



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



130.12 RADIO RELIEF DUTIES 1-31-23

PURPOSE

The purpose of this Communications Directive is to establish the duties and responsibilities of dispatchers assigned to the radio relief position.

POLICY

Dispatchers assigned to the radio relief position are responsible for providing support to radio channel dispatchers during daily radio duties, answering telephone lines associated with the designated telephone skill set, and providing relief for breaks and meal periods to radio dispatchers.

PROCEDURE

A. RADIO RELIEF RESPONSIBILITIES

1. The radio relief duties are performed from workstations equipped with a radio console and a telephone.
2. When assigned to the radio relief position, the dispatcher shall sign on the telephone system as follows:
 - a. Between 1200-0200 hrs. – Saturday - Friday as a radio skillset.
 - b. Between 0200-1200 hrs.- Saturday – Friday as a call taker skillset.
 - c. At the discretion of the floor supervisor, the radio relief dispatcher may sign on the telephone system using the call taker skillset between 1200-0200 hours when radio traffic is slow.
3. The radio relief dispatcher shall log off the telephone system when assuming control of any radio channel.
4. Radio relief duties are prioritized as follows when not working a main radio channel:
 - a. Monitoring the hotline for the purpose of receiving information from and relaying information to allied agencies.
 - b. Supporting the radio channel dispatchers by securing resources such as air support and canine support.
 - c. Assist the radio channel dispatchers during priority incidents.
 - d. Provide relief for breaks and meal periods for radio channel dispatchers.
 - (1) The floor supervisor retains the responsibility of assigning service desk personnel as backup to the radio relief dispatcher to provide relief for breaks and meal periods as needed.
 - e. Answer calls from the designated telephone system skill set.
5. The radio relief dispatcher shall remain in the telephone system's ready status when not handling other radio relief duties.
6. The radio relief dispatcher shall log off and exit out of all systems when leaving the position.