INTRODUCTION

This policy covers the daily, weekly, and monthly assignments that are the responsibility of the Communications Center staff.

PURPOSE

To provide a guideline of shift expectations for on duty personnel. Shift duties and responsibilities are not limited to the following guidelines. These duties may be modified at any time by the Battalion Chief, Dispatch Supervisor or Communications Center Manager.

POLICY

It is the policy of the San Ramon Valley Fire Protection District (SRVFPD) to ensure all needs of the Communications Center’s daily operation are accomplished.

DEFINITIONS

- **Roll-over** – the procedure, verbal and in writing, of sharing pertinent information regarding equipment status, changes, etc., from one shift to another.

- **Sit-Stat Report** – One page summary that lists any significant incidents occurring in our jurisdiction during the previous 24-hour period, any deviation from the standard mutual aid resource commitment available for in-county or out-of-county responses and the on duty Battalion Chief. Report is faxed to Contra Costa County Consolidated Fire Dispatch by 0830 hours each morning.

PROCEDURE

A. DAILY

1. **Time Specific**
   - **0730** Information exchange of radio/computer/equipment problems, needs, etc. Read rollover information in binder. Print shift roster and operations calendar for the day. Check paper level in fax and laser printer.
   - **0800** Perform morning tone test for all stations, and print out Unit Status Report from e-mail. Contact Chevron and AT&T via ring down lines to confirm
派遣员日常及每月职责

通讯与这些设施的联系。监督调度员审查培训/站务人员编制问题与当班战区长。

向所有SRVFPD负责人发送一个数字页面，说明下一班次情况，通讯中心的人员配备水平，战区长，消防监督，以及值班牧师。

0900
向Consolidated Fire发送Sit-Stat报告。

在火季期间，根据Mt Diablo & Station 31气象站提供的信息，在CAD中创建一个建议事件。

在日常中，承担在女洗手间及走廊洗手间的清洁工作。清空ECC，电气室，洗手间，通讯中心，战区长办公室，战区长宿舍及根部调度员宿舍的垃圾桶。在两个洗手间中补充卫生纸，纸巾和清洁用品。用吸尘器打扫通讯中心，主走廊至日间休息室，调度员宿舍及战区长宿舍，战区长办公室，以及出口走廊。

1200
所有SRVFPD的熟悉化和事务必须在午夜前完成，除非由当班监督员或战区长批准。

1400
在火季期间，根据Mt Diablo & Station 31气象站提供的信息，在CAD中创建一个建议事件。

2000
进行晚上报警音的测试。

2. 一般职责

- 答应所有进入通讯中心的紧急和业务电话，那些需要一个分队被派遣或由通讯中心人员采取行动的，将分配一个案件号并由计算机生成一个报告。将所有培训，公众教育，支付，许可以及参观问题转给管理层。在正常工作时间将所有收到的媒体电话转给公共信息官员（PIO）。在非工作时间和节假日无法联系到PIO时，将所有媒体电话转给当班战区长。

- 保持与现场分队的无线电联系。

- 将增加的单位，以提供SRVFPD的最大人员覆盖。

（参考通讯政策#34 – SRVFPD响应区域覆盖）

<table>
<thead>
<tr>
<th>AUTHOR</th>
<th>Polly Moniz, Dispatch Supervisor</th>
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</thead>
<tbody>
<tr>
<td>REVIEWED:</td>
<td>Richard Price, Assistant Chief</td>
</tr>
<tr>
<td>APPROVED:</td>
<td>Craig Bowen, Fire Chief</td>
</tr>
<tr>
<td>ORIGIN DATE:</td>
<td>7/92</td>
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<tr>
<td>REVISED DATE:</td>
<td>04/02, 03/05, 01/06, 04/06, 11/07, 10/09</td>
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</table>
Monitor neighboring agencies fire and police channels.

Provide street directions.

Note hydrants being placed out of service for less than 24 hours in an advised event. Note hydrants out of service until further notice, on the white board in the Communications Center. In both cases the station responsible for the hydrant should be notified via phone. When the hydrant is placed back in service, remove the event or notation on the board and notify the station.

Note fire alarm systems being taken offline in an advised event, including the reporting party’s (RP) name and callback number. Advise RP to call back when system is put back online. At that time the advised event should be closed. Planned maintenance to fire alarm systems should not cause shut down overnight. Emergency repairs to systems may require them to be shut down overnight. Any questions or concerns should be directed to Fire Prevention. After hours questions or concerns should be directed to the on-call Inspector.

In the case of open burning, verify that the resident has a current burn permit issued by Fire Prevention, and create an advised event. Any notifications received regarding controlled burns, should also be noted in an advised event and a Chief’s page sent.

Survey station/unit status and ongoing activities, when returning from details or sleep time.

***Dispatchers must take a pager whenever leaving the Communications Center***

B. WEEKLY

1. Saturday
   
   Send test alpha page to Contra Costa County Chiefs group at 0900.

   Perform Saturday clean. In addition to a more thorough cleaning of the daily items, clean each Communications Center workstation, clean both white boards in Communications Center and the ECC with board cleaner, wipe down all common surfaces in the Communications Center and ECC, wipe down and clean out
refrigerator, scrub women’s shower, sweep or vacuum bathroom floors and mop, clean mirrors, clean all stainless steel with the stainless cleaner, restock tissue, cleaner, and paper towels in bathroom.

Note: Restrooms, showers and locker room facilities that are identified by gender shall be maintained separately. Restroom facilities that are unisex shall be maintained by all Communications Center staff.

2. **Monday**

   - Generator self tests each Monday at 1000 hrs. Silence alarm in Communications Center at beginning and end of the generator test. Any problems with the test should be relayed to the Station Captain and Assistant Chief in charge of Facilities.

   - After station evening tone test:
     1. Test SRRMC radio pager
     2. Test 37/40 personnel radio pagers
     3. Send test alpha page to:
        - “STA 37-40 Volunteers” group
        - “Reserves” group

   - On the 1\textsuperscript{st} & 3\textsuperscript{rd} Mondays of the month – send an alpha page reminder to the Communication Volunteers regarding their 7pm drill.

**B. MONTHLY – (First Monday of the month)**

   - Change batteries in ALCO pager.

   - Test cell phones at each Communications Center position.

   - Reboot the Positron phone system.

   - Reboot CAD at each workstation.

   - Print and distribute personnel phone lists from Outlook (4-dispatch, 1-CS131, 1-ECC).

   - Test emergency line ringer in Dispatchers’ dorm.

   - Test Dispatchers’ and BC’s dorm pagers.
D. QUARTERLY (JAN/APR/JUL/OCT)

- Test Government Emergency Telecommunications Service (GETS) cards, following the instructions located at Communications Center Positions 1 & 3

- Change Positron (phone system) tape in the equipment room and run the cleaning tape.