



Effective: 06/15/1999
Last Revised: 09/15/2019

**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 7-4**

DISPATCHER RELIEF

SUBJECT: Relief coverage for Dispatcher on duty

PURPOSE: To define the requirements for authorized dispatch relief personnel.

POLICY: It is the policy of this Department to follow Peace Officer Standards and Training (POST) standards/regulations for all persons employed, full-time or part-time, who are assigned the duties for Police Dispatcher as defined in regulation 1001(w). The POST requirements do not apply to sworn peace officers assigned to dispatch duties.

PROCEDURE:

- I. Department requirements, POST standards and the relevant article from State University Police Officers Association (SUPA) agreement.
 - A. To become a CSUF Police Department full-time dispatcher, all persons will successfully complete intradepartmental training, CLETS certification, and one year's probation.
 - B. All Department dispatchers will satisfactorily complete the POST-certified Police Dispatcher's Basic Course as set forth in POST Administrative Manual, section D.1.6; within 12 months after the date of appointment to a police dispatcher position.
 - C. CSUF Police Department will maintain a part-time dispatcher pool. All persons appointed to the pool will successfully complete a minimum of 6 weeks intradepartmental training and CLETS certification.
 - D. Article 14.5 of the S.U.P.A. Agreement states that, "Unit members may be required to work dispatcher duties in emergency situations. The CSU shall attempt to utilize non-unit eight employees to perform dispatcher duties prior to assigning unit eight employees."
- II. Dispatcher Rest and Meal Period Requirements
 - A. Rest periods and meal periods are required in Article 18 of the CSUEU contract as well as the Labor Code. These periods are not optional and **MUST** be provided.
 - B. If the Chief of Police requires a dispatcher to remain at his/her workstation for his/her full work shift, the dispatcher shall be permitted to take a meal period,

not to exceed 30 minutes during work time and that meal period shall be paid and considered time worked.

- C. If a dispatcher is scheduled to work a 12-hour shift, he/she has an option to take a second meal period of no more than 30 minutes, unpaid and would not count as hours worked. If the dispatcher wishes to take the second meal period, he/she will put in writing that he/she is requesting a second meal period and forward the request to the Chief of Police.
- D. The dispatcher has the option to waive the second meal period if they took their first meal period. If a dispatcher chooses to waive the second meal period, he/she will sign a "Meal Period Waiver Form" indicating that he/she waives the option of a second meal period.
- E. The dispatcher will be relieved from their work station for a thirty-minute meal period and two fifteen-minute periods if they are on a 12.5-hour shift assignment, by request.
- F. The dispatcher will be relieved for a fifteen-minute rest period for each four hours on duty if the dispatcher elects to work a 12-hour shift. The 15-minute rest periods shall occur between 0800 and 0900 hours, 1230 and 1330 hours, and 1500 and 1600 hours if assigned to day shift and between 2000 and 2100 hours, 0030 and 0130 hours, and 0300 and 0400 if assigned to nights. The rest periods are mandatory.
- G. During 15-minute rest periods dispatchers will be free to leave the Communications Center, but must be available for emergency recall on the premises. The break room in the police Department is available for refreshments or snacks.
- H. A 30-minute meal period *SHALL* occur between 1300 and 1400 or 0100 and 0200 hours during each shift if a dispatcher elects to work a 12.5-hour shift. This will be the responsibility of the Administrative Services Supervisor or Watch Commander to ensure that this does occur.

III. Procedures for Dispatch Rest and Meal Periods

- A. First preference for relief assignments will be non-sworn office personnel trained and CLETS certified as dispatchers (records, dispatch pool, etc.) if available).
- B. If non-sworn personnel are not available, second choice will be to request one of the on-duty Police Officers to relieve the dispatcher. Sworn personnel for dispatcher relief can include Crime Prevention or Investigations personnel during days.

IV. Compliance with Dispatcher Rest and Meal Period Requirements

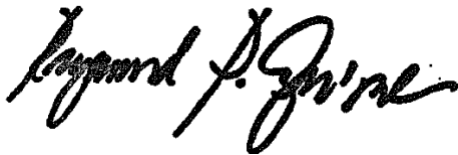
- A. It shall be the responsibility of the on-duty Watch Commander to ensure compliance with the provisions of this General Order.

- B. If the 15-minute rest period or the 30-minute meal period does not occur as outlined above, a memorandum (E-mail) shall be prepared by the Watch Commander *and* the on-duty Dispatcher outlining the circumstances that prevented compliance with this policy.
 - C. All dispatcher rest and meal periods will be recorded by the Dispatcher in RIMS.
 - D. If an emergency occurs and a rest period is not given during a four-hour block of time the Watch Commander will ensure that a rest period is given as soon as practical. If no rest period is given the dispatcher will be compensated for the time worked.
- V. When it is necessary to fill in for an absent dispatcher (leave or illness) the following authorized procedures will be adhered to:
- A. First preference is to adjust the schedule of the 5th dispatcher assigned to cross over regular shifts and rotate as needed.
 - B. Second preference if the 5th dispatcher is unavailable is to assign non-sworn office personnel (records, dispatch pool, etc.) trained and CLETS certified as dispatchers (if available).
 - C. Third step is to offer dispatchers overtime for the shift.
 - D. Fourth step is to offer overtime to Police Officers
 - E. Fifth step hold - over the on-duty dispatcher for up to 6 hours or until dispatch coverage can be found.
 - F. Final step will be to assign an on-duty Police Officer to dispatch for the shift.
 - G. In any case where it is necessary to fill any open position with overtime, the first person contacted has the responsibility for filling the overtime assignment, regardless of the circumstances. They shall report to duty unless the Watch Commander can make arrangements for someone else to assume that responsibility.

REVIEWED BY:

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APPROVED:



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