 10:30 PM and before 6:00 AM only with the watch commander's approval.
6. It is the responsibility of the person requesting the emergency alert to determine the size of the geographical area to be notified and the content of the message being sent. Geographical locations will be determined by command staff.
7. The Public Information Officer should be notified pending approval of command staff.
8. A typical message that would be sent out by Everbridge to home/business phone numbers (cell phone numbers would only be contacted if the citizen has registered their information at the website listed above in section II) would advise emergency information as well as a contact number for the public to reach the department, other than 911, if they do not have an emergency. The approving patrol supervisor will determine what phone number will be supplied for the public to contact the department if needed. The communications center phone number is generally given out (801-852-6210).
9. The following information is recommended to have on hand before activating the Everbridge program on missing person's cases: Name of missing person, DOB, gender, nationality, height, weight, eye color, hair color, clothing description, any other characteristics such as glasses, tattoos, piercings, scars, etc., if the person left in a vehicle or other mode of transportation. If the subject left in a vehicle obtain vehicle description.

10. Once the emergency situation is stabilized or no longer deemed to be a threat, or if a missing person has been located, dispatch may initiate a call-back on the Everbridge program to those that had received phone calls advising them of the status of the situation. The person initiating the initial Everbridge notification, or current incident commander, may authorize a second notification advising the public of the termination of the emergency or other information pertinent to the initial call.

**VI. HANDLING INFORMATION RECEIVED**


1. All information received from a citizen concerning criminal activities, missing person(s), or a possible sighting of a missing person resulting from an Everbridge notification will be relayed by the communication center to the incident commander. After evaluation, the incident commander will take the appropriate action.

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Rich Ferguson  
Police Chief

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : FIRE AND MEDICAL DISPATCHING</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: January 11, 2021	Directive Number: 110
Distribution: All Dispatch Personnel	Number of Pages: 4
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### I. PURPOSE

To establish requirements and practices for emergency medical dispatchers with the ultimate goal of protecting the health and welfare of citizens and maximizing availability and use of available resources.

### II. DEFINITIONS

- A. Emergency Medical Dispatch (EMD) is the practice of utilizing trained and certified personnel to dispatch appropriate levels of response according to pre-established guidelines.
- B. Emergency Medical Dispatchers are those persons trained and certified to perform emergency medical dispatch according to pre-established guidelines.

### III. POLICY

- A. Provo City, through the Communications Center, provides a central dispatch center for police, fire and medical for Provo, Orem and Lindon cities.
- B. All medical “911” calls or request for medically related assistance will be handled by persons trained in emergency medical dispatching and certified as Emergency Medical Dispatchers according to the standards established by the Provo City Fire Department, the Emergency Medical Service (EMS) of Provo City and EMD accepted policies and procedures.
- C. Dispatchers will utilize pre-determined guidelines and procedures to assist with decision making.

- D. Policies and procedures related to program approval, certification and re-certification processes, dispatch guidelines, and quality assurance issues will be developed and monitored by both the Communication Center and the Provo City Fire Department.

#### IV. PROCEDURES - CALL TAKERS

- A. The Communications Center should answer incoming calls within three (3) rings:
  - 1. The call taker shall handle the 911 call as quickly as possible
  - 2. The fire dispatcher should pick up the 911 with the call taker to determine if medical or fire assistance is necessary, and to assist the call taker if needed
- B. Upon receipt of a call requesting medical or fire department assistance, the call taker shall obtain the following minimum call information:
  - 1. Location
  - 2. Call back number
  - 3. Nature of problem
  - 4. Notify the fire dispatcher of an incoming medical or fire call to be dispatched
- C. The call taker shall comply with Emergency Medical Dispatch (EMD) Protocol procedures for:
  - 1. Case Entry
  - 2. Chief complaint selection
  - 3. Severity of the patients condition
  - 4. Prioritize the medical response
  - 5. Determine the necessary resources
  - 6. Pre-arrival and post dispatch instructions
  - 7. Stay on the telephone line, emergency call workload permitting, according to protocol
  - 8. Terminate the call only according to protocol
- A. D. Create a call for service in the CAD (Computer Aided Dispatch) system including all the information received. The call taker shall use Response Plans in the CAD system to determine and assign the correct or closest fire station to respond based on the location of the emergency. The Phoenix Fire Paging system will then page out the incident.

- E. If a medical or fire call is received from another dispatch agency, the receiving call taker shall obtain the:
  - 1. Incident location
  - 2. Reporting party call back number
  - 3. Chief complaint/problem
  
- F. Medical and fire calls received into this Communication Center that must be transferred to another dispatch center shall include at minimum:
  - 1. Obtain from the caller the location description to include area or community, street address, intersection or roadway location description, and or map coordinates (map coordinates may not be available on every call). If the call is being transferred to another dispatch agency in Utah County, create a CAD call with the above information and with the nature code 'TRANSFER FIRE,' 'TRANSFER LAW,' OR 'TRANSFER MED,' depending on the type of call received.
  - 2. Transfer the caller to the correct agency where the caller may receive immediate medical/fire attention.
  - 3. Dispatcher will announce to the appropriate agency that they have a transfer call from Provo along with the CAD call number that was created.
  - 4. Dispatcher will then stay on the phone until they confirm the transfer went through and caller speaks with that agency.

#### V. PROCEDURES - FIRE DISPATCHER

- A. All dispatchers should be familiar with the primary response areas covered by each fire station, and know which station responds to a fire/medical call in which general area.
  
- B. The fire dispatcher will keep the Fire Dispatch channels turned up so they can hear the Phoenix Fire Paging system alerting the responding units.
  
- C. The fire dispatcher will dispatch the initial basic information over the Metro Fire channel. This initial information should include:
  - 1. The emergency units that are to respond to the call
  - 2. The address to respond to
  - 3. Brief details to include if it is a medical or a fire call and if possible a two word descriptor of the call.
  
- F. In most circumstances, the 911 call taker will answer 911 calls. That dispatcher will be selected to Metro Fire 1 to give further information to fire personnel when

they check en route to the call. The basic information given to responding personnel would be:

1. Location to respond to
2. All details known about the call
3. The dispatcher will notify the emergency responders of any new information received by the reporting party so that emergency responders may determine whether to upgrade or downgrade their response.
4. In the event of a Fire emergency, locations of the fire hydrants will need to be found and added to the call comments and dispatched to the responding fire station(s).

- G. All radio traffic will be logged by the fire dispatcher into the incident on the CAD screen in order to document such things as the time when units were dispatched, the time units checked en route and the time units arrived on scene.

Dispatch floor supervisors are responsible to handle issues where dispatchers are not communicating effectively regarding incoming medicals, not picking up incoming 911's to determine if it is a medical, not answering when their name is called, not answering urgent questions due to "tunnel visioning", or failing to ask required questions during emergency calls.

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James Miguel  
Fire Chief



## Policies and Procedures

Subject : <b>FLOOR SUPERVISOR</b>	Issuing Authority: Chief of Police
Effective Date: October 01, 2010 Revised: March 18, 2014	Directive Number: 091
Distribution: All Dispatch Personnel	Number of Pages: 2
OPERATIONS	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### POLICY PURPOSE

To establish clear and understandable supervision within the dispatch communications center.

### DEFINITION

To clarify for all dispatch employees, the term "Floor Supervisor" will now be used to delineate who is in charge and has the responsibility for daily activities on the floor of the dispatch center. The dispatch Floor Supervisor can be compared to the patrol sergeant. When the sergeant is absent the "acting sergeant" is responsible for all decisions in the field. This same reasoning will also be used in the dispatch center.

### POLICY

The Floor Supervisor will be the ranking on-duty shift supervisor who has responsibility for all activities that occur within the dispatch center.

In the absence of an on-duty shift supervisor, the ranking on-duty senior dispatcher will assume the responsibility as the Floor Supervisor. In the absence of an on-duty shift supervisor AND an on-duty senior dispatcher, the ranking junior dispatcher will assume the responsibility as the Floor Supervisor.

All dispatch employees will adhere to the ranking Floor Supervisor, who has full responsibility and authority to direct all dispatch personnel. If a higher ranking dispatcher arrives onto the floor during an incident that is in progress, the higher ranking supervisor may assume command but must specifically advise the original floor supervisor and all other dispatchers of the change of command.

The ranking on-duty Floor Supervisor will be responsible for supervising on-duty communication personnel as it relates to compliance with policy and procedure.

In exigent circumstances, the on-duty Floor Supervisor may deviate from established policies, but must then submit his/her reasoning for doing so in writing through the proper channels.

On-duty Floor Supervisors may also choose to take immediate or deferred action in cases of non-compliance by communications center personnel.


If immediate action is taken, notification will be made in writing to the communications manager through appropriate channels.

When ranking floor supervisors observe deficiencies that can be handled in a deferred manner, they will commit such deficiencies to writing with recommended remedies. These recommendations should be forwarded to the communications manager through appropriate channels.

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John King  
Chief of Police



	<h2>Policies and Procedures</h2>
<b>Subject : General Scheduling and Time Off Requests</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: May 10, 2021	Directive Number: 094
Distribution: All Dispatch Personnel	Number of Pages: 7
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

1. **Schedules**

- a. Dispatchers are responsible to check their schedule on a regular basis for slight changes or coverage problems.
- b. All trades must be approved by the Operations Supervisor.
- c. Communications Supervisors mark the work schedule when someone calls in sick, leaves early, etc.

2. **HBS Guidelines**

- a. If any of the circumstances listed below occurs, the dispatcher should leave a note in the HBS system with the date and a brief description of the situation:
  - Any unscheduled time off (if it's not documented on the schedule).
  - Time off at the beginning or end of a shift.
  - Call in sick, last minute holiday, etc.
  - Worked overtime, shift altered.
  - Any missed punch
  - Any trades (list dates/hours of the trade and when it will be paid back).
- b. Unless using holiday time, when a dispatcher works overtime in the same work week that time off is taken, it is figured as time for time. If holiday time is used during the same week that overtime is worked, then the overtime worked can be for pay.
- c. Failure to log time effectively may result in temporary loss of pay or payment for time not worked until the payroll department can correct the problem. Dispatchers are required to notify their supervisor in the event this occurs. Failure to do so could be considered grounds for discipline.

3. **HBS Punches are Required:**

- a. Upon arrival to work and at the end of the work day.
- b. Lunch breaks - that are longer than 30 minutes.

**Directive #094**

**GENERAL SCHEDULING AND TIME OFF**

- c. Any absence from the Communications Center not work related, with the exception of a lunch break.
4. **HBS Punches not Required:**
  - a. 30-minute lunch break, so long as the dispatcher provides a way to be contacted by the dispatch center and can ensure a 5 minute response time for emergency call back to work.
  - b. Two non-mandatory 15 minute breaks per shift allowed taken inside the building or on City Center property.
5. **Shift Bid**
  - a. Shift bid is done by seniority (date of appointment to a supervisory position, or date of hire for new dispatchers).
  - b. Shift bids should meet minimum staffing requirements with a balanced ratio structure of dispatcher experience.
  - c. In the event of major change between bids, the Communications Manager reserves the right to re-bid. The Communications Manager may make shift assignments whenever deemed necessary. All decisions concerning shift bid and shift assignment is at the discretion of the Communications Manager.
6. **Lunch/Break Guidelines**
  - a. For the purpose of this statement, a non-mandatory break is considered to be any time an employee takes time away from the console for personal reasons, including lunch.
  - b. In order to ensure the quality of dispatching is not effected by dispatchers taking their breaks, the following guidelines should be adhered to:
    - i. No more than one dispatcher shall take a break at a time. (This includes lunches.)
    - ii. With the exception of lunch, breaks should not extend longer than 15 minutes.
    - iii. Lunch breaks should not extend longer than 30 minutes.
    - iv. Dispatchers should not leave the console in the middle of an emergency.
    - v. A complete briefing and operator log out from all systems should take place prior to vacating the console for any amount of time.
    - vi. Lunch breaks/work breaks are contingent upon adequate staffing and call demand.
    - vii. Off-site lunch breaks are not permitted when there are 3 dispatchers on duty.
    - viii. During peak call load times, any type of break is discouraged.
  - c. **At no time should emergency services to a citizen be compromised due to a dispatcher taking a personal break.**
7. **Punctuality**
  - a. Console Duty - In order to be considerate to each other, all oncoming dispatchers are expected to be “ready to work” five minutes before their shift begins. “Ready

**Directive #094**

**GENERAL SCHEDULING AND TIME OFF**

to work” means at the console, ready to be briefed, with headset on. A complete and thorough briefing is required prior to the dispatcher going off duty.

- b. Meetings/Training - Everyone is expected to be punctual to meetings and training. Tardiness or un-excused absences are not acceptable.
- c. Whenever possible, ample notice is given for meetings and training classes. All meetings and training should be attended in their entirety.

**8. Time Off policy**

- a. The Metro Emergency Communications Center employees will follow Provo City Policy’s in the administering of work hours and time off. All employees are responsible to review and follow these policies.
- b. Due to the serious nature of the work in the Dispatch center, there are times when a decision to deny time off or call someone in is a necessity. Someone that has previously been approved for time off may be requested to return to work.

The following guidelines, in addendum with the current city policies, will be utilized in determining time off requests.

- i. Per city policy, all time off requests and overtime must be pre-approved by the Operations Supervisor.
- ii. Leaves of absence must be approved by the Department Director and Personnel Director prior to leave. FMLA requests are approved per Provo City Policy in accordance with federal requirements. All requests for leave should be submitted with as much advance notice as possible.
- iii. All time off is subject to meeting minimum staffing needs in the center.
- iv. Two employees may be allowed off per shift for vacation, holiday, or accumulated time. This is subject to change if coverage becomes critical or bountiful.
- v. Vacation, holiday, and accumulated time off must not create the need for overtime, except under unusual circumstances. In those cases, only two overtime shifts will be posted per shift, however, the reserve program or some slight shift alterations should be the first actions taken. Any additional time off request for the same shift should be worked out as a trade.
- vi. Reserve dispatchers can be called into work on approved advance time off requests. Use of reserve dispatchers will be at the discretion of administration and available funding.
- vii. If there are no reserves available for an approved time off request, and overtime has not been approved, the requestor may arrange to trade shifts with another employee of equal or more experience. Trades must be hour for hour and whenever possible in the same pay period.
- viii. Time off at the beginning, ending, or middle of shift can be approved by the supervisor on duty providing that minimum coverage is met.
- ix. Any supervisor granting time off should mark the schedule accordingly. No time off can be approved that takes the center below minimum coverage.

**Directive #094**

**GENERAL SCHEDULING AND TIME OFF**

- x. When more than one person has requested the same time off, determination will be based on the first person to request the time off.
- xi. Per city policy, an employee is required to notify the acting shift supervisor within at least one hour prior to their shift when calling in sick. The acting shift supervisor will then be responsible to:
  - 1. Call a relief in for any scheduled time that goes below minimum scheduling.
  - 2. The schedule should be documented accordingly.
  - 3. The acting shift supervisor will notify the next on-coming Shift Supervisor or the Operations Supervisor of schedule changes that need to be made on the on-line schedule.
- xii. Abuse of sick leave will result in discipline.
- xiii. The Operations Supervisor is responsible to approve all time off requests in a timely manner.
- xiv. In order to meet minimum staffing requirements, dispatch schedules are subject to change. It is each individual's responsibility to check their schedule frequently for changes. The dispatcher is responsible to work the hours posted on the schedule.
- xv. Time Off Requests:
  - 1. All time off requests should be sent via the HBS system.
  - 2. In order for dispatchers to know what dates have been requested off, a time off calendar will be updated on the on-line schedule.
- xvi. It is each individual employee's responsibility to assure they have used up their holidays by the end of the year. Holidays that are not used by the end of the year are lost.
- xvii. No time off will be granted on the evening Provo celebrates First Night (New Year's Eve festivities).
- xviii. No time off should be expected on the 4<sup>th</sup> of July, and other Freedom Festival activities.

**9. Trades**

All trades must be preapproved by the Operations Supervisor. It should be noted that ALL trades are the responsibility of the two dispatchers making the requested trade; they have the ultimate responsibility to make sure the work shift is covered. If a trade partner is unable to respond to work on the assigned date, or is unable to complete the work shift, that dispatcher is responsible to find the necessary coverage for the shift. If the responsible dispatcher is unable to locate coverage for this assigned work shift, it will be the responsibility of this dispatcher to cover the shift. Any failure to cover one's work schedule will be considered an un-excused absence. This absence may involve discipline, up to termination. The only exception to this is if the responsible dispatcher is sick and unable to come into work, in which case coverage of the said shift would be handled as usual with any other sick call in.

**Directive #094**

**GENERAL SCHEDULING AND TIME OFF**

**10. On-Call**


Dependent upon the staffing needs of the center, dispatchers are required to be placed on an on-call status to meet staffing needs. These on-call shifts are 12 hours in duration. The dispatcher is given 1 hours of comp time for each 12 hour period of on-call. Any employee not complying with the following may result in discipline:

- a. The on-call dispatcher needs to be within phone contact the full 12 hours of their on-call shift. If the responsible on-call dispatcher is going to be at a different number than what dispatch currently has, that dispatcher needs to contact the dispatch center and advise them of the alternate phone number.
- b. The on-call dispatcher needs to be able to respond to the dispatch center or an emergency location within 1 hour of notification or less, under normal circumstances.
- c. The on-duty shift supervisor will be responsible to fill all emergency staffing needs.
- d. If the on-call wishes to offer the overtime to another off-duty dispatcher, he/she may request an Everbridge page be sent to see if there is anyone else willing to respond to cover the shift. If no other dispatchers are available, the ultimate responsibility to cover the necessary shift is that of the on-call dispatcher.

The communications center should have minimum coverage at all times. In the event there is not minimum staffing, the acting shift supervisor on duty should notify the Operations Supervisor. Any time the center activities become too much for the on-duty staffing to handle, the acting shift supervisor on duty is responsible to notify the Operations Supervisor. This includes heavy call loads, heavy radio calls, special events, etc.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : INCIDENT RECORDING REQUEST</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: March 8, 2021	Directive Number: 172
Distribution: All Dispatch Personnel	Number of Pages: 2
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

It is the position of the Metro Emergency Communications Center that all employees must adhere to a professional standard which dictates that no police information, even that which may not seem to be of a confidential nature, will be divulged only through official channels established for such purposes or upon order of a competent court through legal process.

***GRAMA (GOVERNMENT RECORDS ACCESS MANAGEMENT ACT)***

All disclosures will be made in harmony with the provisions of the Utah Government Records Access Management Act.

Any legitimate request for a recording of any communications between Metro Emergency Communications Center center and any outside entities must be approved through the Communications Manager and Records supervisor.

All individuals making a request for recordings of any incident will be directed to the appropriate City records department. The individual will be required to fill out an incident recording request form, which they may acquire at the front counter of the police department, or on the city website under the police services tab.

The requestor of the recording will need to have the date of incident and the time of the incident to make any request.

Upon completion the request will be forwarded to the dispatch supervisor who will then locate the incident, make a complete recording, and then return the recording and the completed form to the records supervisor.

The records supervisor will review and release all information that meets department and legal standards.

**RETENTION OF RECORDED ACTIVITIES**

The Utah Municipal General Records Retention Schedule, governs the length of time for retaining records and outlines the following, reference dispatch tape recordings:

*These are twenty-four hour tape recordings of incoming and outgoing telephone or radio calls made from and to the dispatch office. They are used to document the actions of dispatch personnel and public safety officers. The tapes are rotated on a regular basis and portions of the tapes concerning questionable cases are transferred to cassette tapes.*

**RETENTION**

*Retain for 30 days and erase provided questionable actions are transferred to cassette tapes.*

**SUGGESTED PRIMARY CLASSIFICATION**

*Private*

**RETENTION POLICY**


Although the Utah Municipal General Records Retention Schedule sets a guideline of 30 days for the retention of dispatch recordings, the Provo City Dispatch Center will maintain all dispatch recordings for at least 90 days.

Any legitimate request for a “questionable action” recording which is received within 90 days from the original recording date, that meets all requirements pursuant to the Government Records Access Management Act (GRAMA), and this outlined policy, will be forwarded to the dispatch supervisor who will then locate the incident, make a complete recording, and then return the permanent recording along with the completed request form to the records supervisor.

At the completion of the 90 day time period, all stored recordings from that date may be erased.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : INCIDENT COMMAND</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: January 8, 2020	Directive Number: 171
Distribution: All Dispatch Personnel	Number of Pages: 3
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### **National Incident Management System (NIMS)**

In response to attacks on September 11, 2001 President George W. Bush issued the Homeland Security Presidential Directive 5 (HSPD-5) in February 2003.

HSPD-5 calls for a National Incident Management System (NIMS) and identified steps for improved coordination of federal, state, local, and private industry response to incidents. It also describes the way these agencies will prepare for such a response.

### **The Incident Command System (ICS)**

The Incident Command System, or ICS, is a standardized, on-scene, all-hazard incident management concept. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

An incident is defined as an occurrence, either caused by humans or natural phenomena, which require response actions to prevent or minimize loss of life or damage to property and/or the environment.

Examples of incidents include:

- Fire, both structural and wild land.
- Natural disasters, such as tornadoes, floods, ice storms or earthquakes.
- Human and animal disease outbreaks.
- Search and rescue missions.
- Hazardous materials incidents.
- Criminal acts and crime scene investigations.
- Terrorist incidents, including the use of weapons of mass destruction.
- National Special Security Events, such as Presidential Visits or the Super Bowl.



Other planned events, such as parades or demonstrations.

The Secretary of the Department of Homeland Security announced the establishment of NIMS in March 2004. One of the key features of NIMS is the Incident Command System.

### **Incident Command is:**

A proven management system based on successful business practices.

The result of decades of lessons learned in the organization and management of emergency incidents.

ICS has been tested in more than 30 years of emergency and non emergency applications, by all levels of government and in the private sector. It represents organizational "best practices," and as a component of NIMS has become the standard for emergency management across the country.

NIMS require the use of ICS for all domestic responses. NIMS also require that all levels of government, including Territories and Tribal Organizations, adopt ICS as a condition of receiving Federal Preparedness Funding.

### **Common Terminology and Clear Text:**

The ability to communicate within the ICS is absolutely critical. An essential method for ensuring the ability to communicate is by using common terminology and clear text.

A crucial part of an effective multi agency incident management system is for all communications to be in plain English. Clear text must be used. Do not use radio codes, agency-specific codes, or jargon.

ICS establishes common terminology allowing diverse incident management and support entities to work together.

### **Integrated Communications:**

The use of a common communications plan is essential for ensuring that responders can communicate with one another during an incident. Communication equipment, procedures, and systems must operate across jurisdictions (interoperable).

Developing an integrated voice and data communications system, including equipment, systems, and protocols, must occur prior to an incident.

Effective ICS communications include three elements:

*Modes:* The "hardware" systems that transfer information.

*Planning:* Planning for the use of all available communications resources.

*Networks:* The procedures and processes for transferring information internally and externally.

**Communications Discipline:**

Important considerations related to communications include:

1. Observing strict radio/telephone procedures.
2. Using plain English in all communications. Codes should not be used in radio transmissions. Limit the use of discipline-specific jargon, especially on interdisciplinary incidents.
3. Limiting radio and telephone traffic to essential information only. Plan what you are going to say.
4. Following procedures for secure communications as required.


The Incident Command System should be implemented under the direction of the ranking officer/fireman on scene. It is standard protocol to activate the Incident Command System whenever an event requires on scene coordination of multiple agencies or responders.

In order to maintain effective and efficient radio communications, the dispatcher will channel all information through the Incident Commander. Any requests made outside this realm should be referred back to the Incident Commander.

In the event an Incident Commander has not been assigned, the dispatcher will contact and advise the field supervisor to enhance and stream line communications.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : MEDIA POLICY</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: July 10, 2017	Directive Number: 173
Distribution: All Dispatch Personnel	Number of Pages: 2
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

The dispatch center receives calls from the press on a regular basis. It shall be the policy of this agency to cooperate with the news media and to maintain an atmosphere of open communication. Please transfer media calls to the floor supervisor for assistance if possible. If there is no news worthy events to report, the call taker who received the call will check with the floor supervisor to confirm that no news worthy event has occurred, and then with the permission of the floor supervisor will advise the media that there is no media worthy events to report.

All disclosures will be made in harmony with the provisions of the Utah Government Records Access Management Act (GRAMA).

Dispatchers should not release information to news reporters unless a written release has been provided, which may then be read; however no additional comments regarding an incident covered in the news release should be made by dispatchers.

Dispatchers may at times be asked whether certain incidents have occurred, i.e. a shooting, traffic fatality, etc. In such cases the dispatcher should readily acknowledge that such a report has been received and he/she should provide the inquiring reporter with the location of the occurrence if asked but will refer the news person to the PIO or officer responsible for making the news releases for further information.

### Routine Inquiries

Day to day inquiries regarding ongoing routine criminal investigation activities of the department will be directed to the criminal investigation division commander for response.

Inquiries into routine traffic incidents and other routine patrol matters will be referred to the patrol division commander/watch commander for response. The chief of police does not need to be notified of such routine inquiries.

When the media calls, the dispatcher will ask the floor supervisor on shift if there is anything newsworthy to report.

**The following are guidelines for releasing information to the media:**

1. You must make certain you are providing accurate information on city policies, procedures and actions.
2. When receiving routine calls from the media, the dispatcher may release the following information:
  - Type of incident
  - Location where incident occurred
  - Date and time of incident
3. If an incident is in progress when the media calls, the dispatcher will provide the basic information listed above in #2. The dispatcher may transfer media to the PIO cell phone if the media personnel are requesting further information. Dispatch should also advise the watch commander that the media has requested and received basic information regarding an in progress incident. The dispatcher will log who called and who was notified about the media inquiry in the incident notes.
4. All requests for additional information will be directed to the PIO or officer responsible for making the news releases.

Code 20

With some regularity officers in the field encounter incidents that present a unique opportunity for representatives of the news media to obtain "on the scene" coverage. Such instances might be spectacular traffic accidents, unique human interest situations, or other incidents that have a visual appeal.


Field supervisors and other staff are encouraged to be sensitive to such opportunities and to initiate a "Code 20." A "Code 20" may only be initiated with the approval of a field supervisor or a detective.

Upon being advised of a Code 20, the PIO and/or field supervisor will notify a pre-established list of news representatives who then may choose to appear on the scene.

It is not expected that on the scene police personnel, unless designated specifically to do so, will respond to news reporter's inquiries. The Code 20 is merely an opportunity to appraise news media representatives of an opportunity for obtaining on the scene coverage, with the understanding that appropriate media releases, giving full details will be provided as soon as practical. In those instances where a PIO is designated, he/she will provide on the scene information for members of the news media.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : MONITORING OTHER RADIO CHANNELS</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: June 29, 2020	Directive Number: 074
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

To effectively monitor all radio channels every dispatcher should have their radio volume for neighboring agencies up loud enough to hear sirens or alerts. Upon hearing a siren or alert tone, the dispatcher will turn the volume up loud enough to monitor the channel, and notify the shift supervisor.


Primary responsibility for monitoring these channels belongs to the service channel dispatcher. However, every dispatcher should be monitoring other radio channels as well.

Upon hearing a pursuit that is headed in our direction, the dispatcher will notify the patrol supervisor, informing him/her of the last known location, direction of travel, vehicle description, and purpose of the pursuit.

It is the responsibility of all dispatchers to be familiar with protocol regarding how to change radio channels, patch, multi-select, and use back up radios.

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James Miguel  
 Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : NORTH FORK DISPATCH PROCEDURE</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: December 15, 2020	Directive Number: 114
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

North Fork Fire Department, located in the area of the Sundance Ski Resort in Provo Canyon, will handle all Fire, Basic Life Support (BLS) and Advanced Life Support (ALS) responses for their assigned area. North Fork Fire Department is staffed full-time and dispatched by Central Utah Dispatch center; any requests for assistance will come through that dispatch center to Metro Emergency Communications Center. Medical calls when they are not staffed, or if there are multiple patients, will require Provo's medical response. On Fire calls, a Provo fire station should be dispatched along with North Fork. If it is a working fire, North Fork may call for additional assistance from Provo.

Upon notification from Central Utah Dispatch of a medical/fire situation, the notified dispatcher will create an incident (unless Central Utah Dispatch has already created an incident in the CAD), the appropriate medical/fire units will be dispatched, and case numbers will be assigned to this incident.


Whenever an emergency 911 call comes to the Metro Emergency Communications Center intended for the North Fork Fire Department, the dispatcher will notify Central Utah Dispatch for dispatch of North Fork response units.

As a matter of interoperability Metro Emergency Communications Center will contact Central Utah Dispatch whenever any medical/fire related incident occurs within the area of North Fork.

For clarification, North Fork and South Fork are located in Provo Canyon. North Fork is on the north side of the Provo River, near Sundance. South Fork is on the south side of the Provo River, near the entrance to Vivian Park. All EMS/Fire responses for both areas are the responsibility of North Fork EMS.

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James Miguel  
 Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : NOTIFICATION POLICY</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: December 20, 2019	Directive Number: 092
Distribution: All Dispatch Personnel	Number of Pages: 2
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

The Shift/Floor Supervisor in charge of the dispatch center is responsible to notify the Emergency Communications Manager for any situation or call that may have a significant impact on the dispatch center or any dispatcher. The notification is required even if the Emergency Communications Manager is in the dispatch center. The Emergency Communications Manager will then be responsible to contact the division commander.

The following are situations that require a notification to the Emergency Communications Manager:

NEWS RELEASES

Any incident that would be of interest to the news media.

DISPATCH ERRORS

Any serious dispatch error or a serious complaint about dispatch.

LIABILITY TO THE CITY

Situations or calls that could expose the City to legal liability.

DISPATCH SHORTAGE

Understaffing in dispatch that can not be corrected.

INJURY TO DISPATCHER

Dispatcher is injured on/off the job.

SERIOUS INJURY TO OFFICER/FIREFIGHTER

Any serious injury to an on duty officer/firefighter.

POWER OUTAGE

Any power outage in dispatch or any major power outage within the city.

Directive #092

NOTIFICATION POLICY

FACILITIES

Problems with radio, phone, or critical equipment and any dispatch facilities malfunctions.

WEATHER WARNING

All serious weather warnings or watches.

SECURITY IN DISPATCH

Any time there is a security issue in dispatch.

DISASTERS

Natural or man-made disasters or imminent warnings of such.

DEBRIEFING NEED

Whenever a dispatcher is seriously affected by a call.

UNABLE TO LOCATE

Whenever an emergency situation arises and dispatch is unable to locate the caller requesting emergency assistance.

MAJOR CASES


*Incidents that require additional dispatch staffing/supervision or additional resources* such as additional officers, outside agencies, special equipment, homicides, attempted homicides, prisoner escaping from Provo PD custody, Amber Alerts, Provo PD vehicle involved in an accident with injuries, major fires, plane down/ in trouble, or any officer involved shooting in Utah county.

The shift/floor supervisor will be responsible to determine when notification of the Operations Supervisor and Communications Manager is necessary. It is the responsibility of the dispatcher receiving/handling the call to advise the shift/floor supervisor.

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James Miguel  
Fire Chief



	<h2>Policies and Procedures</h2>
<b>Subject : PERSONAL CELLULAR PHONES /PERSONAL PHONE CALLS</b>	Issuing Authority: Chief of Police
Effective Date: October 01, 2010	Directive Number: 055
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### **CELL PHONES**

Cell phones are allowed at the dispatch console; however, cell phone ringers must be turned off while in the dispatch center so they do not interrupt the work of others, i.e., ringing in someone’s purse or locker. The use of cell phones at the console could interrupt radio transmissions between officers and dispatch causing an officer safety issue. Personal calls on cell phones must be conducted off the console. Supervisors may prohibit the use of cell phones at the console any time they feel the cell phone is becoming a distraction or during critical incidents.

### **PERSONAL PHONE CALLS**


Any personal call received on an administrative phone line while at the console should be completed as quickly as possible. Lengthy personal conversations (longer than 3 minutes) are not permitted while at the console.

The work of a 911 Dispatcher is of a critical nature. A personal task should never interfere with these important responsibilities. If a dispatcher has an urgent personal matter, he/she should obtain permission for a break and take care of these issues at that time.

Dispatchers must be aware that all city owned phones in the dispatch center are recorded. Personal conversations must be handled quickly and conducted in a professional manner. Any personal call that takes the attention of a dispatcher away from his/her assigned duties could place the city in a liable situation, resulting in possible legal action against the city and the dispatcher.

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Craig Geslison  
Chief of Police

	<h2>Policies and Procedures</h2>
<b>Subject : QUALITY AND ASSURANCE PROGRAM</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: March 1, 2021	Directive Number: 085
Distribution: All Dispatch Personnel	Number of Pages: 3
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

It is the goal of the Metro Emergency Communications Center to maintain the highest possible standards. To attain this goal, a quality assurance program has been implemented to promote adherence to established goals, procedures, facilitate the learning process and provide a framework for continuous improvement within this dispatch center. The quality assurance program is also intended to assist in self-improvement and self-evaluation.

**PURPOSE:**

1. To utilize empowered and educated employees to dissect and measure processes.
2. To understand and analyze variation.
3. To provide applicable training for dispatchers.
4. To institute change that reduces variance and improves the process.
5. Improve the daily operations of the 9-1-1 call center.

**DESCRIPTION:**

A Quality and Assurance program will be established and maintained by an assigned Quality Assurance Supervisor.

Each of the selected calls will be graded on:

1. Address verification
2. Standard Operating Procedures
3. Customer Service
4. Dispatch times
5. Documentation
6. Items pertaining to specific evaluation forms

Incidents from all disciplines will be chosen at random to ensure fairness.

#### AGENCY STANDARDS:

A standardized evaluation is designed to give the Telecommunicator documentation as to specific task or competency evaluating behavior and performance objectively. If the Telecommunicator receives a score of eighty percent or above, it is determined that their behavior/performance meets the minimal acceptable behavior for an agency employee. A score below eighty percent, describes behavior that needs improvement, training/counseling, written warning, and or verbal reprimand.

#### QA SUPERVISOR:

The Quality Assurance Supervisor will be responsible for the following tasks: propose policy changes to improve dispatch operations related to their QA program, implement changes in policies as well as updating Standard Operating Procedures (if applicable). They will email dispatchers whose calls were reviewed the Quality Assurance review form providing feedback.

The QA Supervisor will audit a minimum of 3 calls per quarter. The QA Supervisor will note any calls that should be considered for recognition, as well as any calls that may need to be reviewed for the shift supervisor over the dispatcher to review and follow up on.

#### DISPATCHERS:

All dispatchers should review the applicable Standard Operating Procedures (SOP's) when listening to the calls. This will assist in familiarity with the current and updated SOP's.

#### SUPERVISORS:

In order to meet the minimum requirement of 2% of calls to be reviewed monthly per the APCO/NENA Quality Assurance program standard (as set forth in *APCO/NENA ANS 1.107.1.2015*), the QA Supervisor will audit a minimum number of calls and complete evaluations in the QA tracking program. Calls that are pulled when filling GRAMA requests can be included towards this total and logged in the QA tracking program. If there are dispatchers that recently have completed the Communications Training program, the Training Supervisor will meet with them individually every month for the first 6 months afterwards and review 1-2 calls that the dispatcher handled that can count towards the minimum standard.

Shift Supervisors will conduct a monthly one-on-one meetings with the dispatcher assigned on their team. During this meeting, they will have an opportunity to discuss any evaluations the dispatcher handled that should be reviewed. These reviews will be utilized to support the development and assessment of goals and expectations of the dispatchers and the dispatch center. Audits will be used to identify additional or supplemental training, and aid in determining whether certain processes will require modification or change.

Supervisors and/or the QA Supervisor will be required to meet with those employees who receive a score below the minimum standard of eighty percent to take necessary actions such as additional training, continuing education, and or discipline.

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James Miguel  
Fire Chief



Policy Title: Position Responsibilities

Purpose: The purpose of this policy is to outline the responsibilities of each position within the Metro Emergency Communications Center to ensure efficient and effective communication, response, and coordination during emergencies. No employee shall intentionally manipulate their role or position in a way that negatively affects the center. The position responsibilities may occasionally change due to unusual circumstances, inadequate console coverage, or equipment malfunctions.

Scope: This policy applies to all personnel working in the following positions within the 9-1-1 center:

- Police Main Channel Operator
- Police Main Channel Operator
- Service Channel Operator
- Fire Channel Operator
- Call Takers
- Shift Supervisor

I. Police Main Channel Operator: Responsibilities include, but are not limited to, the following:

1. Monitor and manage radio communications on the police main channel while prioritizing officer safety.
2. Dispatch and coordinate police units based on priority, resource availability, and location.
3. Document and relay pertinent information to responding units, including incident details, suspect descriptions, and additional resources required.
4. Maintain clear and concise communication with officers, units, and other dispatchers.
5. Update and manage the Computer Aided Dispatch (CAD) system with relevant information.
6. Coordinate with the police main channel operator to efficiently allocate resources and provide support during high-priority incidents.
7. Facilitate communication between different police units, dispatchers, and external agencies as needed.

II. Police Main Channel Operator: Responsibilities include, but are not limited to, the following:

1. Monitor and manage radio communications on the police main channel while prioritizing officer safety.
2. Dispatch and coordinate police units based on priority, resource availability, and location.
3. Document and relay pertinent information to responding units, including incident details, suspect descriptions, and additional resources required.
4. Maintain clear and concise communication with officers, units, and other dispatchers.
5. Update and manage the Computer Aided Dispatch (CAD) system with relevant information.
6. Coordinate with the police main channel operator to efficiently allocate resources and provide support during high-priority incidents.
7. Facilitate communication between different police units, dispatchers, and external agencies as needed.

III. Service Channel Operator: Responsibilities include, but are not limited to, the following:

1. Monitor and manage radio communications on the service channel.
2. Process and prioritize Utah Criminal Justice Information System (UCJIS) requests in a timely manner, ensuring officer safety by providing critical information about individuals, vehicles, and locations.
3. Monitor and manage UCJIS for teletypes and notifications.
4. Act as a main channel dispatcher should either of the main channels become secured, assuming the responsibilities of the respective main channel operator until normal operations resume.
5. Coordinate with other dispatchers to share information, resources, and updates.
6. Facilitate communication between law enforcement, public safety agencies, and other departments.
7. Monitor and manage requests for assistance, such as tow trucks and other city resources.
8. Maintain accurate records and documentation of all service channel activities.

IV. Fire Channel Operator: Responsibilities include, but are not limited to, the following:

1. Monitor and manage radio communications on the fire channels.
2. Dispatch and coordinate fire units and other emergency responders, prioritizing resources based on incident severity and location.
3. Communicate with other dispatchers and agencies to share information, resources, and updates.

4. Provide updates on incident conditions, resource needs, and safety hazards to responding units.
5. Maintain the CAD system with relevant information, including resource status and incident details.

V. Call Takers: Responsibilities include, but are not limited to, the following:

1. Answer incoming emergency and non-emergency calls in a professional, compassionate, and efficient manner.
2. Gather and document pertinent information, including incident location and a description of the situation. When possible and appropriate, obtain the caller's name and contact information.
3. Determine the appropriate response and resources needed based on the nature and priority of the call.
4. Utilize the CAD and Intellicomm systems to enter and update call information, ensuring accuracy and completeness.

VI. Shift Supervisor: Responsibilities include, but are not limited to, the following:


1. Oversee the floor operations of the 9-1-1 center during the assigned shift, ensuring effective communication and coordination between all positions.
2. Act as a call taker when call volume is high or as needed, handling incoming emergency and non-emergency calls.
3. Provide support, guidance, and assistance to all other positions as required, including resolving issues and making decisions during complex or high-priority incidents.
4. Ensure compliance with all policies, procedures, and guidelines set forth by the 9-1-1 center and relevant regulatory agencies.
5. Monitor the performance and workload of the center's personnel, including NCIC entries and email requests, and allocate resources accordingly.
6. Coordinate with other shift supervisors and center management to maintain the continuity of operations and share information.

All personnel must adhere to the policies, procedures, and guidelines set forth by the 9-1-1 center and relevant regulatory agencies. This policy will be reviewed periodically and updated as necessary to ensure continued effectiveness in providing exceptional service to the community.

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Jeremy Headman

Provo Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : RESERVE DISPATCHER POLICY</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010 Revised: December 20, 2019	Directive Number: 105
Distribution: All Dispatch Personnel	Number of Pages: 3
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

### **PURPOSE**

The reserve dispatcher program is intended to augment the need for additional support on an on-call basis for the Metro Emergency Communications Center.

All reserve dispatch candidates will need to follow and meet the same requirements outlined by the Provo City Human Resource Department for a full-time regular position as a Public Safety Communications Specialist.

### **STANDARDS**

Each reserve dispatcher will be expected to follow the standards located within policies/procedures and directives as set by the City of Provo, the Provo Police Department, and the Metro Emergency Communications Center.

### **OPERATIONS SUPERVISOR**

The Operations Supervisor will be responsible for the overall management of the reserve program, including the following areas:

1. Advertise for candidates; distribute applications, reviews applications for reserve dispatcher candidates.
2. Coordinate the pre-hiring of reserve dispatchers through the current screening, testing and oral board process. This will include background checks, drug screening and hearing testing.
3. Notify the newly hired reserve dispatcher of his/her acceptance and assist in completion of new employee orientation.
4. Coordinate work schedules for reserve dispatchers.
5. Ensure sufficient communication between all reserve dispatchers.
6. Make sure all assigned duties are completed by reserve dispatchers.
7. Investigate any work violations committed by reserve dispatchers.
8. Track reserve dispatcher hours.
9. Notify reserve dispatchers of upcoming certification expirations.



**DISPATCH TRAINING SUPERVISOR**

The training supervisor will be responsible to provide all training necessary to each reserve dispatcher which will include the following:

1. New employee orientation.
2. The current communication training program (The reserve dispatcher must meet all current mandatory learning requirements to achieve completion on the training program).
3. Assist each reserve dispatcher in attaining and maintaining Utah POST dispatcher certification and Emergency Medical Dispatcher certification.
4. Provide opportunities for all reserve dispatchers to attend monthly dispatch training.
5. Post training opportunities on the training board for all reserve dispatchers to attend continuing education sessions.
6. Notify reserve dispatchers of upcoming certification expirations.

**RESERVE DISPATCHER CHAIN OF COMMAND**

Immediate supervision will be provided for every reserve dispatcher. The following chain of command will be observed by all reserve dispatchers:

1. Dispatch Manager
2. Operations Supervisor
3. Floor Supervisor
4. Reserve Dispatcher

**MAINTAINING RESERVE STATUS**

The following criteria must be met to maintain reserve dispatcher status:

1. Maintain current Utah POST dispatcher certification and Emergency Medical Dispatcher certification. (20 hours a year. 12 hours medical, 2-4 hours BCI, and 4 hours police related.)
2. Work a minimum of 10 hours per month, unless coverage is abundant and dictates that coverage by a reserve is not needed.

**RESERVE DISPATCHER UNIFORMS**

Each reserve dispatcher will be supplied with the following:

1. Polo uniform shirt.
2. Department identification to be worn upon the uniform.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Upon completion of the dispatch training program, all reserve dispatchers will be expected to perform the following:

1. Be able to analyze the nature and severity of an incident
2. Confirm location
3. Determine priority efficiently and accurately in accordance with established policy and procedures.

Reserve dispatchers will also accomplish the following duties:

**RESERVE DISPATCHER POLICY**

1. Receive emergency calls from the public requesting police, fire and local government services.
2. Receive routine and emergency assistance calls from public safety personnel
3. Answer non-emergency calls for assistance.
4. Monitor multiple telephones, radio channels, TDD, teletypes and computers.
5. Query information from law enforcement communications networks relating to wanted persons, criminal history, stolen property, and Department of Motor Vehicles information.
6. Query and enter stolen, stored and repossessed vehicle information.
7. Use interactive interrogation skills to elicit specific pertinent and often time crucial information from individuals who are emotionally distraught, frightened, abusive, irate or threatening.
8. Log vehicle impounds for both police related calls and private property.
9. Maintain computer Rolodex information for after-hours business contacts.
10. Perform various records keeping.
11. File, index and other general clerical work.
12. Assist other staff members as needed, and perform other related duties as required.

**FIRST RIGHT TO AVAILABLE SHIFTS**

Reserve dispatchers will have the first opportunity to sign up for available shifts before those hours are opened to full time employees.

Reserve employees are expected to be familiar with weekly and monthly work calendars so that they may sign up as soon as possible to make sure all shifts are filled.

**CAUSES OF DISMISSAL OR DISCIPLINARY ACTION**

A reserve dispatcher may receive discipline or be dismissed from the reserve program for any violation of the following:

1. Failure to abide by city policy, Provo Police Department policy or Metro Emergency Communications Center.
2. Inability to maintain required certifications.
3. Required works hours are not completed.
4. Any behavior not consistent with the standards set and expected of a Public Safety Professional.


**RESIGNATION FROM THE RESERVE PROGRAM**

Reserve Dispatchers shall be expected to do the following when resigning from the reserve program.

1. All resignations must be submitted in writing to the Operations Supervisor.
2. The reserve dispatcher will return all reserve equipment to the Operations Supervisor.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject: SUBPOENAS AND COURT APPEARANCES</b>	Issuing Authority: Fire Chief
Effective Date: May 6, 2020	Directive Number: 107
Distribution: All Dispatch Personnel	Number of Pages: 3
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive. As a part of your responsibility you may receive a subpoena to testify at trial, or a subpoena to testify at a deposition.

### **PURPOSE**

This policy establishes the guidelines for Dispatcher who must appear in court. It will allow Dispatchers to cover any related work absences and keep the Department informed about relevant legal matters.

### **POLICY**

Dispatchers will respond appropriately to all properly served subpoenas and any other court-ordered appearances.

### **FAILURE TO APPEAR**

Any Dispatcher who fails to comply with the terms of any properly served subpoena or court-ordered appearance may be subject to discipline. This includes properly served orders to appear that were issued by a state administrative agency.

### **STANDBY**

To facilitate standby agreements, Dispatchers are required to provide and maintain current information on their addresses and contact telephone numbers with the Department.

If a member on standby changes his/her location during the day, the member shall notify the designated department member of how he/she can be reached. Members are required to remain on standby until released by the court or the party that issued the subpoena.

## **COURTHOUSE PROTOCOL**

When appearing in court, Dispatchers shall:

- a. Be punctual and prepared to proceed immediately with the case for which they are scheduled to appear.
- b. Dress in the department uniform or business attire.
- c. Observe all rules of the court in which they are appearing and remain alert to changes in the assigned courtroom where their matter is to be heard.

## **TESTIMONY**

Before the date of testifying, the subpoenaed member shall request a copy of relevant reports and become familiar with the content in order to be prepared for court.

## **OVERTIME**


Court appearances are an integral part of a Dispatchers responsibilities. The following are the procedures for court appearance pay:

1. When court appearances are part of a Dispatchers regular on-duty work shift the witness check will be turned in without any additional compensation.
2. Off-duty court appearances will receive a minimum of two hours pay at a rate of 1.5 overtime pay. If a Dispatcher spends more than two hours in court, he or she will be compensated at 1.5 overtime pay for the actual amount of hours spent in court.
  - a. Dispatchers must request and receive the appropriate court witness fee check. Once received, the Dispatcher will then present it to his/her supervisor.
  - b. The Dispatcher has the option of cashing the witness fee check or must submit it when received, after applying for overtime compensation.
  - c. When appearing in court per a subpoena, Dispatchers will only be compensated for actual time spent in court and will not be compensated for travel time or lunch periods.
  - d. If a Dispatcher is required to attend court for two or more subpoenas on the same day, he or she will be compensated for two separate cases if they occur in different segments of a day (morning and afternoon). If the cases occur in one segment of the day, he or she will only be compensated as if it is one case.
3. In the case of an extended court appearance, expected or otherwise, Dispatchers must notify their supervisors as soon as practical. Supervisors will then make every effort to adjust the Dispatchers work week.

Page 3 of 3  
Directive #107  
Subpoenas and Court Appearances

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject: TECHNOLOGY USE</b>	<b>Issuing Authority: Fire Chief</b>
<b>Effective Date: October 01, 2010</b> <b>Revised: May 21, 2020</b>	<b>Directive Number: 153</b>
<b>Distribution: All Dispatch Personnel</b>	<b>Number of Pages: 2</b>
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

Being able to communicate in a professional fashion is of utmost importance to the management of Metro Emergency Communications Center. This center believes that everyone deserves the right to work in an environment free of ridicule and derogatory and damaging remarks and management intends to do everything possible to make that occur.

### **INTERNET USE**

Each Provo City employee should be familiar with Personnel Policy #50 – Information Technology Resources Use.

The internet is available on the dispatch computers as a tool used for accessing UCJIS, researching cell phone calls, finding local phone numbers etc. Due to the nature of the internet and the high security of the public safety computers, a breach of security or virus could be extremely harmful. Many of these viruses can be introduced via the internet.

Typically, a virus can be introduced when opening attachments from unknown sources or downloading off the internet, etc. Electronic information created and/or communicated using City-provided information technology, including, but not limited to, email, text messaging, instant messaging, word processing, utility programs, spreadsheets, voice mail, telephones, fax machines, internet access, etc. is randomly monitored by the City.”

All internet usage should be in compliance with the City Internet Policy. Violations may result in serious discipline.

The internet is a very effective tool that enhances the capabilities of the dispatch center and should not be abused or used inappropriately.

### **PERSONAL MESSAGES VIA CAD**

There is no expectation of privacy while using city equipment. All messages sent within the Dispatch Center are subject to review by supervisors. Random screening will be done to assure that messages are not interfering with work performance and that their content is appropriate. Messaging created and transmitted on Provo City equipment is subject to review. Incidental use

of the internet for personal use is provided so long as it does not interfere with the employee's work.

#### **USING PERSONAL CELL PHONE WHILE ON DUTY**

Incidental use of cell phones for personal use is provided so long as it does not interfere with the employee's work. Making personal cell phone calls while on the console is prohibited. Employees must comply with Provo City's policies regarding any form of harassment or discrimination when using personal cell phones for phone calls or SMS messaging.

#### **MESSAGES VIA PERSONAL CELL PHONE**

The use of your personal cell phone in the dispatch center while you are on duty is a privilege and with all privileges, that privilege can be revoked if it is used to ridicule, harass, profane, discriminatory, sexually suggestive, intimidating, misleading, defamatory, or otherwise offensive, objectionable, inappropriate, or illegal.

#### **SOCIAL MEDIA**


For all policy in regards to Social Media, please refer to "Personnel Policy #50 with Provo's technology use policy guide.

#### **VIOLATIONS OF THIS POLICY**

The purpose of a record of formal counseling is to document a counseling session for violation of written policies and procedures. Any violation of this policy will follow Provo City Personnel Policy #025 – CORRECTIVE ACTION AND DISCIPLINARY PROCEDURE.

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James Miguel  
Fire Chief

	<h2>Policies and Procedures</h2>
<b>Subject : TELEPHONE CALLS FOR PUBLIC SAFTEY EMPLOYEES</b>	Issuing Authority: Chief of Police
Effective Date: October 01, 2009	Directive Number: 058
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

When the public calls in for an officer/firefighter, the dispatcher will obtain the name of the caller. If the officer/firefighter is on duty, the dispatcher will contact the officer/firefighter and inform him/her of the caller attempting to contact them. The dispatcher will use the full name of the caller to help the officer/firefighter recognize the caller. The dispatcher will then transfer the call to the individual officer/firefighter.

If the officer/firefighter is not available for the phone call, the dispatcher will advise the caller of this information and then transfer the caller to the officer/firefighter voice mail if available or advise the caller how they may contact the officer's/firefighter's work phone.

The dispatcher will then advise the officer/firefighter that a call has been sent to this his/her voice mail and indicate if there is any urgency in returning the call.

**PRIVATE PHONE NUMBERS BELONGING TO PUBLIC SAFTEY EMPLOYEES**

Dispatchers shall, **UNDER NO CIRCUMSTANCES**, give out any public safety employee's contact information such as; personal cell or home phone numbers to the public for any public safety employee, without the authorization by that public safety employee.

In the event of an emergency or special situation, the dispatcher can direct the caller to the on duty patrol/fire supervisor, if the caller is adamant about contacting the public safety employee at home.

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Craig Geslison  
Chief of Police



# Telephone Etiquette and Basic Interrogation

Metro Dispatch In-House



# Basic Etiquette:

Use standard greeting (non emergency lines):

“Metro Dispatch”

Answer ringing lines promptly, even if just to place on hold

Verify caller is not reporting an emergency prior to placing calls on hold. I.E. “Dispatch, is this an emergency or can you hold?”

ALWAYS be polite and professional

# Interrogation

## Use your Guidecards

- ∞ Ensures thorough and complete interrogation
- ∞ Accurate call prioritization and classification
- ∞ Organize pertinent information
- ∞ Elicits information quickly, concisely and effectively
- ∞ Projects competence and professionalism
- ∞ Directs and controls the call
- ∞ Officer and citizen safety

# Basic Interrogation

## ↳ Where-

- ⌘ Confirm digit by digit, confirm city, house, business , apt...
- ⌘ Where did incident occur
- ⌘ Where is the victim
- ⌘ Where is the reporting party (RP)
- ⌘ Where is the suspect

## Further-

- ⌘ What has occurred
- ⌘ When did it happen (delayed, in progress, just occurred)
- ⌘ How (method, weapon, access, etc.)
- ⌘ Who is involved
  
- ⌘ Phone number and caller information

# Basic Interrogation

Filler statements:

The other Dispatcher is going to get help on the way, I'm just going to keep you on the line until they get there...

Time lapse (TL): How long ago did this happen?

This question can completely change the dynamic of the call...

Direction (DOT) and mode of travel...



# Inappropriate Responses

- ⌘ Arguing
- ⌘ Condescending
- ⌘ Indignant
- ⌘ Placing blame
- ⌘ Projecting boredom or irritation
- ⌘ Correcting caller's terminology
- ⌘ Judging situation
  - ⌘ Past calls
  - ⌘ Demeanor
  - ⌘ Attitude
  - ⌘ Personal experience



# Obtaining a description of a person:

- ⌘ About how old do they appear?
- ⌘ Are they white, black, Hispanic, Asian, etc.
- ⌘ How tall? –Tall, medium, short?
- ⌘ How much do they weigh? Heavy, medium, thin/skinny?
- ⌘ What color is their shirt?
- ⌘ What color are their pants?
- ⌘ If fleeing, what way did they go?
- ⌘ What is their mode of transportation?

## Guideline for Obtaining a Description of a Person

Name (if known)

Sex

Race

Age/DOB

Height

Weight

Hair (color/style)

Eyes

Glasses

Tattoos

Scars/Marks

Facial Hair

Complexion

Left/Right-Handed

Voice/Accent

## Clothing – Top to Bottom / Outside-In

Hat

Anything covering their face (ski-mask, mask, etc.)

Coat

Shirt

Pants

Shoes

# Obtaining a vehicle description:

## & CYMBALS

& C olor

& Y ear

& M ake/ M odel

& B ody Style

& A ccessories

& L icense Plate

& S tate (License Plate State)

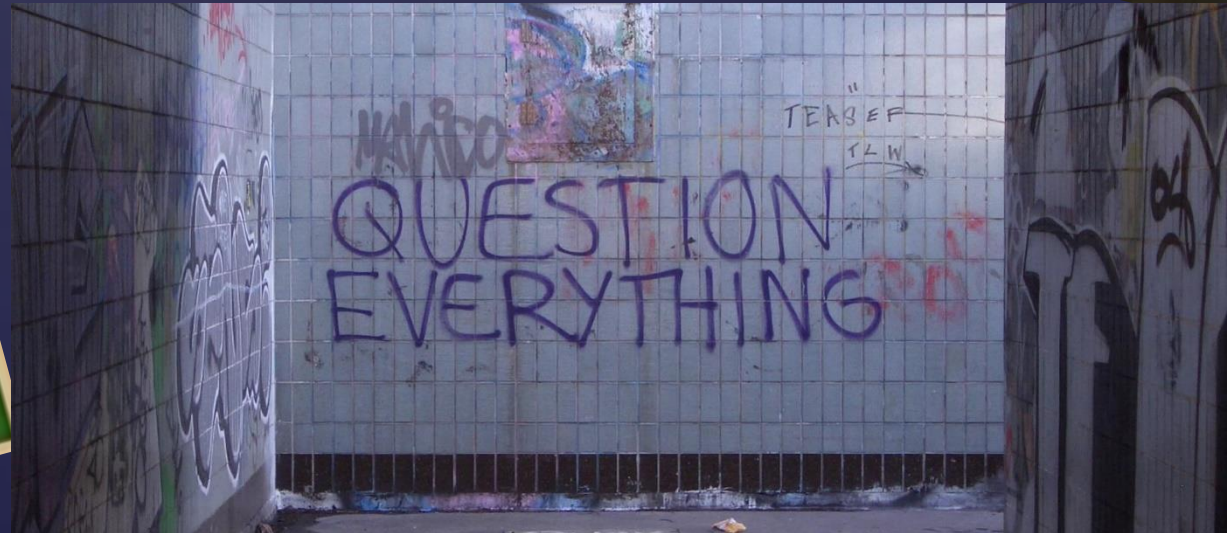
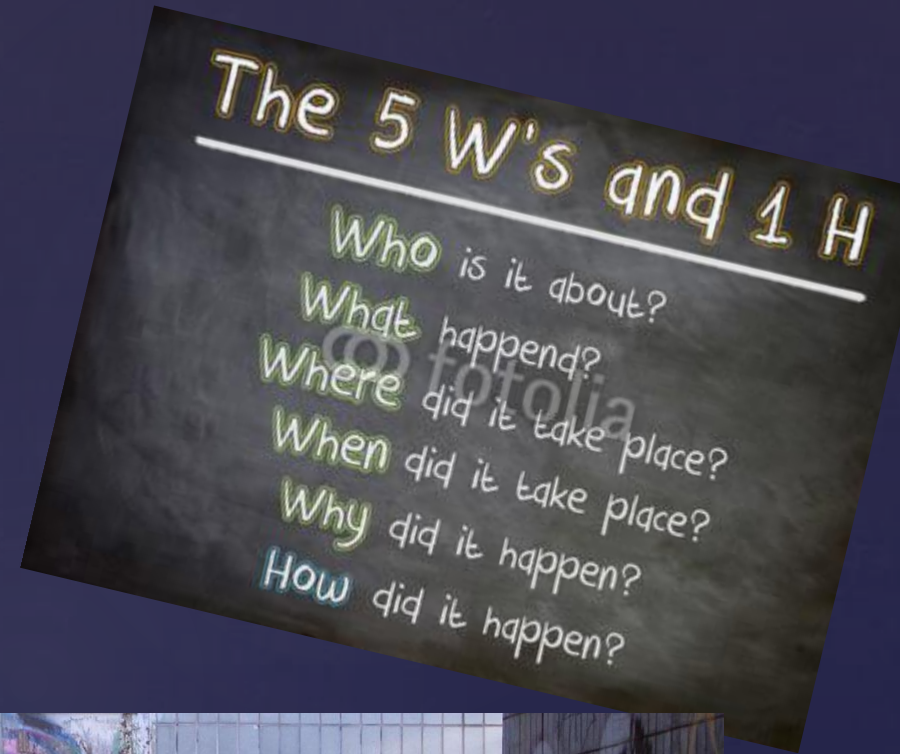




# Common sense interrogation:

Paint the picture for the officer and responding units.

- What type of information are they going to need?
- What will they be looking for when they respond into the scene?
- Where is the caller and is this where the incident is occurring?
- Description of exact location?



# Common sense interrogation:



- ⌘ Would you like contact in person or over the phone? (This should only be asked on calls where an officer is not going to need to see evidence or have the RP sign any forms.)
  - ⌘ Use statements that put liability/decisions on the caller:
    - ⌘ “If it’s safe to do so” or “If you feel comfortable” (Ex: Containing a cat)
- ⌘ If call is delayed, confirm with the caller if they are still there or where are you now?

# Two crucial components of a telephone call:

## 1. The greeting

- Answer all calls promptly
  - Identify yourself and your department according to your agency's policy
    - (Metro Dispatch, how may I assist you today?)
  - Speak directly into the mouthpiece
  - Observe telephone courtesy and professionalism

## 2. The interview

- Structure interrogation in a sequential format
  - Assures a thorough and complete interrogation on every call
  - Safeguard for ensuring accurate call prioritization and classification
  - Organizes pertinent information and provides a method for eliciting information in a quick, concise and effective style
  - Projects a confident and professional image and assists in directing and controlling the call
  - Assists in providing officer and citizen safety by ensuring accurate and essential information is quickly dispatched to the responding units

# Expectations from Public

- ⌘ Exhibit an image that is professional and competent at all times under all circumstances
- ⌘ Give the caller confidence in your ability to assist them
- ⌘ Show the caller empathy and understanding
- ⌘ Use effective techniques in reducing a caller's anxiety, panic or anger before emergency responders arrive at the scene
- ⌘ Be polite and courteous



# Active Listening Techniques:

- ⌘ Clarifying- obtaining additional facts, explore all sides of the problem
- ⌘ Restating- check meaning and interpretation, avoid hasty and preconceived judgments
- ⌘ Open-minded/understanding- convey you are interested, listening and understanding, encourage cooperation
- ⌘ Summarizing- verify interpretation and understanding
- ⌘ Leave your emotions behind- it is not personal
- ⌘ Empathy vs. sympathy
- ⌘ Be prepared- know your resources
- ⌘ Remain patient with a positive attitude

Specific types of callers and situations may complicate and / or cause failure in the communication process

& Under the influence



& Language barriers

& Mental problems

& Juvenile callers

& Elderly callers



& Lonely callers

& Suicidal callers

& Hostage situations

& Incomplete telephone calls



& Medical problems

# Citizens calling for help may become uncooperative and difficult

- ⌘ They may believe you are wasting their time
- ⌘ They expect an immediate response
- ⌘ They are reacting to the situation
- ⌘ They believe you are too busy to deal with the call

# Calming techniques- hysterical callers

- ⌘ Do not take it personally – always maintain professional control of yourself
- ⌘ Respond to the caller's need, not the behavior
- ⌘ Repetitive persistence- repeating the phrase word for word every time
- ⌘ Concern and empathy
- ⌘ Tolerance and patience
- ⌘ A calm, competent, decisive and even tone of voice
- ⌘ Use caller's name



# Other types of call management techniques

- ⌘ Speak slowly and clearly
- ⌘ Do not keep asking callers to repeat themselves
- ⌘ Use appropriate techniques to calm the caller
- ⌘ Be precise when asking questions
- ⌘ Be creative and flexible
- ⌘ Admit mistakes

## ADDRESS VERIFICATION POLICY:


1. (911 or Dispatch) – What is the address of your emergency?  
(If the address is not clear, or there is any question, ask the caller to repeat it)
2. What City are you in?
3. What is your telephone number?
4. Do you need Police, Fire Dept, or an Ambulance?
5. Confirming, we are sending an Officer/Fire Dept/Ambulance to....(Verbally confirm the address and annunciate each digit, ie. 1-5-0 North 1-2-3-0 East).
6. (Unless already advised or obvious) Is this a Home, Business, or Apartment?  
--(Unless already advised) What is the apartment number?  
--(Unless already advised) What is the name of the apartment complex/business?
7. We are sending an Officer/Fire Dept/Ambulance, tell me exactly what happened...

# Use your resources

- ⌘ Confirm phone number with caller ID screen
- ⌘ Landline calls – confirm address, business or resident name from call screen
- ⌘ Google is a great resource
- ⌘ Business files in CI
- ⌘ Names files, phone number search, etc. in CI

# Keep records current

- ⌘ Always update caller's information in Spillman when new information is received. Verify all information while still on the phone whenever possible, for example- address, all phone numbers listed, spelling, etc.
  - ⌘ I have an alternate phone number listed for you of 801-852-6210, is this still a good number to reach you?
  - ⌘ Did you used to live at 425 W Center St?
  - ⌘ Etc.
- ⌘ Note duplicate names numbers and forward to a senior dispatcher to merge or submit a request via mobile if necessary

	<h2>Policies and Procedures</h2>
<b>Subject : TEXT TO 9-1-1 CALL PROCESSING</b>	Issuing Authority: Fire Chief / Police Chief
Effective Date: July 01, 2017 Revised: March 1, 2021	Directive Number: 057
Distribution: All Dispatch Personnel	Number of Pages: 4
<b>OPERATIONS</b>	

Each employee of Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

This policy provides the guidelines for handling calls to 9-1-1 that are received via SMS (Short Message Service) or Text messaging. It is imperative that all text to 9-1-1 messages are treated as emergencies until proven otherwise. Due to the fact that any call could be an emergency, each dispatcher is responsible to answer all texts in a timely manner. Upon responding to a text, all dispatchers should question the caller using the appropriate procedure. Procedures exist for the handling of most situations.

### Receiving A Text To 911 Message

1. In lieu of using voice to contact 911, a caller may opt to send an SMS or text message to 911.
2. Because of the expediency of voice, callers are encouraged to dial 911 and give information by speaking with a dispatcher. However, callers in life threatening situations may need a non-verbal way of calling for help and callers with communications barriers may have only text as a way of communicating. If the caller can voice contact 911, when redirected they should be advised to tell the answering dispatcher this is a continuation of a text to 911 call.
3. Texts to 911 will be handled with the same care and expediency of a voice call to 911.
4. Text to 911 messages will come into the text calls window on the tab for Text Calls. The Text calls queue will show the date, time, phone number, and initial text message in the window.
5. To answer or respond to the text message, the dispatcher will highlight the unhandled call and press the button marked PICKUP.
6. If the dispatcher believes the caller is driving and texting, the caller will be advised to safely pull off the road to continue the conversation.
7. Messaging with the caller will be done in the tab marked TEXT CONVERSATIONS. This window contains buttons marked INITIAL, GENERAL, LAW, SUSPECT, FIRE, and EMS. These buttons link to pre-written questions and statements to save the dispatcher time.

TEXT TO 9-1-1 CALL PROCESSING

8. The dispatcher should determine the location, call back number and type of emergency just as he/she would with a voice caller. Location and call back number will always be verified.
9. If the text message indicates that a response by police, fire, or medical is needed, the dispatcher will process a CAD call for an incident just as he/she would with a voice call.
10. Once the location and nature of the emergency is determined, the CAD call will be routed for appropriate dispatch. It must be noted in the CAD call notes that the information is being obtained through texting.

Text Communication

1. To begin a conversation, the dispatcher may choose an appropriate message from the stock messages in the system or by typing messages manually.
2. Case Entry for medicals and fires should be used. The dispatcher will use the same standard of care when processing medicals and obtain patient information as quickly as practical. If possible, dispatch life support information should be given.
3. Scene safety should be given a high priority as the dispatcher has no ability to overhear background clues to unsafe situations as with a voice call.
4. All pertinent information should be retyped into the CAD calls as there is no way at this time to transfer texting information into the CAD.
5. At no time will a dispatcher use 'texting' lingo, shortcuts, or acronyms. All correspondence from the dispatcher will be in full-length form, with the exception of common acronyms.
6. When handling a text to 911 message only one person can type at a time. The dispatcher should wait for a response from the caller before asking for more information.
7. If a non-English text message is received, the dispatcher should ask the caller if they are able to text in English. A message back to the caller should be sent inquiring if voice contact can be made instead so that the caller can be conferenced in with a language translation service. If no voice contact can be made, the dispatcher should use another reliable translation option, for example requesting Spanish speaking personnel from within the department or contacting a language translation service to attempt to translate the text message.
8. After all information needed has been obtained or responders are on scene, the dispatcher should indicate that information in a final text and indicate that the texting session is being discontinued. To end the texting session, the dispatcher must click on the box marked RELEASE.

Abandoned Text Calls

1. If a text has not been picked up from the queue within fifteen minutes, the call will go as abandoned. Due to technology constraints, a text cannot be sent from the 911 phone system to an abandoned text message. If the texting party has not responded back in fifteen minutes, the call will also go abandoned at that point.

## TEXT TO 9-1-1 CALL PROCESSING

2. On an abandoned call, the dispatcher should use the cell phone provided by the center to contact the caller back. Contact via voice calling should be a last resort as the texting party may be in a hazardous situation that prompted the use of texting in the first place.
3. If the texting number can be located in the names file, a law response should be sent to the phone number holder's last known address.
4. The texting number's service provider may be contacted for last known location when the phone was used and subscriber information. Text to 911 messages do not plot on 911 phone maps, however RapidSOS will show the location of the phone and the Call Information Display on the phone will provide the lat & long of the cell phone that can be typed into Google maps for a location.
5. If a response on the text indicates it was an accidental text or the language is garbled, the dispatcher should text back "If you have an emergency, text or call 911." If there is still no response, the phone number should be tracked as an abandoned text, treating the abandoned text the same as an abandoned 911 phone call as outlined in dispatch policy 053 Abandoned 9-1-1 Calls.

### Misdirected Text Messages

1. Because text messages are cell phone generated, a text message will be sent to the PSAP covering the area of the cell tower used by the phone. This may not be where the incident is occurring.
2. Text messages in a connected state in the Text conversations window may only be transferred to the other PSAPs in Utah County: Orem, Central, and Springville. This is done by clicking on the button "Text Call Transfers" that is in the Dial Directory. If a text to 911 message is received for an area where transfer cannot be done, the dispatcher should take the call, enter it into the CAD for documentation and direct another dispatcher to contact the correct PSAP for the call to be dispatched. Once the information has been fully relayed to the correct center, the CAD call will be zoned DDISP and dispatched to cancel.
3. If a dispatcher working on a text to 911 call session is no longer able to work on it, that text session may be transferred to another dispatcher on the floor using the same method of transferring to an in county PSAP.

### Multi-Media Messages

1. If a multi-media message is sent to 911 (video or picture) the dispatcher will receive a text message advising of an additional attachment. This message contains the phone number for the Text Control Center (TCC) and provides a unique reference number for accessing the media.
2. When a dispatcher is notified of the multi-media attachment, the texting party should be asked what the media contains and how it pertains to the situation. The dispatcher should notify the on-duty dispatch floor supervisor of the multi-media attachment.
3. The dispatcher should continue to handle the text communication with the texting party as stated above under the sections "Receiving A Text To 911 Message" and "Text Communication", while the steps below are followed.

TEXT TO 9-1-1 CALL PROCESSING

4. The on-duty dispatch floor supervisor or another available dispatcher will notify the on-duty patrol watch commander; advising him/her that dispatch will be contacting the TCC and will provide the TCC with the watch commanders email address for the TCC to forward the multi-media message to for further review.
5. The on-duty dispatch floor supervisor or other available dispatcher will contact the TCC on the provided phone number and use the unique ID. The dispatcher will provide the TCC with the on-duty watch commanders email address. The TCC will forward the multi-media message to the watch-commanders email for further review.
  - a. If the media contains time sensitive information such as a photo or video of a suspect, vehicle, etc., the watch commander will advise dispatch of the situation/content. Dispatch and/or the watch commander will assign the proper response from patrol. Responding units should be notified of the additional media and what it contains.
  - b. The watch commander receiving the email should then distribute the media in the manner deemed appropriate.
  - c. If the media contains information that does not require a patrol response, the watch commander will advise dispatch of the situation/content. Dispatch will then handle the situation however deemed appropriate by the on-duty dispatch floor supervisor.

Documentation

Information from the texting sessions should be documented in the CAD calls. Any multi-media messages received by email to the watch commander from the TCC will be the responsibility of the watch commander to archive as evidence, if necessary.


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Rich Ferguson  
Police Chief

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James Miguel  
Fire Chief



	<h2>Policies and Procedures</h2>
<b>Subject : TRAINING AND RE-CERTIFICATION</b>	Issuing Authority: Fire Chief Police Chief
Effective Date: October 01, 2010 Revised: April 30, 2020	Directive Number: 096
Distribution: All Dispatch Personnel	Number of Pages: 2
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

In compliance with Utah state law all dispatchers are required to maintain applicable dispatch certifications at all times. Each dispatcher is personally responsible to assure all certifications are correct and accurate. Working without a current certification is unacceptable and grounds for discipline. Any dispatcher having difficulty with any re-certification issue should immediately contact their supervisor or the training coordinator prior to the expiration.

CPR Re-certifications

Cardio Pulmonary Resuscitation (CPR) re-certification classes are available through Dispatch, contact the training supervisor.

EMD Re-certifications

Emergency Medical Dispatcher (EMD) re-certification is required every four years. Every dispatcher is responsible to assure they have a minimum of 12 hours Continuing Medical Education (CME) yearly, so that when re-certification is needed, the required 48 hr CME will be met. The Dispatch Training Supervisor will coordinate with each dispatcher 3 months before expiration to send in an application for recertification.

Post Re-Certifications

POST requires that all dispatchers receive a minimum of twenty hours training per year. Re-certification is required yearly. Prior to each July 01, a roster of dispatchers with their required training records is sent to POST. See directive #097.

BCI Re-certifications

BCI re-certification is required every two years. Dispatchers are required to take a re-certification test given by the agency TAC.

TRAINING AND RE-CERTIFICATION

Training Records

The training records for each dispatcher are collected and maintained by the Training Supervisor in Dispatch. POST accepts any training that has been deemed valuable by the Fire and or Police Department. The Dispatch Training Supervisor will review all training and determine if this training is valuable to dispatch. The Training Supervisor will submit all dispatchers training to POST annually. Every dispatcher is responsible to assure that their record is accurate and to assure that their minimum required training hours are met. Maintaining accurate training records is critical. All in-service training and ride-alongs should be recorded along with training attended.


**TRAINING CERTIFICATION POLICY**

Retaining current certifications for EMD, BCI, and CPR are basic requirements to remain employed as a dispatcher. Failure to keep certifications current will result in disciplinary action which could result in suspension or termination.

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James Miguel  
Fire Chief

Rich Ferguson  
Police Chief

	<h2>Policies and Procedures</h2>
<b>Subject : VISITORS IN DISPATCH</b>	Issuing Authority: Fire Chief
Effective Date: October 01, 2010	Directive Number: 098
Revised: January 15, 2018	
Distribution: All Dispatch Personnel	Number of Pages: 1
<b>OPERATIONS</b>	

Each employee of the Metro Emergency Communications Center should be familiar with and follow each Department Directive. This Directive is included in this format to ensure Communication Division Employees are familiar with and follow this specific Directive.

All non-Provo City employees visiting the dispatch center should be pre-authorized by a supervisor.

Each dispatcher will follow Police Department Security Policy in all cases. A dispatcher will never allow an unknown person into the dispatch center for security reasons.

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James Miguel  
Fire Chief

