

RULE 15.6 - TELECOMMUNICATOR

A. SUMMARY

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

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

B. DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Telecommunicator to:

1. Assign officers, under the direction of the Patrol Supervisor, to investigate complaints, accidents and all other incidents brought to his attention. Transmit to the officer in the field all calls for help and assistance and log such assignment.
2. Log the time whenever a departmental mobile radio unit goes on the air and the time and location when a unit goes off the air
3. Be thoroughly familiar with the Department's procedures relating to the use of radio and other communications equipment. Periodically announce the call letters of the Department as issued by the FCC.
4. Respond to any complaints received in a calm and civil manner.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatchers.
6. Be familiar with emergency procedures that relate to matters requiring urgent police attention so as to be capable of activating them immediately.
7. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.
8. Inform the Patrol Supervisor when contact with an officer on patrol cannot be made after a reasonable amount of time.

9. Maintain equipment, especially the emergency calls lines, in working order and immediately report any malfunction or defect to the Patrol Supervisor.
10. Assist arresting officers in the booking, as needed, persons brought to the station house under arrest.
11. Transmit on the Teleprocessing Machine all requests for information requested by members of the Department and of the other law enforcement agencies.
12. Answer all E 9-1-1 telephone calls promptly and respond as trained.
13. Answer all telephone calls promptly and respond by stating "Truro Police Department", followed by his rank and surname.
14. Comply with all Truro Police Department Rules and Regulations, policies and any orders issued by the Department.
15. Perform other related duties as required.