

Section 3.2: Shift Change

It is encouraged for the on-coming dispatcher to arrive at least 15 minutes before the scheduled start of their shift. This allows the off-going dispatcher to leave on-time and includes moving vehicles, if applicable. The on-coming dispatcher shall obtain a report from the off-going dispatcher including the following information:

1. The location of all in-service units.
2. The status of all vehicles.
3. Number and types of calls received during shift.
4. The condition of all dispatch equipment (radios, terminals, computers, etc).
5. Any messages pending for personnel.
6. Any trips in Open Work in CAD.
7. Any duties not completed, and the reason for them not be completed.
8. Any problems or unusual occurrences encountered by the off-going dispatcher.

Upon receiving the End of Shift report, the on-coming dispatcher shall then go about their assigned duties, which include:

1. Logging into computer systems.
 - a. The previous user must be logged out completely of the CAD and Facebook computers
2. Updating units as necessary.
3. Checking for calls in Open Work in CAD.
4. Checking operational status of dispatch equipment:
 - a. Console
 - b. Base radios
 - c. Handheld radios
 - d. Business phones
 - e. 911 terminals
5. Checking status of EMResource and updating crew of any diversions or closures.
6. Logging into Higher Ground.

Dispatchers should acknowledge that they have done the above by completing the Daily Check-Off Log.