# San Diego Police Department Dispatch Division




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# Administration Manual

## Revised July 2026

# Introduction

The San Diego Police Department Dispatch Division serves the department and people of San Diego by performing our dispatching functions in a professional manner. We are ultimately responsible to the people we serve to provide quality service to the community. We must rely on sound leadership, guidance and support. To this end, this Dispatch Operations Manual is adopted for all members of the Dispatch Division.

The manual has been prepared as an instructional and procedural guide to help dispatchers perform their duties efficiently and effectively.

Policy consists of principles, values and philosophies which guide the performance of members. It is based on police ethics and experience, the desire of the community, and legal mandates. Policy is broad in scope so that it will encompass most situations. It is stated in general terms.

Copies of the Operations Manual shall be kept in all offices and each lead position and is also available to phone and radio dispatchers by accessing the computer info files.

Each member must be familiar with the contents of the Dispatch Operations Manual and the Department policies and procedures.

Additions or changes will be made from time to time. A designated supervisor is required to ensure that copies of the manual and info files are updated when such additions or changes are made. Violations of any portion of the Operations Manual may result in disciplinary action.

Shift supervisors have the authority to issue special instructions which may deviate from the Operations Manual as may be necessary for temporary or emergency purposes.

The Operations Manual cannot encompass all possible situations encountered in the general discharge of Dispatch duties. Because of this, members should use good judgment and common sense in determining their course of conduct and action while fulfilling their responsibilities as members of the Department.

The Operations Manual will not apply in such a way as to violate state or federal laws or abridge the constitutional rights of members of this division. If, for any reason, any portion of the Operations Manual is held to be invalid, the remainder of the manual will not be affected.

**Dispatch Division Operations Manual**

# Administration Index

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**Dispatch Division**
**Vision, Values, And Mission Statement**

## Vision

We are committed to working together within the department in a problem-solving partnership with community, government agencies, private groups and individuals to fight crime and improve the quality of life for the people of San Diego.

## Values

- **Valuing People**
  - We will treat each other and the public with respect.
- **Diversity**
  - We appreciate one another's differences and recognize that our unique skills, knowledge, abilities and background bring strength to the division.
- **Ethics**
  - We will demonstrate integrity and honor in all our actions.
- **Loyalty**
  - We will be loyal to the community, the department and its members, and to our profession.
- **Public Services**
  - We will educate the community on the utilization of 9-1-1 and we will reduce our administrative answer speed to better serve the public.
- **Problem Oriented Policing**
  - We will become active participants with officers and community groups in a problem-solving partnership.
- **Open Communication**
  - We will listen to one another's opinions and concerns.
- **Fairness**
  - We will base our decisions on common sense, and will be balanced, moral, legal and without personal favoritism.

## Mission

To provide the highest quality of courteous service to the officers and residents of San Diego. We will contribute to the safety and security of officers and the public by providing a well-trained staff that meets the officers and residents expectations of professionalism, sensitivity and effectiveness. We will ensure staff is mentally and physically competent and confident in their skills and equipment.

# Dispatch Division Operations Manual

| Index: Dispatch Administrator Duties | Procedure: 1.0 |
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**Job Description, Duties and Responsibilities**

Police Dispatch Administrator

A Police Dispatch Administrator's duties and responsibilities include:

- Receiving emergency 9-1-1 and non-emergency requests for police, fire and emergency medical services. These calls include both landline and cellular telephone calls.
- Overall administrative and operational responsibility for the division.
- Drafting and updating of administrative policy and procedures.
- Responses to outside agencies, other city departments or other units within the Police Department concerning administrative policy or procedure.
- Preparation of annual budget requests and documentation.
- Administer the Job Share and Language Line programs.
- Check and approve monthly phone bills.
- Coordinate the ordering of supplies.
- Maintain a liaison with outside agencies and with other Police Department units.
- Oversee the training functions for the division.
- In-Service Training.
- Training program for new employees and newly promoted personnel.
- Coordination of assignments to the dispatch academy.
- Direct supervision of Dispatch supervisors.
- Assume duties of the Program Manager in his/her absence.
- Overall responsibility for the daily operation of the Dispatch Division.
- Drafts and updates Divisional policy and procedures.

- Investigates, responds or assigns complaints or route slips concerning Divisional personnel or procedure.

- Review any discipline involving Divisional personnel or procedure.

- Responsible for keeping the Emergency Resource Center in a state of readiness, including equipment supplies and other requirements as necessary.

- Oversees Strategic Management for the Division.

- Monthly Statistical reports.

- Direct supervision over tape research and clerical personnel
    - Directing activities, monitoring performance and preparing evaluations
    - Functional supervision over operational personnel

- Facilitating and assisting in the hiring process
    - Coordinating with City and SDPD Personnel to keep hiring lists current.
    - Coordinating with Backgrounds, Medical and Personnel Units to expedite the screening process.
    - Conducting interviews along with an administrator or supervisor.
    - Handling new employee orientation, assigns locker and dispatch numbers and related paperwork.

# Dispatch Division Operations Manual

| Index: Dispatcher Duties | Policy: 2.0<br>Related Policy: DP 9.20 |
|---|---|

The Dispatch Division can be the first contact a City of San Diego resident or visitor will have with the San Diego Police Department. Keeping the importance of this in mind, dispatchers shall be courteous to the public. They shall be tactful in the performance of their duties, shall control their tempers, exercise the utmost patience and discretion, and shall not engage in argumentative discussion even in the face of extreme provocation. Dispatchers shall not use coarse, profane, violent or insolent language. Additionally, they shall not use derogatory gestures or make derogatory comments about or express any prejudice concerning race, religion, politics, national origin, gender, sexual orientation, or similar personal characteristics.

Several studies have determined that 95% of all police work performed by a department's patrol force is first received, screened and disseminated by dispatchers in the Dispatch Division. Of the total number of calls received, approximately 30% result in the dispatch of at least one patrol officer. The remaining requests are either handled by the dispatcher, or referred to other divisions, departments, and government or civilian agencies.

**Job Description, Duties and Responsibilities**

Police 9-1-1 Dispatcher I & II

Under general supervision, a Police 9-1-1 Dispatcher's job description, duties and responsibilities include, but are not limited to:

- Receiving emergency 9-1-1 and non-emergency requests for police, fire and emergency medical services. These calls include both landline and cellular telephone calls.
- Transferring emergency 9-1-1 calls to the appropriate agency or department.
- Interviewing callers and gaining sufficient information in order to determine if police assistance is needed.
- Eliciting essential event information from callers, such as name, address or location, phone number and a brief description of the event.
- Using a computer-aided dispatch (CAD) system to format requests for police response, evaluating the priority and number of units to assign, as necessary, in accordance with established policies and procedures.
- Receiving various special requests from field units via a Mobile for Public Safety (MPS) and providing pertinent data. These requests include warrant and DMV (license/registration) checks, criminal history and tow requests.

- Working shift work, including weekends and holidays, in a 24-hour facility.
- Referring non-emergency callers to other agencies, departments or divisions as needed.
- Utilizing technology such as computers, telephones, fax machines, mapping and other communication equipment.
- Utilizing information from a variety of computer systems, including CAD, NCIC, DOJ, ARJIS, ESUN, Parking Ticket System and SDLAW.
- Maintaining the security and confidentiality of information encountered in the performance of assigned duties.
- Assisting in providing on-the-job training for dispatchers, submitting progress reports and evaluations on trainees.
- Taking Missing Persons and Tarasoff reports when necessary.
- If trained and when assigned, working the Inquiry Talkgroup I and Inquiry Talkgroup II, receiving and processing various special requests from other dispatchers as well as field units. These requests are transmitted by radio and computer. Requests can be time sensitive and may include warrant and DMV (license/registration) checks, criminal history, tow requests, NCIC and ARJIS inquiries.

Police Dispatcher

Under general supervision, a Police Dispatcher's job description, duties and responsibilities include, but are not limited to:

- Operating a Computer-Aided Dispatch (CAD) system to monitor an assigned talkgroup frequency; dispatching, coordinating and updating emergency field units by radio voice communications and by Mobile for Public Safety (MPS).
- Determining the relative priority, number and type of police units required to respond to each event.
- Prioritizing radio transmissions and MPS traffic.
- Efficiently and effectively operating all talkgroups as assigned.
- Maintaining and recording accurate documentation of events and accurate location information of all personnel assigned to the talkgroup.

- Notifying by phone or radio, other agencies and departments in order to coordinate police activities.

- Working the Inquiry Talkgroup, receiving and processing various special requests from other dispatchers as well as field units. These requests are transmitted by radio and computer. Requests can be time sensitive and may include warrant and DMV (license/registration) checks, criminal history, tow requests, NCIC and ARJIS inquiries.

- Working shift work, including weekends and holidays, in a 24-hour facility.

- Updating event information with suspect and other pertinent information, airing this when necessary.

- Utilizing technology such as computers, telephones, fax machines, mapping and other communication equipment.

- Maintaining the security and confidentiality of information encountered in the performance of assigned duties.

**Remaining at Consoles**

Except for scheduled breaks or to conduct job-related tasks that necessitate leaving the work station, dispatchers shall remain at their positions during their watch. Dispatchers who must leave their station for other than job-related reasons shall advise a Lead Dispatcher. Job-Related tasks include: obtaining forms for reports, soliciting advice from a Lead or Supervisor, checking department email, completing timecards, etc.

**Recreational Activities**

All dispatchers, other than those employees in training and Dispatch Training Officers (DTOs) actively training may read books, magazines and newspapers at the radio and phone work stations. Hand-held electronic games, crafts, such as cross-stitch and crochet, PDA's and laptop computers are also allowed. Dispatchers are encouraged to use good judgment when engaging in any of these activities. It is imperative that every dispatcher is ready to answer phone calls and radio transmissions immediately. There should be no delay in responding to these requests or inquires. The approved recreational activities are permitted during periods of inactivity. All non-work-related activities and reading material shall be put aside immediately when a dispatcher receives a phone call or radio transmission. Any activity that involves the use of liquids (such as those used in crafts, glue, nail polish and other liquids) is prohibited.

# Dispatch Division Operations Manual



**Job Description, Duties and Responsibilities**

Police Lead Dispatcher

A Police Lead Dispatcher's duties and responsibilities include:

- Monitoring calls for service and status screen.
- Answering incoming phone lines.
- Preparing weekly schedules assuring all positions are staffed.
- Completing the daily schedule for the oncoming watch assuring adequate staffing.
- Coordinating hot calls.
- Notifying the Watch Commander, Dispatch supervisor and other divisions and agencies when appropriate.
- Making appropriate notifications for the following: Medical Examiner, hospitals for special exams, serious injury accidents and CRISIS Intervention.
- Monitoring and coordinate 3SI, LOJACK and MFF activations
- Maintaining the logs and info files for:
    - Major event
    - Pursuit Log
    - TAC Log
    - Sigalert
    - Special Situation Entries
- Maintaining files for entries such as vicious dogs, enforcement letters, Tarasoff decisions, Capp House warnings, etc.
- Tracking entries and refer out of date entries to patrol
- Handling procedural questions from dispatchers
- Notifying supervisor of any equipment problems or failures
- Handling phone inquiries from the public and schedule tours of the unit upon request

Leads and supervisors working position LD01 or LD02 are discouraged from making calls to a suspect when requested to do so by field personnel. They are to advise field personnel to attempt to handle these phone calls from the scene/command post.

# Dispatch Division Operations Manual

Index: Staff Supervisor Duties Policy: 4.0

**Job Description, Duties and Responsibilities**

Staff Supervisor

A Staff Supervisor's duties and responsibilities include but are not limited to:

Handling shift change for all personnel.

- Adjusting staffing requirements to ensure sufficient coverage.
- Collecting requests, assigning personnel and settling disputes for shift change according to the applicable system (seniority or point/bump).
- Maintaining seniority lists, points for radio dispatchers, job-share positions for staffing purposes and processing all personnel action requests.

Keeping track of light duty personnel.

- Coordinating with Medical Assistance
- Keeping track of work restrictions on light duty personnel
- Updating status reports with prognosis and estimated date for return.

Report writing

- Disciplinary report.
- Monthly or upon request Tracks CPT for the division.
- Responds to other law enforcement agencies or resident inquiries.
- Shift differential report to Fiscal. Each shift change.
- Update personnel on procedural or policy changes that affect the division's operation.
- Update status of personnel and equipment.
- Representative on committees which could affect our operation or require our input.
- Inventory equipment assigned to the unit.
- Complete the annual vacation schedule for the division.
- Assist supervisors by obtaining information not available to them or not accessible because of their working hours.
- Assist PDA's with information gathering, statistical reports or other projects.

# Dispatch Division Operations Manual



**Job Description, Duties and Responsibilities**

Police Dispatch Supervisor

A Police Dispatch Supervisor's duties and responsibilities include:

- Direct supervisory responsibilities for dispatchers on their watch - monitor performance
- Prepare evaluations
- Evaluate and maintain staffing levels
- Recognize commendable performance
- Encourage employees to career advance by participating in the Recruiting, Training or Mentoring programs, the Advisory board or Speakers Bureau
- Receive, evaluate and approve/deny requests for time off or trades
- Conduct investigations of resident's complaints and other investigations as required
- Daily safety inspection of the Dispatch facility
- Verify and approve employee time cards
- Monthly audits of CAD/MPS messaging
- Monitor trainees on their watch
- Responsible for the daily schedule for the oncoming watch, assuring sufficient coverage
- Responsible for staffing of LD01/LD02 with a lead or competent dispatcher
- Responsible for the appearance of the dispatch center and ensuring that all equipment is in working order, or that the appropriate repair has been requested
- Obtain necessary treatment for injured employees and prepare required paperwork
- Notify Management of major events

- Initiate callout of off-duty personnel
- Coordinate major events i.e.,1199
- Conduct daily briefing for oncoming shift

# Dispatch Division Operations Manual

| Index: Annual Vacation | Policy: 6.0<br>Related Policy: DP 1.18 |
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**Vacation List**

Each year four (4) vacation lists are organized by the Dispatch Staff Supervisor to determine Annual Leave time off for all employees in the Division:

1. Police 9-1-1 Dispatcher I/II
2. Police Dispatcher
3. Police Lead Dispatcher
4. Police Dispatch Supervisor

Annual Leave requests are submitted by seniority within each classification. Dispatchers may only sign up for the number of weeks they are entitled to based on their length of service with the City of San Diego. Length of service for the purpose of Annual Leave selection is established on January 1st of the Annual Leave calendar year.

Annual Leave is determined as follows:

- 0 years through 5 years 3 weeks
- 6 years through 15 years 4 weeks
- 16 years and over 5 weeks

**Selection Process**

In order for a dispatcher to participate in the Annual Vacation selection process, he/she must complete all training for their specific classification. For Police 9-1-1 Dispatcher I/II, this includes CT02/CT03 training. All employees who have completed training in their classification will have the opportunity to sign up for a vacation slot.

To begin the process, the Staff Supervisor issues a memo advising that the first round of vacation requests are due for the first group of dispatchers in each classification. A list of employees, a due date and time are included in this memo. Example: “Group 1-Round 1 Vacation Requests are due Wednesday, October 6 at 0600 hrs.” Each dispatcher in the selected group must make a selection through Schedule Express advising which week or weeks they are selecting. A dispatcher may request all of his/her leave in one group of consecutive weeks; no less than one week and no more than five weeks. If all of the entitled leave is not used as a first choice, the additional weeks are requested after the first round has been completed. The Staff Supervisor will update the Annual Vacation Schedule list at the end of each round and make this available to all employees for future requests. This selection process continues for each round of requests until every employee has had the opportunity to complete all their time allotted requests for annual leave.

An employee who misses a round or fails to meet a round's deadline may submit their delayed request at any time along with the round that is currently active. The employee should notify the Staff Supervisor of their request and advise that their selection is for a previous round. Delayed requests will be added to the schedule prior to the currently active round.

After the vacation lists are finalized, should a vacation slot be vacated due to an employee transfer or resignation, a dispatcher in the same classification may request that week or weeks off in exchange for their other vacation time they have scheduled. These requests are handled on a "first-come, first-served basis." Because the staffing schedules are completed several months in advance, these requests must be made to the Staff Supervisor at least eight (8) weeks prior to the start of the vacation date.

The exception to this is if the vacation week vacated includes a "Premium Holiday."

Premium Holidays are defined as:

- Independence Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

If one of these weeks becomes available, the slot shall not be re-assigned to another dispatcher.

**Annual Leave Trades**

Annual Leave trades may be approved as long as the following restrictions are met:

- Only Annual Leave trades between dispatchers in the same classification may be submitted, e.g., Phone to Phone, Lead to Lead, Radio to Radio and Supervisor to Supervisor.
- These requests must be made to the Staff Supervisor at least eight (8) weeks prior to the start of the vacation date.

**Annual Leave Extensions**

Requests for Annual Leave extensions must be submitted via Schedule Express using A/Leave Extension as the reason for the absence. The request may be approved if staffing permits.

# Dispatch Division Operations Manual

Index: Breaks - Rest Periods Policy: 7.0

The City of San Diego and the MEA jointly recognize that regular, authorized rest periods are beneficial both to employees personally and to the productivity of the organization.

Management encourages rest periods for employees within the limits of the policy outlined below:

- Dispatchers who work a 10-hour workday are entitled to three 15-minute rest periods and one 30-minute meal break.

- Employees working less than an 8-hour work day shall also be given rest periods near the end of each consecutive two hours worked, including overtime, except in situations where public safety, public health or emergencies exist.

- Employees must work more than six (6) hours in order to have a 30-minute meal break.

Since the purpose of granting the privilege of rest periods is to give relief from mental and/or physical fatigue, and consequently, to improve productivity, the following practices shall not be allowed:

- "Saving" rest period time to justify extended lunch hours or shortened work days.

- Accumulating rest period time from day to day.

- Applying rest period time to compensatory or other time off, or in the consideration or computations concerned with overtime compensation.

# Communications Division Operations Manual

| Index: **(Deleted – records of security)** | Policy: 8.0<br>Related Policy: DP 8.12 |
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**(Deleted – records of security)**

# Dispatch Division Operations Manual

| Index: Dispatch Appearance | Policy: 9.0 |
| --- | --- |
| | Related Policy: DP 5.10 |

**Overview**
Members of the Department, while on duty, shall at all times be neat and clean. Clothes shall be clean and members shall dress in a manner that is in keeping with good taste, judgment and moderation. Members shall present a professional appearance at all times in dress and grooming.

**Guidelines**

- All Dispatch employees shall maintain a professional appearance through appropriate attire reflecting the specific requirements of his/her job duties.
- All employees shall dress in clean clothing, free of tears and holes.
- Each employee shall maintain an inoffensive level of personal hygiene.
- Each employee shall wear all required safety or Personal Protective Equipment.
- Shorts, tank or midriff tops, see-through clothing, flip-flops and short skirts (above mid-thigh) are inappropriate and shall not be worn.
- Employees may not wear any article of clothing that bears a sexually suggestive or profane symbol or word.

Exceptions to these guidelines include the following or similar circumstances:

- Uniformed Personnel.
- Special occasions designated by the Department Director or designee.
- Employees relocating offices, or performing other atypical or unusual job duties.

# Dispatch Division Operations Manual

Index: Defective Equipment | Policy: 10.0

## Reporting Defective Equipment

Any equipment that malfunctions must be reported promptly to a supervisor or lead dispatcher.

Do not attempt to make repairs or adjustments to equipment.

Report all problems to LD01/LD02 who will then log the problem and notify the appropriate person. Problems may include, but are not limited to: radio equipment and consoles, problems with CAD or Vesta.

## Headsets, Keyboards, Lights

Malfunctioning headsets should be immediately reported to a supervisor or lead dispatcher who will, whenever possible, issue a replacement headset. Tag the malfunctioning headset to be turned over to the staff supervisor for repair.

Keyboards and lamps should be immediately reported to a supervisor or lead dispatcher who will tag the equipment or remove it.

# Dispatch Division Operations Manual

Index: Delays Policy: 11.0

When the Lead Dispatcher at LD01/LD02 notifies the Phone Room to "Advise Long Delays" on specific talk groups, dispatchers formatting events for those talk groups should advise the reporting party of the probable delay. Enter D/A (delay advised) or PDA (probable delay advised) as the first entry in the comments of the event.

When a lower priority event is formatted, advise the caller that a long delay is probable and that the first available officer will be assigned.

If an RP calls back inquiring about the delay, or if upon a three (3) hour callback, the RP insists on a more tangible time frame, assess the waiting calls for service. Explain if it has been an extremely busy shift or if there is a major event working that would indicate that many units will be out of service for a long time. This will give the RP some sense of what is happening and how that may further delay their call.

If the RP is not satisfied with your answer, a Supervisor can call them back to further clarify the delay.

Dispatchers working the Swing/Night shifts will follow this procedure:

- Each night between 2100 and 2200 hours, when the number of unassigned calls on a talk group indicates a delayed response to a call, CT03 will initiate callbacks – but will do so if there are no calls holding, and/or at the discretion of the on-duty supervisor -on report calls to advise of further delay. The RP will also be told that there is a probability they will not be contacted by an officer until sometime after midnight. If they desire the option of calling another time when it is more convenient they may do so. Otherwise we will dispatch as soon as an officer is available.

- Callbacks will not routinely be made after midnight just to inform them that the call has not been assigned and that there will be an additional delay.

# Dispatch Division Operations Manual

Index: Eating at Consoles Policy: 12.0

Food is allowed in the work area of the Dispatch Center; however, the food must not prevent or delay the employee from quickly and efficiently attending to their duties as assigned. Be reasonable in food selections. All food must be covered while the employee is not actively eating or away from the console.

- Seeds and/or nuts in the shell are not allowed on the dispatch floor.
- Consoles must be kept neat and clean. No leftover food, crumbs, utensils, bags, etc. should be left at the consoles at the end of the shift. All employees must clean their work areas before leaving.
- Food-trash, such as Styrofoam containers, paper and plastic bags, condiment and yogurt containers and banana peels must be discarded in the trashcans in the kitchen-lounge area, not at the consoles.
- All liquids brought into the Dispatch Center must have a non-spill/anti-spill lid. Extreme care should be used to prevent liquids from getting in the keyboard area. If this occurs, notify a Supervisor or Lead Dispatcher immediately.

**Lounge and Kitchen Area**

It is the responsibility of all employees to monitor the use of the kitchen and lounge areas and to make certain these areas are kept clean. Your assistance and cooperation is necessary to ensure the continuation of a comfortable work and rest area.

- All food placed in the refrigerator should be clearly marked with a current date and the name of the employee. The refrigerator space is limited, therefore, food may be stored for one shift only, i.e., **(Deleted – records of security).**
- Do not store opened or unopened cans/bottles of soda in refrigerator.
- Do not leave dirty dishes and trash in the sink or surrounding areas.
- Place cafeteria trays in elevator area for pickup.
- Do not place empty soda cans on the window ledge.
- Smoking is not permitted in the Dispatch Center.

# Dispatch Division Operations Manual

Index: Hours of Duty | Policy: 13.0

**Shift Hours**

**(Deleted – records of security).**

**Overview**

Briefings are the first 15 minutes of the shift and are a mandatory part of the workday. The workday is a straight ten (10) hours, which includes a paid line-up (briefing) and lunch break.

Tardiness may result in disciplinary action. Refer to Tardiness-Reporting for Duty Policy (26.0). When it is apparent that an employee will be late for work that employee must make every attempt to personally notify the Lead Dispatcher by calling the desk at **(Redacted – record exempt)**.

Employees must report illness to a supervisor in order to be excused from work. You must call in "two" hours prior to line-up so adjustments can be made to cover your absence. If you become Ill while working you must contact a supervisor to be excused from the remainder of your shift and a Leave Slip must be filled out and signed by that supervisor.

NOTE: Lead Dispatchers are NOT to accept Leave Slips and should direct these employees to the on-duty Supervisor.

# Dispatch Division Operations Manual

Index: Leave Use Policy: 14.0

**Leave Balance**

You may only use leave which has already been credited to your account. You may not use leave in the same pay period in which it was earned. Your current available leave balances are printed on your most recent pay stub. Check your pay stub before requesting leave and ensure that your request does not exceed the number of hours listed on the pay stub.

**Proper Account**

You must request leave from the proper account. Ensure that you have adequate time in the correct account. Unless there are mitigating circumstances, a Daily Time Sheet Correction Notice will not be sent to Payroll if you have asked for leave time from one account, but submit a leave request using another leave account. If you do not have enough time in the proper account, this may result in your being listed as "Red A" (leave without pay) for the time in question.

**Leave Without Pay**

**Red A:**

This is approved leave without pay. Leave that is approved when there is no time in leave accounts will be listed as "Red A." If an employee requests unpaid leave of absence for a scheduled reason, such as planned surgery or a family emergency, the request must be pre-approved. If the employee requests unpaid leave for an unscheduled absence, such as an illness, the standards used for requests for paid leave in such circumstances shall apply.

**Red K:**

This is unapproved leave without pay. If the employee has not received approval for an absence, either before or after the instance, the leave shall be considered as "Red K" time. Excessive use of sick leave when there is no leave time available is **NOT** cause for a "Red K" listing. Leave abuse, such as false claims of illness, or failure to submit a required doctor's verification of illness, will be considered "Red K" time.

**Disciplinary Action**

Unauthorized use of leave without pay (Red K) will normally result in disciplinary action. Instances in which a doctor's verification of illness is required but has not been submitted may also be considered a failure to obey a direct order.

# Dispatch Division Operations Manual

| Index: Unscheduled Leave | Policy: 14.1 |
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## Purpose

This policy establishes standards for unscheduled absences (which generally includes "sick leave" because of the unscheduled nature of time off when an employee is sick) and shall apply to all Dispatcher Classifications. Attendance is a vital component of emergency services.

## Definitions

A. Scheduled Leave: Any shift(s), or part(s) of a shift, that is requested at least three (3) calendar days in advance and is taken off is "scheduled leave".
B. Unscheduled Leave: Any shift(s), or part(s) of a shift, that is requested at less than three (3) calendar days in advance and is taken off is "unscheduled leave".
C. Unapproved Leave (also known as "Red K"): Any leave which is not authorized by the employee's direct supervisor or chain of command. In most circumstances, any shift(s), or part(s) of a shift, that is taken off with less than 2-hours' notice before the start of the shift will be considered unapproved leave. **Unapproved leave is unpaid**.
    1. If extenuating circumstances do exist as determined by a PDA or the Division Captain, the leave will be considered approved, and the employee will be able to use Approved Leave Without Pay ("Red A") or other leave as appropriate.

## Guidelines

A. The following leave types are considered job-protected leaves and approved, provided the employee has properly requested the leave and provided any required documentation. Supervisors should consult the Division's Human Resources Liaison for questions regarding the following:
    1. Family Medical Leave Act (FMLA)
    2. California Family Rights Act (CFRA)
    3. Pregnancy Disability Leave (PDL)
    4. Parental Leave (PL)
    5. Industrial Leave (IL or D Time)
    6. Long Term Disability (LTD)
    7. Bereavement Leave (BL)

B. Procedure (Supervisor Actions for Unscheduled Absences):
    1. Supervisors must indicate whether a leave is scheduled or unscheduled on the Request for Leave of Absence Form. (The notation will be made in the "Absence to be Reported on Payroll as:" box located in the lower right corner of the form.)
        a. After submitting the Leave of Absence Form to payroll, the Supervisor will provide the employee a copy of the form to allow the employee the ability to track their unscheduled leave. Employees will only receive a copy of the form if their leave is marked as unscheduled.
    2. Unscheduled absences are tracked on a rolling calendar year basis.
    3. Supervisors will make a notation on the employees Sick Leave Tracking log (which is only available to supervisors) to indicate if the absence is scheduled or unscheduled. Employees can request their status of absences at any time.

4. Personal and family related absences will be counted together.
5. Upon the fifth (5th) unscheduled absence for full-time employees, or upon the second (2nd) absence for half-time and hourly employees, the supervisor will:
    a. Meet with the employee to discuss leave usage
    b. Provide the "Employee Absences, Available Resources, and Attendance Expectations Memo," which outlines information on FMLA, Reasonable Accommodations, Special Leave Without Pay, Long-Term Disability, and the City's Employee Assistance Program.
    c. Inform the employee of Focus and Wellness Services.
    d. Document the meeting in the supervisor's working file. This meeting is non-disciplinary and precedes disciplinary action for excessive absenteeism.
6. Upon the eighth (8th) and subsequent unscheduled absences for full-time employees, or upon the fifth (5th) and subsequent unscheduled absences for half-time and hourly employees:
    a. The absence will be considered unapproved, unless the supervisor determines extenuating circumstances exist. In this case, the supervisor will seek the Police Dispatch Administrator's (PDA) consent for the absence to be approved.
    b. Unapproved (also known as "Red K") absences will result in disciplinary action as noted in section 7 below.
7. Employee Discipline Procedures:
    a. 1st unapproved absence - 1st Verbal Counseling.
    b. 2nd unapproved absence - 2nd Verbal Counseling.
    c. 3rd unapproved absence - Written Counseling.
    d. 4th unapproved absence – Supplemental Performance plan.
    e. 5th unapproved absence – Termination.
8. Employees wishing to have their unscheduled leave excused (i.e. not counted as unscheduled) are required to submit a request in writing through their direct chain of command up to the PDA or Division Captain and include any supporting documentation for the unscheduled leave. This request must be made within five working days from the date the employee returns from the unscheduled leave. Requests received after five working days will not be accepted or approved.

C. Failure to Provide Notice of Leave
1. Employees must report unscheduled leave as far in advance of shift as possible.
2. Any failure to notify the Department more than 2 hours in advance of an absence will automatically result in the absence being considered unapproved leave, and employees may be subject to progressive discipline.
3. Employees wishing to have their unapproved leave changed to approved leave are required to submit a request in writing though their direct chain of command up to the PDA or Division Captain and include any supporting documentation for the failure to provide advance notice. This request must be made within five working days from the date the employee returns from the unapproved leave. Requests received after five working days will not be accepted or approved.

# Dispatch Division Operations Manual

| Index: Message File Inspections | Procedure: 15.0<br>Related Policy: DP 1.25, DP 2.14, AR 90.62 |
|---|---|

**Overview**

All uses of Department computer equipment, telephone and voice mail systems, electronic systems, and electronic data, including e-mail and the Internet, are limited to work-related purposes only. Use of e-mail and the Internet is provided as a means of efficient and effective communications, as a tool to obtain specific data pertinent to Department business, and for other purposes that benefit the Department.

Electronic mail messages or attachments, containing any derogatory or suggestive materials based on a person's race, color, sex, religion, national origin, age, marital status, ancestry, medical condition, pregnancy, disability, or sexual orientation may be considered harassment under Department Procedure 5.03, Equal Employment Opportunity. Members must not create or forward externally-provided electronic mail messages, which contain these materials, except as necessary in the performance of duty.

**Definition**

E-mail - the electronic transfer of information typically in the form of electronic messages, memoranda, and attached documents from a sender to one or more recipients via an intermediary telecommunication service. Computer Aided Dispatch (CAD) messages are considered a form of e-mail.

**Inspections/MPS–Message Audit**

Although the Department requires message audits to be conducted on a bi-monthly basis, Dispatch supervisors will conduct message audits every month. Each supervisor will randomly check "To Messages" and electronic mail messages, utilizing the SMS command for each dispatcher they supervise. All communications deemed to be inappropriate will be addressed. At the conclusion of each audit, supervisors will be required to submit an inspection report to the appropriate Police Dispatch Administrator. The report must contain the names of the employees assigned to them during the shift, the date of the inspection, whether or not a discrepancy was found and the corrective action taken.

# Dispatch Division Operations Manual

| Index: Mandatory | Procedure: 16.0<br>Related Policy: DP 1.20/DP 9.04/CP 17.0 |
|---|---|

**Background**

Due to the emergency nature of the services provided by the San Diego Police Department, and to ensure the safety of the City's residents, it is critical that minimum staffing needs are met in the Dispatch Division. Overtime is authorized to "prevent the interruption of a necessary public service." If staffing levels decline and overtime needs are not met using Dispatch Procedure 19.5, Overtime: Voluntary, it may be necessary to enforce a Mandatory Overtime procedure.

**Purpose**

Mandatory Overtime is not meant to be a solution to general staffing needs, but instead a procedure used for emergency situations or critical staffing requirements. Its purpose is to fulfill immediate staffing levels and ensure the safety of the residents of the City.

The Division recognizes the hardship that prolonged use of this procedure may cause the employee and their families. Generally, mandates will only be implemented when current staffing will not allow for emergency calls to be answered in the state-mandated time of 95% in 15 seconds or less, if primary talk-groups cannot be staffed (including the Inquiry and Radio Relief positions), and/or if a catastrophic/major unforeseen event occurs within the City, e.g. fires, earthquakes, flooding, citywide power outages, etc. Mandatory Overtime should not be made to assist in meeting the City's requested three (3) minute answer time for non-emergency calls unless forecasting establishes that the minimum number of dispatchers needed to achieve this goal, along with the state mandated answer time for emergency calls, is capable with the amount of budgeted phone dispatcher positions allotted to the Department by the City.

**Scope**

This procedure shall apply to all Police 9-1-1 Dispatchers I and II, Police Dispatchers, Police Lead Dispatchers, Police Dispatch Supervisors, and Police Dispatch Administrators.

**<u>Guidelines for Mandatory Overtime</u>**

Employees working their regularly scheduled shift, including hourly and half-time employees, are subject to Mandatory Overtime. However, employees shall not be required to work more than 14.5 hours per day (16 hours per day in cases of natural disaster or other emergency) and/or have less than eight hours off between shifts. Generally, Dispatch Division prefers to extend an employee's shift by up to 2 ½ hours during a regular workday. Mandatory Overtime will be assigned by the on-duty Dispatch Supervisor(s) to bring the Division to the previously met and conferred upon mandatory minimum staffing levels. Prior to mandating, supervisors should exhaust all means of filling the staffing shortage(s) voluntarily, i.e. by sending a CAD message

asking for the overtime to be filled by on-duty Dispatchers, and/or sending an overtime page/email to dispatchers who have requested to be on the voluntary overtime page/email list. When mandating, the Supervisor(s) will utilize a pre-determined rotation list, based on classification, inverse seniority, total voluntary non-administrative scheduled overtime, and overtime eligibility. This list will be displayed at a predetermined location and/or on the G drive where all employees will have access to view it. This predetermined rotation list will be established for each pay period and will be created/verified by a Supervisor. Supervisors have the option to let an employee on mandatory overtime leave early if the employee is no longer needed due to staffing, call volume, etc.

Supervisors and Police Dispatch Administrators (PDAs) are expected to follow the general mandate guidelines of the Division unless they are given expressed written consent by a higher-ranking authority to not mandate. Supervisors and PDAs have a duty to keep the Division adequately staffed. Supervisors and PDAs who fail to mandate will be subject to progressive discipline.

Except for New Year's Eve and the Fourth of July related overtime, Mandatory Overtime will be performed the same day a staffing shortage exists. Employees will be given as much advance notice as possible if they are needed to stay for a mandatory overtime assignment. However, due to the current sick callout procedures, employees may receive less than two hours' notice of the need to stay for mandatory overtime.

New Year's Eve and Fourth of July staffing needs will be adjusted/increased, and all overtime needed should be posted when overtime behind staffing is posted. A memo should be added into Line-Up a minimum of 4 weeks prior to the holiday advising employees of the possible mandates/schedule adjustments that will be required if staffing minimums are not met.

If a dispatcher is mandated, but is unable to stay, he/she will be responsible for finding a replacement to work for him/her to cover the mandatory overtime assignment. The dispatcher must get Supervisor approval before the mandatory overtime is adjusted/transferred to another employee to complete. When this happens, the dispatcher working the mandatory overtime will be checked off the rotation list and the original dispatcher that was mandated will be next up on the list. If a dispatcher who is unable to stay for his/her mandatory overtime does not find a replacement to work the mandatory overtime, it will be considered a refusal and the dispatcher will be subject to progressive discipline. Mandatory Overtime refusals will be tracked on a rolling 12-month basis and will be documented in the supervisor's working files.

Progressive Discipline for Mandatory Overtime refusals are as follows:

1. First Offense – Verbal Warning
2. Second Offense – Verbal Warning
3. Third Offense – Written Warning
4. Fourth Offense – Written Reprimand
5. Fifth Offense – One Day Suspension
6. Sixth Offense – Three Day Suspension
7. Seventh Offense and above – Subject to discipline up to and including termination.

If an employee believes their Mandatory Overtime refusal is justified, the employee may request that their refusal be excused by submitting their reasoning in writing to their chain of command. Only the Dispatch Captain can excuse a Mandatory Overtime refusal. All refusals will be considered on a case-by-case basis. The following are agreed upon acceptable refusals (but should not be considered an exhaustive list):

1. Previously purchased non-refundable or non-exchangeable travel documents, i.e., tickets, reservations, etc. Purchase date and time must be verifiable.
2. Previously scheduled medical procedure or physician's appointment for the employee or immediate family member that cannot be rescheduled.
3. Illness or medical condition related to the employee or immediate family member that requires intervention by a physician.
4. Attendance at a department-sponsored class or mandated drills, exercises, training session or activities.

The following are agreed upon acceptable reasons for a Supervisor or Police Dispatch Administrator to not mandate an employee (but should not be considered an exhaustive list):

1. Planning ahead to avoid mandating an employee two days in a row.
2. To avoid mandating two Radio Reliefs without having breaks for the Relief to handle.
3. Employee volunteers to work overtime to cover a shortage for the next X day(s) in order to not be mandated on the present day.

No Dispatcher or Supervisor can be mandated to work out of class, e.g., a Police Lead Dispatcher cannot be mandated to work as a Police Dispatcher, and a Police 9-1-1 Dispatcher cannot be mandated to work Inquiry even if both Dispatchers are trained for these duties. However, dispatchers can voluntarily work out of class assignments.

## Mandatory Overtime Procedures

Mandatory Overtime will only be assigned if the established mandate staffing minimums in a classification have not been met.

With the current budgeted Dispatcher positions as of September 1, 2019, mandated staffing minimums have been predetermined as defined below:

| Time Slot | Sat | Sun | Mon | Tues | Wed | Thu | Fri |
|---|---|---|---|---|---|---|---|
| **Phone Mandate Minimums** | | | | | | | |
| 0100-0300 | 13 | 13 | 10 | 10 | 10 | 10 | 11 |
| 0300-0700 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| 0700-1000 | 11 | 11 | 13 | 13 | 13 | 13 | 13 |
| 1000-2000 | 18 | 18 | 18 | 18 | 18 | 18 | 18 |
| 2000-0100 | 16 | 16 | 16 | 16 | 16 | 16 | 16 |
| **Radio Mandate Minimums** | | | | | | | |
| 0000-2359 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| **Lead Mandate Minimums** | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 0000-2359 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| **Supervisor Mandate Minimums** | | | | | | | |
| 0000-2359 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Generally, dispatchers will be mandated to stay over for 2 to 2.5 hours of Mandatory Overtime at the end of shift but may be mandated longer for emergencies as needed. Dispatchers will not be mandated two consecutive days in a row unless an emergency exists and all other means of recruiting personnel for overtime has been exhausted.

To better assist in providing optimal staffing coverage and to assist in avoiding mandatory overtime, dispatchers will be able to volunteer for critically needed overtime slots that are emailed one week in advance. These overtime slots will most likely result in mandates if they go unfilled. If dispatchers sign up for these slots they will be considered as mandated. Dispatchers must sign up for these slots in Schedule Express and notify a supervisor.

The mandatory overtime list kept on the G drive, which is accessible to all Dispatch personnel, will be updated every time a Supervisor schedules an employee for mandatory overtime. This will allow for dispatchers to have a better idea of when they might be scheduled for mandatory overtime as well as to allow for tracking of all mandatory overtime assignments. Employees on regularly scheduled annual leave are exempt from Mandatory Overtime until they return from leave.

As stated in Dispatch Procedure 19.5, Overtime: Voluntary, "A Dispatcher on light duty status, with any type of restriction, is not authorized to work overtime." Documentation of these restrictions must be provided to the Staff Supervisor.

## VACATION AND COMPENSATORY TIME OFF REQUESTS

All scheduled annual leave requests will be honored. Other compensatory time off (T.O.) requests for beginning of shift (BOS) or end of shift (EOS) will be evaluated individually within each shift and classification. For example, Police 9-1-1 Dispatchers are evaluated independent of Police Dispatchers.

T.O. requests for BOS or EOS may be given under the normal circumstances if workload and/or staffing permits.

## ADDENDUM

The City and the San Diego Municipal Employees Association have met and conferred in good faith in accordance with the Meyers-Milias-Brown Act related to this Department Procedure 19.0 and have reached agreement on this Procedure as stated.

# Dispatch Division Operations Manual

| Index: Voluntary | Procedure: 17.0<br>Related Policy: DP 1.20/DP 9.04/CP 16.0 |
|---|---|

## Background

The San Diego Police Department recognizes that a need for overtime work frequently arises during the day-to-day operation of the Department. The Personnel Manual states that overtime is authorized under specifically defined "emergency" conditions. This is generally to "prevent the interruption of a necessary public service." This overtime procedure applies to all dispatch classifications within the Dispatch Division.

## Definitions

A. Overtime - There are three (3) types of overtime available to Dispatch Personnel on a voluntary basis; Staffing Overtime, Urgent Overtime and Emergency Overtime.

1. Staffing — Posted one to eight (1-8) weeks prior to the overtime date, this overtime is used for general staffing needs such as backfilling scheduled vacation requests and compensatory leave requests

2. Urgent — Posted no more than one (1) week and no less than 48 hours prior to the overtime date, this overtime is used for staffing needs such as 1186 assignments, scheduled or unscheduled sick leave

3. Emergency — Overtime needed within 48 hours or less

B. Hours Posted - Overtime hours (overtime slots) are posted for the number of hours necessary to fulfill staffing obligations:

1. Full Slot — The total number of hours posted

2. Partial Slot — Any number of hours less than the total number of hours posted

## Staffing Overtime

Staffing Overtime is overtime that is used for general staffing shortages. Normally, all Staffing Overtime is posted on Thursdays at 0800 hours. The following guidelines will be followed for Staffing Overtime assignments.

1. Once overtime is posted, a 24-hour waiting period is reserved for half-time and part-time employees (non-premium paid employees) to sign up for overtime. After the 24-hour waiting period (at 0800 hours on the following day) all full-time employees (premium paid employees) may sign up for overtime.

2. During the first 72 hours after overtime is posted:
    a. Employees may not sign up for overtime outside of their own classification

    b. A half-time or part-time employee may bump a full-time employee

    c. No employee volunteering for a full slot (the total number of overtime hours posted) can be bumped by an employee volunteering for a partial slot (any part of the total number of overtime posted)

3. Once 72 hours has passed from the date the overtime was posted, anyone who volunteers for the overtime assignment should consider it logged. The dispatcher, no matter the classification, cannot be bumped.

**Urgent Overtime**

Urgent Overtime is overtime that must be filled within 1 week. The need for this overtime can arise from a staffing shortage due to 1186 assignments, scheduled or unscheduled sick leave. This overtime is on a first come-first served basis. As soon as the overtime is posted, any dispatcher, regardless of classification, can volunteer for it and should consider it logged.

**Emergency Overtime**

Emergency Overtime is overtime that must be covered within 48 hours, such as a staffing shortage caused by an employee calling in sick. This overtime is on a first-come, first-served basis. When the Lead Dispatcher or Supervisor has determined the need for Emergency Overtime, a page is sent to the specific overtime group where the overtime is needed. For example, "Radio Overtime is needed today, 2/5/10, 1530-2000 hours. If you would like to volunteer for this overtime, call the Lead Desk at **(Redacted – record exempt)**." The first dispatcher, regardless of classification, who volunteers for this overtime is logged.

**Guidelines For All Overtime**

1. If a dispatcher volunteers for posted overtime and there are less than 72 hours between the volunteer date and the overtime assignment date, a Lead Dispatcher must be notified immediately to ensure the overtime is logged.

2. Other than for Emergency Overtime, any dispatcher volunteering for overtime outside of their classification must advise a Lead Dispatcher immediately, otherwise the overtime will not be logged in the proper classification.

3. A dispatcher who volunteers for posted overtime is signing up for the overtime not a specific assignment.

Example: A Police Dispatcher signs up for Inquiry overtime; due to unscheduled leave, a primary talk group is not covered. If necessary, the Police Dispatcher may be assigned to the primary. The same holds true for a Police 9-1-1 Dispatcher who signs up for Inquiry. If phones are understaffed and radio is fully staffed, the Police 9-1-1 Dispatcher may be bumped and moved into his/her primary assignment.

4. A dispatcher on light duty status, with any type of restriction, is not authorized to work overtime. Documentation of these restrictions must be provided to the Staff Supervisor.

**Consecutive Hours and Time Off Between Shifts**

At no time shall an employee sign up to work more than 16 consecutive hours or more than 16 total hours in a 24-hour period. Additionally, there must be an eight (8) hour rest period following a shift of ten (10) or more hours.

However, to ensure the safety of the City's residents, to prevent the interruption of public service or in the event of an immediate threat to life or property, exceptions to this policy may be authorized by the Dispatch Captain.

This procedure may be amended as needed.

# Dispatch Division Operations Manual

| Index: Payroll – Labor Cards | Procedure: 18.0<br>Related Policy: DP 1.18 |
|---|---|

## Background

To ensure employees receive the compensation to which they are entitled, and to ensure the expeditious processing of payrolls, the following procedures have been adopted.

## Labor Cards

1. Each employee must complete and submit a labor card for each pay period using the on-line SAP Human Capital Management payroll system, known as OneSD, which can be accessed at https://onesd.sandiego.gov/irj/portal.
2. Each labor card must be reviewed and certified as correct by both the employee and the supervisor. The supervisor must approve and post the labor card in SAP.
3. Employees are responsible at all times to submit their own labor cards. If they are scheduled to be on leave, they are responsible for prospectively entering their time for future pay-periods. If they are on unscheduled leave for longer than one pay-period (sick/injured), they must notify the payroll unit to make arrangements to have their labor card completed.

## Leave Slips

1. It is the employee's responsibility to accurately complete a leave slip for any incident in which an employee is not at work during scheduled work hours. All leave slips must be approved by the employee's supervisor:
    - Annual Leave
    - Compensatory Leave
    - Mandatory Furlough
    - Voluntary Furlough
    - FMLA
    - Floating Holiday
    - ALWOP- Absence without pay
2. Each employee must ensure that they have sufficient leave time for the absences they are recording. In most cases the OneSD payroll system will not allow an employee to take leave time they have not accrued. The most current leave balance can be found on the payroll statement.

## Overtime

1. It is the employee's responsibility to properly indicate the overtime earned and how they wish to be compensated.

2. Overtime compensation will be processed only when accompanied by the "Overtime Authorization Request" PD-621 (Rev. 2/10) that has been reviewed and signed by the appropriate supervisor.
3. Employees shall ensure that the Overtime Authorization Request is marked with the appropriate Internal Order Number or Receiving Orders (12004397/11001542) and an explanation of the reason for the Overtime (Staffing/OT behind Sally Jones.) All overtime must be reviewed and approved by a supervisor.
4. Once the Overtime Authorization Request form is approved, the employee should place the white copy in the timecard rack, submit the yellow copy to the Dispatch Payroll Liaison and retain the pink copy for their records.
5. Overtime slips received by the payroll clerk after the due date/time will not be accepted. A letter from your Commanding Officer justifying the late submission of the overtime slip is required.

# Dispatch Division Operations Manual

Index: Personal Calls | Procedure: 19.0

No personal telephone calls will be made or received from any lead, radio or telephone console. Personal phone calls tend to distract the employee's attention from their primary purpose, to respond to radio traffic and/or calls from the public. Employees should also be mindful of the fact that lead, radio and telephone consoles phones lines are recorded lines subject to court subpoena.

The use of personal cellular phones to make and/or receive 'voice communication' calls is not allowed on the dispatch floor. Additionally, the use of cellular earpieces including those with Bluetooth technology must not be worn while working on the dispatch floor. (The Dispatch floor is the work area bounded by the inner hallway door of the phone room to the inner hallway door of the radio room.) Employees should set pagers and cell phones in the vibrate/silent mode when working. If an employee is notified of a personal emergency requiring their immediate attention, that employee will contact a supervisor or lead to arrange coverage. Every effort will be made to allow the employee to make a phone call of an emergency nature in a timely manner.

Non-emergency calls will be made during the employee's break or lunchtime.

Calls from the phones in the locker area shall be kept to a maximum of five minutes. No calls to 4-1-1 will be made from these phones. Long distance or toll calls should not be made from these phones unless charged to the employee's home phone number or phone card.

# Dispatch Division Operations Manual

Index: Radio Relief | Procedure: 20.0

The Radio Relief position is used to give Police Dispatchers breaks and lunches during their workday. Dispatchers who are assigned to Radio Relief will adhere to the break schedule and will advise the Lead Dispatcher if they are falling behind on breaks.

The Radio Relief dispatcher will not swap or trade breaks with another dispatcher if it means delaying an employee's break or lunch. Dispatchers will not trade or swap talkgroups unless it is an exact exchange, meaning a 1330 break for a 1330 break.

# Dispatch Division Operations Manual

Index: Seniority | Procedure: 21.0

Seniority within the Dispatch Division is governed by the City of San Diego's Personnel Department and the Municipal Employee Association's Memorandum of Understanding (MOU). Several factors are used to determine a dispatcher's seniority including hire date and time in classification. Each time the employee's classification changes, either because of a promotion or demotion, the employee's seniority date also changes. According to MOU article 17.3, seniority is defined as "the longest continuous service in the class in the department." If two or more employees have the same length of service in the same classification, the seniority will be determined by City service time.

| Classification | Seniority Date |
|---|---|
| Hired as a full time Dispatcher I, II or Police Dispatcher | Dispatch Hire Date |
| Dispatcher II (Hired as Police Dispatcher but demotes) | Demotion Date |
| Police Dispatcher (Career Advance from Dispatcher II) | Career Advance Date |
| Lead Dispatcher | Promotion date |
| Supervisor | Promotion date |

**Special Circumstances**

A dispatcher who is classified as a Police 9-1-1 Dispatcher II for at least 6 months, promotes to a Police Dispatcher, but then fails training or decides to demote to a Dispatcher II, shall have their original Dispatch hire date as their seniority date.

**Retention of Seniority**

According to the Personnel Department, if an employee takes an approved leave of absence, the employee will retain his/her seniority rights as long as:

- The employee returns to work immediately upon termination of the approved leave of absence; and
- The employee has not accepted a position as a dispatcher in another city department, such as City Shops or the San Diego Fire Department.

# Dispatch Division Operations Manual

Index: Shift Assignment Procedure: 22.0

When probationary dispatchers complete the formal training program and are qualified to work on their own, the training supervisor shall assess the staffing needs of each watch and assign the trainee to the watch with the most critical staffing shortage.

- Once the trainee is assigned to a watch, the watch supervisor shall determine the trainee's days off based on the staffing needs.

- Staffing needs of the watch at the time the trainee completes the formal training program shall be the sole criterion for their days off assignment. Seniority, days off or watch assignment of other dispatchers is not criterion and days off "Bumping" shall not take place.

# Dispatch Division Operations Manual



**Police 9-1-1 Dispatchers**
Dispatchers in this classification are given their choice of available slots, according to their seniority within the classification.

- There are six shifts:
    1. Early Days
    2. Modified Days
    3. Late Days
    4. Swings
    5. Modified Nights
    6. Nights

**Police Dispatchers**
Dispatchers in this classification are given their choice of available slots, according to their seniority within the classification.

- There are four shifts:
    1. Early Days
    2. Late Days
    3. Swings
    4. Nights

**Shift Change Procedure for Police 9-1-1 Dispatchers and Police Dispatchers**

Each employee gets a turn, based on seniority, to complete a shift bid in the Schedule Express automated scheduling system. Employees will be notified of their turn to bid, by Schedule Express via Outlook email, as well as in person or by CAD message by the Staff Supervisor or designee.

If an employee's turn to bid comes up when the employee is on a day off, the employee must complete the bid for shift no later than mid-shift on his or her first day back to work. If an employee's turn to bid comes up during the employee's work day, he or she must bid for shift prior to the end of his or her work day.

If an employee fails to submit a bid within these established time periods, the employee will miss his or her turn. If the employee contacts the Staff Supervisor or designee about the missed turn while the bid process is still underway, then the employee will be offered whatever slots are remaining at that time.

If the employee fails to submit a bid, misses his or her turn, and fails to contact the Staff Supervisor or designee, then the employee will be assigned at the end of the shift bid process.

If an employee will be on vacation at any time during the shift bid process, the employee must email his or her shift bid requests to the Staff Supervisor or designee prior to leaving for vacation; failure to do so will result in the employee being assigned a shift.

For both Police 9-1-1 Dispatcher and Police Dispatcher classifications, if an employee does not have a Swing or Night Watch slot available through the shift bidding process, the employee may ask the Staff Supervisor or designee to administratively assign the employee to Swings or Nights in order to maintain their shift differential pay. Alternatively, employees may also elect to voluntarily give up their eligibility for shift differential pay, by remaining on a day watch if, via the shift bidding process, there is a day watch slot available for the employee.

**For half-time Dispatchers**
After shift change has been completed for full-time dispatchers, the Staff Supervisor will review staffing shortages. The Staff Supervisor will reach out to each half-time employee and based on seniority have them select from the shift options available based on staffing needs of the division.

**Lead Dispatchers and Supervisors**
Lead Dispatchers and Supervisors are given their choice of available shifts, according to their seniority within the classification. Lead Dispatchers and Supervisors bid for their choice of days off using a Point system (described below).

- There are three shifts:
    1. Early Days
    2. Swings
    3. Nights

**Shift Change Procedure for Lead Dispatchers and Supervisors**

Lead Dispatchers and Supervisors must submit their shift and day off requests via Outlook email to the Staff Supervisor or designee. This email submission must be made on or before the specified due date and time. If a Lead Dispatcher or Supervisor fails to submit a request by the due date and time, the employee will be assigned a shift and days off according to staffing shortages and needs.

- Leads and Supervisors are given points established according to order of day off selection.
    - Lead Dispatchers and Supervisors will receive four points once their probationary periods are completed. To receive points, the probationary period must be completed prior to shift change materials being released.
    - If a shift contains three slots, then of the three employees assigned that shift, the employee with the most points selects their days off first and will be awarded one point. The employee with the second highest number of points selects their days off second, and is awarded two points, and so forth.
    - The points for each of the three preceding shifts are added together and

that total is divided by three. This quotient is the number of points provided to each Lead Dispatcher and Supervisor to use in the current shift change process.

- Ties are broken by seniority in classification. If two or more employees have the same Date of Rank, the tie will be broken by seniority in the Division. If two or more employees have the same Date of Rank and Division Date of Hire, ties will be broken by City Date of Hire.

For Lead Dispatchers and Police Dispatch Supervisors, if an employee does not have a swing or night shift slot available through the shift bidding process, this may cause the most junior Lead Dispatcher or Supervisor requesting Swings or Nights to be bumped to a day shift in order to allow a more senior Lead Dispatcher or Supervisor to maintain their shift differential pay and ensure adequate staffing throughout all shifts. Alternatively, employees may also elect to voluntarily give up their eligibility for shift differential pay, by remaining on a day watch shift if, via the shift bidding process, there is day watch slot available for the employee.

**Participation**

To participate in the shift bid process, employees must be able to work a full ten hours in their classification.

- Employees who have medical-related work restrictions, but are able to work a full ten-hour day in Dispatch, may participate in the shift bid process.
- Employees with "light duty" restrictions who are not currently working in Dispatch Division at the time shift change materials are released will <u>not</u> participate in the shift bid process.
- Management has authority to evaluate specific circumstances of individual employees and make any reasonable modifications to the process set forth here, as required by law or City policy.

# Dispatch Division Operations Manual

| Index: Sit-Along Program | Procedure: 24.0<br>Related Policy: DP 6.15 |
|---|---|

## Background

The Sit-Along Program serves a variety of purposes:

1. It enables citizens to get a first-hand look at the Dispatch Division and to better understand the role of the dispatcher;

2. It increases the opportunity for more effective problem solving; and,

3. It enhances mutual understanding and cooperation and leads to an improved police/community relationship

## Procedures

- All requests for sit-alongs should be directed to the Dispatch Division Recruiter who is the Sit-Along Coordinator for the Dispatch Division.

- The recruiter will obtain the interested party's name, address, phone number and date of birth and fill out a “Waiver of Claims for Damages and Covenant Not to Sue” form.

- The Sit-Along Coordinator will conduct a background check of the requestor to ensure there is no criminal history that would cause safety concerns (e.g., priors for 243 PC, 245 PC, or other major violations.) This includes family and friends of Dispatch employees. The coordinator will also research the sit-along database to ensure that the citizen has not been on a sit-along within the last year.

- The sit-along coordinator will contact the interested party within two weeks to arrange or deny a sit-along depending on the results of the records check. While arranging the sit-along, residents should be informed that they may be listed as a witness to any privileged information they hear and that this may result in their being subpoenaed to court.

- The sit-along coordinator will maintain a log of all sit-along requests.

## Requirements

- Participants must be eighteen years of age or older and have some form of valid identification
  **Exceptions:** The age requirement may be waived for juveniles of high school age at the discretion of the Staff Supervisor.

- Participants must live, work or go to school in the City of San Diego.
  **Exceptions:** Job applicants

- Participants are limited to one sit-along per year consisting of ten (10) hours or less. The Staff Supervisor or a Police Dispatch Administrator must authorize requests for additional sit-alongs.
  **Exceptions:** Job applicants

- All participants should read and must sign the "Waiver of Claims" form before starting their sit-along.

VIPS and small groups, such as Citizen Review Board (CRB) members, who tour Dispatch and only sit for a short period (not to exceed thirty minutes) are exempt from the sit-along requirements.

# Dispatch Division Operations Manual

| Index: Tape (Audio) Research Requests | Procedure: 25.0 |
|---|---|

All audio research requests must be approved by a supervisor.

- Audio research requests from outside the Department (except subpoenas) must be approved by the Dispatch Captain or a Dispatch Administrator.

- When a CD or WAV file is prepared for the Chief, Assistant Chief(s), or other employee(s) working in conjunction with the Chief's office, an additional copy of the recording and event will be prepared and forwarded to the Dispatch Administration Office. This will enable Administration to evaluate the recording and be prepared to reply to any and all questions that may arise from the event, such as dispatch policy and procedure, and adherence to same.

# Dispatch Division Operations Manual

Index: Tardiness – Reporting for Duty | Procedure: 26.0
Related Policy: DP 9.17

Members shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. Every member is expected to report for work on time unless the absence is pre-approved.

Supervisors shall use the following guidelines for employees who report late for duty:

- Employees who are late for work are not entitled to pay. Employees will be carried annual leave, compensatory time or Red K for the amount of work missed. How the time will be carried is at the discretion of the supervisor and the circumstances of the tardiness. An employee who notifies a Dispatch supervisor in advance that he/she will be late may be authorized to use leave time depending on the circumstances. Time will not be docked for instances of five minutes or less.

- A leave slip will not be necessary for instances of five minutes or less.

- An employee who reports late for duty without receiving prior authorization must sign a late slip, which will be placed in their divisional file. This process will enable supervisors to more appropriately track instances of tardiness.

- Instances of tardiness may be cause for disciplinary action. This action is evaluated based on past performance, the reasons for being late, the length of lateness and other pertinent factors.

- If an employee is required to report for duty at a time other than a scheduled line up time, it is the responsibility of the employee to check in with the on duty Supervisor or if unavailable the Lead Dispatcher at LD01/LD02 for their assignment. The Supervisor or Lead Dispatcher will check off the employee's arrival time on the schedule.

# Dispatch Division Operations Manual

Index: Time Change (Biannual) Policy: 27.0

Two hours after midnight, the clocks are moved forward in the Spring and back in the Fall. The adage is "Spring forward and Fall back."

**Spring Ahead**

**Fall Back**

Dispatchers working through the 0200 hour may be required to work eleven (11) hours, the last hour at premium pay, to ensure that the facility remains staffed.

# Dispatch Division Operations Manual

Index: Time Off | Policy: 28.0

Dispatchers may request advanced time off only to the amount available to them on the books. For example, if you sign up for five (5) 10-hour T.O.'s and you have only 16 hours on the books, your request will be denied.

- It will be the individual's responsibility to know how much time is available. This information is printed on the bottom portion of the paycheck stub.

- Time off requests for an upcoming shift may not be submitted until the staffing assignments for the shift have been posted. Requests may not be approved or denied, until the number of dispatchers who will be on scheduled annual leave during the period requested is known.

# Dispatch Division Operations Manual

| Index: Holiday Staffing (Lottery) | Procedure: 28.1<br>Related Policy: CP 1.0 |
|---|---|

**Overview**

After minimum staffing has been determined, a Holiday Lottery drawing **may** be conducted for a partial or full day off on the Premium Holidays. Personnel must be off probation to be eligible for this drawing.
Premium Holidays are defined as:

- Independence Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

**Procedure**

All requests for Premium Holiday days off must be submitted via Schedule Express, using the code "Holiday Lottery." These requests can only be submitted:

1. Beginning on the date that the Staff Supervisor advises via memo that employees can submit leave requests, including Holiday Lottery requests, for the upcoming shift that includes the Holiday.
    a. The names of the employees who submit their requests during the 24 hours of this date shall be printed and placed in a container and are first group of names to be considered for the Holiday Lottery.
    b. The names will be drawn one by one to determine the employees' lottery seniority number.
    c. Employees will be notified if/when their Holiday Lottery request is approved, which should not be less than seven days prior to the Holiday.

2. From the above determined date, until the date the Holiday Lottery drawing occurs. Holiday Lottery requests submitted during this time frame will be drawn only if the first group of names is exhausted and staffing allows for more names to be drawn. Requests from this group will be drawn and approved in the same manner as the first group.

Lead Dispatchers and Supervisors are also eligible to submit Holiday Lottery requests. The same process is used to draw and approve these requests.

# Dispatch Division Operations Manual

| Index: Trades | Procedure: 29.0<br>Related Policy: MEA MOU Article 49/E |
|---|---|

**Overview**

MEA MOU; Article 49, in effect since July 1, 2012, states, "Employees in classifications which call for work to be performed seven (7) days per week may exchange days off with employees of the same classification" under certain conditions. Generally, dispatchers are required to work the shift and days off they earned during the shift selection process. Due to a special occasion or hardship case, trading days off or shift hours may greatly benefit the employee. All trade approvals are at the discretion of the employee's supervisor.

**Exchange of Days Off or Shift Hours Between Employees**

A. In compliance with Article 49, the following rules shall apply to all trades:

1. Both Parties to the exchange must be willing to make the exchange and must have the approval of one of the immediate supervisors concerned.

2. Requests for the exchange of days off shall be made in writing at least five (5) days prior to the first day of exchange. Employees must complete the green "Request for Trades of Days Off" form and submit this to their supervisor for approval.

3. Requests for the exchange of a full or partial shift shall be made in writing at least five (5) days prior to the first day of exchange. Employees must complete the white "Request for Trade of Shifts/Partial Shifts" form and submit this to their supervisor for approval.

4. Generally speaking, exchanges of days off will be kept within the same shift or watch.

5. An employee must report for the exchanged days off and with the exception of illness, the employee who otherwise fails to report to work may be subject to discipline.

6. To avoid administrative problems, exchange of days off must be made within the same workweek by both parties.

7. Employees may only work sixteen (16) consecutive hours and no more than 80 non premium work hours in a pay period.

8. Personnel not living up to their commitments will not be allowed future participation.

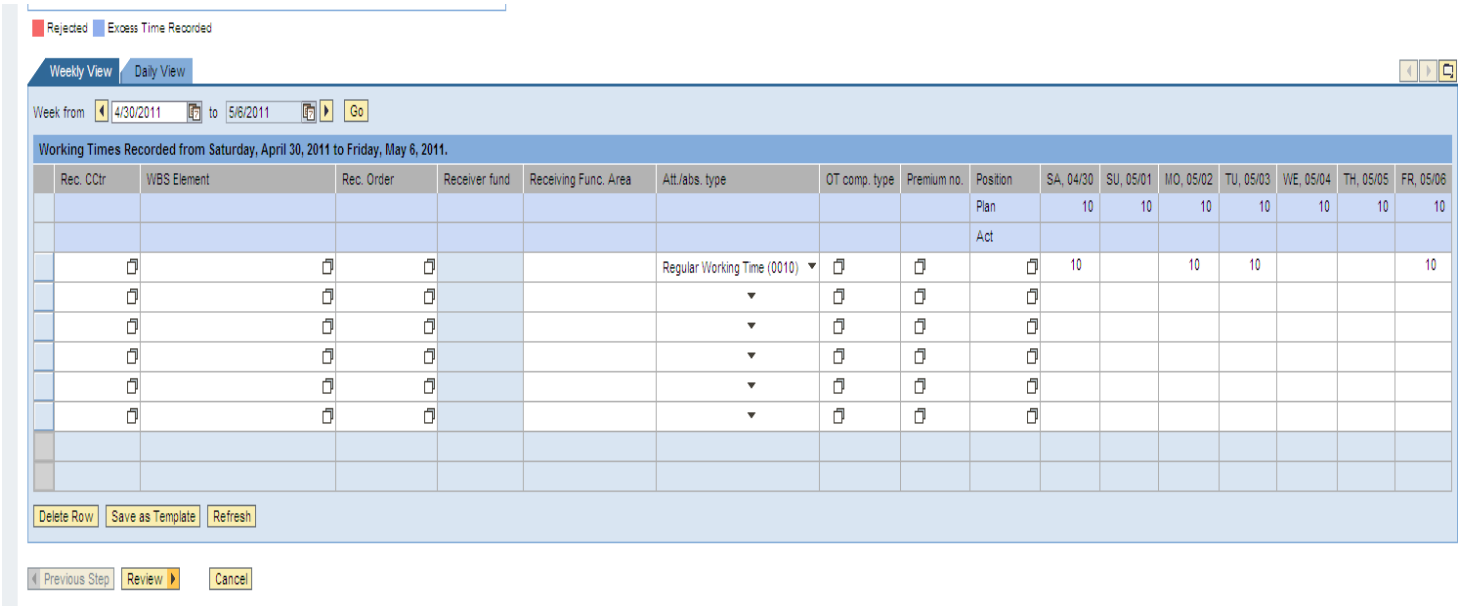
9. Trades involving more than two (2) dispatchers will not be considered (i.e., no three-way trades).

10. Special occasion trades should not exceed one workweek and hardship case trades should not exceed two workweeks without the specific approval of a Police Dispatch Administrator.

11. It is the responsibility of the supervisor to ensure the trade is approved or denied in a timely manner.
    a. The approved Trade Request Form will be given to a Lead Dispatcher who will show the trade approval in Schedule Express.

12. Since the Schedule Express system generates a message to each employee advising them of the approved trade request, it is the responsibility of the trading dispatchers to ensure that the trade has been approved before taking the time off.

13. All trades made shall reflect the actual days worked on the timecard. No attendance/absence type is required.




## For Trades Involving CTOs Working with Trainees

Pre-approved trades (i.e.; a trade arranged before the trainee was assigned) will be honored. The trainee can elect to follow the trainer on the trade. If the trainee declines, other arrangements should be made i.e.; ride along, sit along, etc.

# Dispatch Division Operations Manual

Index: Visitors Policy: 30.0

It is in the best interest of the San Diego Police Department and the Dispatch Division to allow visits by officers and members of the public. Visits and tours should not interfere with our primary responsibility: providing essential public safety services. The following guidelines are set forth so that all personnel may meet our primary objectives while providing others with insight into our operation:

- A Dispatch Supervisor or Police Dispatch Administrator must authorize all visits to the Dispatch Division. Tours of the facility must generally be scheduled one week in advance. The size of a visiting group should be kept small to prevent interruptions to the dispatchers on duty.

- On-duty officers are encouraged to visit from time to time and to meet with dispatchers in order to maintain a good working rapport. Normally, these visits should not exceed 30 minutes.

- Officers and civilian visitors may take lunch breaks at the Dispatch lounge for periods not to exceed 30 minutes.

- FTOs with trainees should contact the Lead Dispatcher on LD01 / LD02 so that arrangements may be made for a trainee "sit-along" with phone and radio room dispatchers.

- The credentials and identification of all vendors or repair persons, unless recognized, must be verified prior to entry into the facility.

- Visitors will not be allowed in the tape research room or offices unless accompanied by a Dispatch Supervisor.

- The primary responsibility of dispatchers is to handle calls from residents requesting police assistance and to provide support functions to sworn personnel. A visit or tour must not disrupt Dispatch operations or prevent dispatchers from performing their duties.

- Access to the computer room must be provided by Data Services.