CITY OF BURLINGTON

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September 28, 2017
8:30 a.m.

FOR IMMEDIATE RELEASE

CONSOLIDATED COMMUNICATION CENTER

BURLINGTON – The City of Burlington will explore a contract with Racine County for joint dispatch services that best serves the interest of the city. The City will also explore how to fairly treat its valued dispatch staff who may be affected if the City ultimately does enter into a contract with the County.

*** END ***

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To: Members of the Common Council
From: Carina G. Walters, City Administrator
Chief Mark Anderson
Chief Alan Babe

Date: September 21, 2017

Re: **Consolidated Communications Center**

Background:
On July 12, 2017, the City of Burlington experienced historic levels of flooding, in so far, the Police Department had over 5 feet of water in the basement. As a result of the flooding, the entire 911 Communications System was destroyed in addition to other critical city infrastructure. On August 1, 2017, staff brought forth to the Committee of the Whole seeking direction, whether staff should look to outsource its dispatch operations to the Racine County Communications Center (RCCC).

During the meeting staff was directed to research, analyze, and explore the implications of following options:

1. BPD maintains dispatching for Police, Fire, and EMS.
2. RCCC dispatches Police, Fire, and EMS.
3. BPD dispatches Police; RCCC dispatches Fire and EMS.

This analysis includes our current structure and communications operations, the structure and operations of the Racine County Communications Center, the potential impact on current services, and a cost analysis of all three options noted above.

This report is designed to be an objective analysis for the Common Council in order to make the most appropriate decision for the Community.

Current Operations:
RCCC handled Police, Fire, and EMS dispatching to include 911 from July 12, 2017 to July 27, 2017. Since July 27, 2017, RCCC has been dispatching Fire and EMS to include land-line and cellular 911. The City of Burlington Police Department has been dispatching Police since July 27, 2017.

Options:
#1 – BPD RESUMES DISPATCHING FOR POLICE, FIRE, AND EMS

CITY OF BURLINGTON COMMUNICATIONS CENTER
The City of Burlington maintains its own communications center, which operates 24 hours a day, 7 days a week. The communications center is dedicated solely to the City of Burlington and handles dispatching for the City of Burlington Police Department (BPD), the City of Burlington Fire Department (BFD), and the Burlington Area Rescue Squad (BRS). The City of Burlington Communications Center receives land-line 911 calls, all non-emergency administrative calls for the police department, dispatches cellular 911 calls transferred from Racine County Communication Center (RCCC) for emergency services, and regular calls for police, fire, and rescue services. Our communication center is staffed with five full time dispatchers and one part-time dispatcher. Members of the Burlington Police Department staff can step in for additional coverage should the need arise.

In addition to the months-long in-house training received as a new hire, Burlington dispatchers are trained in the following areas: TIME System Certification, APCO Public Safety Telecommunicator Course, First Aid & CPR, National Incident Management System (NIMS), Bloodborne Pathogens, Hazardous Materials, and Amber Alert. Burlington dispatchers are not Emergency Medical Dispatch (EMD) trained for two reasons – 1) emergency medical response times are low and 2) the EMD system truly only works when there is more than one dispatcher in the office.

Burlington Dispatchers are assigned clerical duties beyond their dispatch responsibilities to include filing and the maintaining and entering of: warrants, parking citations, license suspensions, open record requests, equipment repair notices, and TIME System validation. In addition to these obligations, our dispatchers deal with all citizens who enter our police department lobby and request services, as well as those who pay fines. *See attached job description for complete list of duties.*

The dispatch console, radio system, and the 911 system was upgraded in 2011 in part due to the narrow-banding requirements imposed on all law enforcement radio users by the FCC. We are the only agency in Racine County that operates on a digital radio frequency with the City of Racine likely to begin transmitting on a digital frequency in 2018. The Burlington Police Department and its officers are also able to communicate on analog stations in this area, including the Burlington Area School District and the Racine County Sherriff's Department.

As the City of Burlington Communications Center is staffed 24/7, dispatchers satisfy the state requirement as it relates to our Municipal Lockup Facility, "There shall be a keeper or custodian or attendant present at every jail while there is a prisoner therein". As the current dispatchers are female, they often fulfill the state requirement, as Wisconsin State Statute 302.41 requires that whenever there is a prisoner in any jail there shall be at least one person of the same sex on duty responsible for the custody, cleanliness, food and care of such prisoner.

Challenges / Opportunities to Current Operations

Challenges: The City of Burlington Communications Center is staffed by one dispatcher each shift and has no or very limited back up. A single person cannot remain at the dispatch console for an uninterrupted eight-hour shift. During the short periods (e.g.: restroom breaks) that the dispatcher is away from the console, another person fills in until the dispatcher returns. The person who temporarily fills in has not been trained to the same level as the regular dispatcher, decreasing the quality of service in the interim; a larger dispatch operation has a larger pool of dispatch-trained personnel to call upon. For this reason, larger dispatch centers are more likely to provide consistent high-quality service.

RCCC receives cellular 911 calls originating from within the City of Burlington limits. RCCC dispatches EMS calls for the Town of Burlington (approximately 35% of all Burlington Area Rescue Squad calls). RCCC handles MABAS calls for the City of Burlington Fire Department. It is likely that RCCC would handle large-scale SMART calls for the City of Burlington Police Department. It may be a challenge for the City of Burlington Communications Center to maintain interoperability and reduce redundancies with other agencies.

It is a challenge to find qualified replacements when a Burlington dispatcher leaves. When a Burlington Dispatcher was hired as a Police Officer in September of 2015, dispatchers were forced to work primarily 12-hour shifts for approximately nine months while the dispatch hiring and training process was completed. After the City placed an ad for "on-call" dispatchers in 2017 in an attempt to add to the available part-time dispatchers, no one qualified applied for the position.

Opportunities: Local dispatchers work with local police, fire, and rescue departments to become familiar with the local features, alternate names for places and roads, and known high-incident areas. Dispatch assists officers with data entering into the records management system and gather paperwork which lessens the time officers spend on a call. During a municipal court night there is a dispatcher available to collect payments. As the Burlington Police Department is open 24/7, citizens have a "safe place" after hours as a refuge for criminal activity or a place for civil issues, such as custody exchanges.

By not joining RCCC, the City should look to increase the role of the Communications Center staff – the hiring of additional Dispatchers who could assist operations when needed and serve auxiliary roles for City Hall, Police Department, and Fire Department (such as parking control, paperwork transport, and records entry). Identifiers for individual fire responders could be programmed into the existing dispatch console to increase safety, and a back-up dispatch console could be installed at a secondary site, which would serve the community if the main console position became compromised. Please note, these opportunities would have challenges to mitigate, including fire contract negotiations, should they be programed into the existing dispatch console.

#2 – RCCC DISPATCHES POLICE, FIRE, AND EMS

RACINE COUNTY COMMUNICATIONS CENTER

The Racine County Communications Center (RCCC) was formed in 2010 and answers all non-emergency and emergency calls for all of Racine County, except the City of Burlington. RCCC handles service for eight police agencies and eleven fire departments. RCCC employs a staff of 46 dispatchers and 5 management/supervisor positions, operating 24/7 on 5 different shifts. RCCC is located at the Ives Grove County Office Complex in Sturtevant and is 19 miles from the City of Burlington Police Department. RCCC has a Director of Operations who is responsible for RCCC's daily operations. The Director of Operations answers to the County Executive. There is also a 911 Operations Committee comprised of Racine County Chiefs and the Sheriff who has the authority over the operational policies and procedures of the joint dispatch center.

RCCC is the primary dispatch point for police, fire, and rescue; however, they only handle 911 calls and other calls for police, fire, and rescue services. They do not handle administrative phone calls, perform any administrative or clerical duties for any agency.

In addition to the months-long in-house training received as a new hire, each member of the RCCC holds certifications in area such as: APCO Public Safety Telecommunicator, CPR, NIMS, Telecommunications Best Practices for Missing and Abducted Children, TIME System, Crisis Intervention, Emergency Medical Dispatch (EMD), APCO Active Shooter Incidents for Public Safety Communications, and Resiliency in Trauma. RCCC also has an in-house Peer Support Team trained in Critical Incident Stress Management and an in-house Incident Dispatch Team that provides additional dispatch support during large scale events.

Challenges/Opportunities to Moving to RCCC Operations

Challenges: If the City of Burlington chose to move dispatch services to RCCC, there needs to be discussion on how to handle clerical functions outlined above that are currently completed by dispatch, as well as the hours our police department lobby would be open (e.g.: 8a-4:30p M-F, 8a-8p M-F). These clerical tasks and the hours that the lobby would be open would dictate the need for an additional employee(s). An eighteen day analysis of after hour (5:00 p.m. – 8:00 a.m.) and weekend business was documented for the City of Burlington Police Department lobby. Between August 25 and September 11, 2017, 74 citizens walked into the department lobby outside "normal business hours" asking for assistance ranging from general

information inquiries, fingerprinting, filing police reports, record requests and making payments. Based on Chief Anderson's conversations with Mount Pleasant, Shorewood and St. Francis (who have consolidated dispatch) the trend shows that the police department should be open weekdays (excluding holidays) from 8 a.m. to 4:30 p.m. and staffed by one TIME-certified Police Clerk. The Police Clerk would be assigned clerical duties currently handled by Police Dispatchers, answer non-emergency administrative calls for the police department, and deal with citizens who enter our police department lobby. The Police Department should hire one Police Clerk whose time-off could be covered by the Administrative Services Supervisor, Officers and City Hall staff. Some municipalities use cameras that link directly to the area dispatch center, some municipalities have surveillance cameras which record movement inside the lobby, while others use both camera systems. Based on research, municipalities that have installed direct video links to the area dispatch center vary rarely make use of those systems.

The second consideration would be having our phone system changed/modified to handle the times when our lobby would not be open. If the lobby was to be closed at any time, there would be a telephone installed so that those needing services could contact RCCC from the Burlington Police Department and a camera which, at minimum, would provide monitoring of the building. During the hours of closure when a citizen calls the police department for non-emergency or administrative calls, they would be put through to an automated phone system and would have to leave a message and wait for a return phone call. The phone system would also give an after-hours caller the option to be transferred to RCCC to request law enforcement services and recommend that if it was an emergency they should hang up and call 911, which would then be answered by RCCC.

The third consideration would be the impact on our Municipal Lock-up Facility. Wisconsin State Statute 302.42 requires an attendant be present while a prisoner is housed in a cell. If we do not have a 24/7 communications center this would impact how we handle prisoners, including those that are not being transported to the Racine County Jail (RCJ) and those that need to be in a cell for other reasons. If the communications center is eliminated an officer would remain in the building when there was a prisoner in a cell and a Police Clerk is not on duty. On average, we process about 350 offenders (25% of whom are female) in our booking room each year and place about 35 prisoners into a cell each year with a typical length of 3 hours in a cell. There are typically two reasons we place someone in a cell: (1) When someone is waiting for bail - that subject is placed in a cell to free the officer to handle other calls in the interim and (2) When staffing levels do not allow a subject to be transported to be RCJ immediately - we place a subject in a cell and wait until the next shift to transport when staffing levels allows. If the City of Burlington chose to move our dispatch services to RCCC, there is a clear need for an additional officer to be hired by the City of Burlington as we would not have enough staff to have a functioning Municipal Lock-up Facility with the state mandated "custodian or attendant". The loss of dispatchers would also increase overtime for the Police Clerk and the two female Burlington Officers, as Wisconsin State Statute 302.41 requires that whenever there is a prisoner in any jail, there shall be at least one person of the same sex on duty who is wholly responsible... for the custody, cleanliness, food and care of such prisoner.

The fourth consideration that needs to be discussed will be the loss of City of Burlington employees that have the knowledge, experience, understanding of the City of Burlington, the police department, and how we conduct business. If we moved to RCCC there would not be one dedicated dispatcher to Burlington. That said, the RCCC has assured us that additional geographical training will take place for all staff that would be dispatching for the City of Burlington. We have always valued our dedicated City dispatchers, so this is an important discussion topic that would need to be considered.

The fifth consideration is the expressed concern that with a consolidated dispatch center, local officials may experience reduced oversight and supervision of a consolidated agency. That said, the City of Burlington

police chief and fire chief would both be members of the 911 Operations Commission and would have input into operations oversight and supervision of the RCCC.

Opportunities: An opportunity seen as a result of consolidating dispatch is the financial realization the City will see over twelve years, approximately $2,742,006 (or an average of $228,500 a year over that time). The estimated one-time costs, plus salary and benefits of City of Burlington Dispatchers over 12 years, plus the salary and benefits of additional Police Officers over 12 years is approximately $7,676,777. The estimate one-time costs, plus the salary and benefits of additional Police Officers over 12 years, plus the RCCC contract over 12 years is $4,937,771. As stated during the August 1, 2017, Committee of the Whole discussion with the County, by the year 2021, annual costs decrease 10% each subsequent year through 2029; when the Racine County Communication Center will be wholly on the tax levy after that time.
Having multiple dispatchers work together in one room and having them cross-trained in all dispatch procedures and in all areas of the county allows for better coverage of incidents. If a dispatcher has to leave the console for a short period of time or becomes overloaded with calls, any other dispatcher can fill in or provide backup.

#3 – BPD DISPATCHES POLICE; RCCC DISPATCHES FIRE AND EMS

Challenges: A scenario where the City of Burlington Communication Center dispatches police services while the Racine County Communications Center dispatches fire and EMS services is the most expensive option – $372,759 more expense than Option #1 over six years and $1,331,019 more expensive than Option #2 over six years. Most importantly, Police, Fire, and EMS all fall under the scope of emergency services. Police agencies respond to Fire and EMS calls to render aid and investigate criminal activity. Because of this, it is not recommended that the dispatching of emergency services is separated.

SUMMARY
The purpose of this analysis was designed to help facilitate a discussion on the option of consolidating our dispatch services with RCCC. This analysis was a broad overview of certain areas to be considered when discussing this issue. Based on the numbers on the supplementary document, the projected savings in joining RCCC is $958,260 over 6 years. The projected savings over 12 years is approximately $2,742,006.

Foot Note:
A note of the County Tax Levy that was identified by Racine County at the August 1 Committee of the Whole meeting was a courtesy to demonstrate the City of Burlington's taxpayers already pay for the RCCC as part of the tax levy. As explanation, the County-wide levy totals $49,012,924. The RCCC's net budget that is on the tax levy is $1,294,194, which is 2.641% of the total County Wide Levy in 2017.

The City of Burlington's taxpayers' contribution to the County-wide levy is $2,434,472. Using the 2.641% ratio of RCCC's budget to County-wide levy, the City of Burlington is contributing $64,294.41 towards the Communications 2017 Budget.

Option 1: BPD resumes dispatching Police, Fire, and EMS | 6 Year Total + One-Time Costs = $3,610,380. 12 Year Total + One-Time Costs = $7,679,777

One-Time Costs	
Dispatch Console	$33,843
Intercom System	$15,808
Point-to-Point Radio	$3,380
Control Station	$8,420
Door Control Relay	$4,148
Server Room Wiring	$10,540
Voice Logging System	$20,613
911 System	$79,005
Video Security System	$21,467
Back-up Radio	$12,336
Total One-Time Costs	**$209,560**

Yearly Costs (dispatch salary and benefits projected at 3% increase per year)							6 year total
	2018	2019	2020	2021	2022	2023	
Dispatcher 1	$73,886	$76,102	$78,385	$80,737	$83,159	$85,654	$477,923
Dispatcher 2	$73,592	$75,800	$78,074	$80,416	$82,829	$85,314	$476,025
Dispatcher 3	$54,784	$56,427	$58,120	$59,864	$61,659	$63,509	$354,362
Dispatcher 4	$71,388	$73,529	$75,735	$78,007	$80,347	$82,757	$461,764
Dispatcher 5	$57,565	$59,292	$61,071	$62,903	$64,790	$66,734	$372,356
Dispatcher (p/t)	$11,118	$11,452	$11,795	$12,149	$12,514	$12,889	$71,918
Equipment Maintenance	$10,453	$10,568	$10,673	$10,780	$10,888	$10,997	$64,359
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
Total Yearly Costs	**$513,648**	**$540,250**	**$564,485**	**$576,964**	**$593,937**	**$611,536**	**$3,400,820**

Yearly Costs (dispatch salary and benefits projected at 3% increase per year)							12 year total
	2024	2025	2026	2027	2028	2029	
Dispatcher 1	$88,224	$90,870	$93,596	$96,404	$99,296	$102,275	$1,048,589
Dispatcher 2	$87,873	$90,510	$93,225	$96,022	$98,902	$101,869	$1,044,427
Dispatcher 3	$65,414	$67,377	$69,398	$71,480	$73,624	$75,833	$777,489
Dispatcher 4	$85,240	$87,797	$90,431	$93,144	$95,938	$98,816	$1,013,130
Dispatcher 5	$68,736	$70,798	$72,922	$75,110	$77,363	$79,684	$816,969
Dispatcher (p/t)	$13,276	$13,674	$14,084	$14,507	$14,942	$15,390	$157,790
Equipment Maintenance	$11,107	$11,218	$11,330	$11,443	$11,558	$11,673	$132,688
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
Total Yearly Costs	**$629,662**	**$648,330**	**$667,555**	**$687,355**	**$707,747**	**$728,748**	**$7,470,217**

Option 2: RCCC dispatches Police Fire, and EMS | 6 Year Totals + One-Time Costs = $2,652,120. 12 Year Totals + One-Time Costs = $4,937,771

One-Time Costs	
Radio & Control Station	$12,930
Jail Monitor System	$10,590
Radio Remotes	$6,640
Server Room Wiring	$10,540
Voice Logging System	$20,613
Video Security System	$21,467
Total One-Time Costs	**$82,780**

Yearly Costs (dispatch and benefits projected at 3% increase per year)							6 year total
	2018	2019	2020	2021	2022	2023	
Police Clerk	$70,243	$72,350	$74,521	$76,756	$79,059	$81,431	$454,361
RCCC Contract	$183,865	$183,865	$183,865	$165,478	$147,091	$128,704	$992,868
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
Total Yearly Costs	**$414,970**	**$433,294**	**$449,017**	**$434,342**	**$423,900**	**$413,817**	**$2,569,340**

Yearly Costs (dispatch salary and benefits projected at 3% increase per year)							12 year total
	2024	2025	2026	2027	2028	2029	
Police Clerk	$83,874	$86,390	$88,982	$91,651	$94,401	$97,233	$996,891
RCCC Contract	$110,317	$91,930	$73,543	$55,156	$36,769	$18,382	$1,378,965
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
Total Yearly Costs	**$403,983**	**$394,406**	**$385,094**	**$376,053**	**$367,293**	**$358,822**	**$4,854,991**

Option 3: BPD dispatches Police. RCCC dispatches Fire and EMS | 6 Year Totals + One-Time Costs = $3,983,139. 12 Year Totals + One-Time Costs = $8,198,522

One-Time Costs	
Dispatch Console	$33,843
Intercom System	$15,808
Point-to-Point Radio	$3,380
Control Station	$8,420
Door Control Relay	$4,148
Server Room Wiring	$10,540
Voice Logging System	$20,613
Video Security System	$21,467
Back-up Radio	$12,336
Total One-Time Costs	**$130,555**

Yearly Costs (dispatch salary and benefits projected at 3% increase per year)							**6 year total**
	2018	2019	2020	2021	2022	2023	
Dispatcher 1	$73,886	$76,102	$78,385	$80,737	$83,159	$85,654	$477,923
Dispatcher 2	$73,592	$75,800	$78,074	$80,416	$82,829	$85,314	$476,025
Dispatcher 3	$54,784	$56,427	$58,120	$59,864	$61,659	$63,509	$354,362
Dispatcher 4	$71,388	$73,529	$75,735	$78,007	$80,347	$82,757	$461,764
Dispatcher 5	$57,565	$59,292	$61,071	$62,903	$64,790	$66,734	$372,356
Dispatcher (p/t)	$11,118	$11,452	$11,795	$12,149	$12,514	$12,889	$71,918
Equipment Maintenance	$3,200	$3,232	$3,264	$3,297	$3,330	$3,363	$19,686
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
Additional Full Time Officer	$80,431	$88,540	$95,315	$96,054	$98,875	$101,841	$561,056
RCCC Contract	$91,933	$91,933	$91,933	$82,739	$73,546	$64,352	$496,436
Total Yearly Costs	**$598,328**	**$624,847**	**$649,009**	**$652,220**	**$659,925**	**$668,254**	**$3,852,584**

Yearly Costs (dispatch salary and benefits projected at 3% increase per year)							**12 year total**
	2024	2025	2026	2027	2028	2029	
Dispatcher 1	$88,224	$90,870	$93,596	$96,404	$99,296	$102,275	$1,048,589
Dispatcher 2	$87,873	$90,510	$93,225	$96,022	$98,902	$101,869	$1,044,427
Dispatcher 3	$65,414	$67,377	$69,398	$71,480	$73,624	$75,833	$777,489
Dispatcher 4	$85,240	$87,797	$90,431	$93,144	$95,938	$98,816	$1,013,130
Dispatcher 5	$68,736	$70,798	$72,922	$75,110	$77,363	$79,684	$816,969
Dispatcher (p/t)	$13,276	$13,674	$14,084	$14,507	$14,942	$15,390	$157,790
Equipment Maintenance	$3,413	$3,465	$3,517	$3,570	$3,623	$3,678	$40,952
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
Additional Full Time Officer	$104,896	$108,043	$111,284	$114,623	$118,062	$121,603	$1,239,568
RCCC Contract	$55,159	$45,965	$36,772	$27,578	$18,385	$9,191	$689,486
Total Yearly Costs	**$677,128**	**$686,541**	**$696,514**	**$707,059**	**$718,197**	**$729,943**	**$8,067,967**

Burlington Police Department Directive
6.01.180 Job Description—Dispatcher

Effective Date: 04 Oct 05
Reviewed:

I. Purpose

To provide general guidelines as to the duties of a dispatcher.

II. Job Description

GENERAL PURPOSE

The work of a dispatcher involves responsibility for emergency and routine police, fire and emergency medical service communications. Duties normally consist of answering telephone calls at the police dispatch center involving police, fire and emergency medical services; transmitting and receiving communications by radio with police, fire and emergency medical service units and agencies; and using judgment to prioritize situations and information in order to make appropriate decisions based on information received. The employee must be able to exercise sound judgment under stress. Dispatchers perform a variety of clerical, administrative and technical work in keeping official records; assisting the public at the police station; and assisting in administration of standard operating policies and procedures of the dispatch center.

SUPERVISION RECEIVED

Works under the supervision of the Administrative Services Manager with daily support from a Patrol Sergeant.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors telephones and radios in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Prioritizes calls for service and dispatches appropriate number of police vehicles to events while maintaining adequate patrol coverage throughout the City.
- Dispatches police, fire, and rescue vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as emergency government in the event of an emergency situation; insures the presence of back-up capability by contacting personnel as directed; relays information as required.
- Maintains (via Computer Aided Dispatching Program) computerized log of radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps

track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

- Operates radios as needed and assists in radio communications; operates base radio as required.
- Operates the communications network computer (TIME System) to query DOT, CIB, NCIC, NLETS for law enforcement information; enters appropriate data into the system; and uses it to communicate with other law enforcement agencies.
- Monitors the weather watch system in the communications center.
- Performs services for people appearing at the police station lobby by collecting fines and bonds; providing various permits, routine report copies, and general information; and being a receptionist.
- Operates listed office machines and equipment as required.
- Composes, types, and edits reports, memoranda, correspondence, and other material requiring judgment as to content, accuracy, and completeness.
- Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
- Maintains dispatch documents and records; prepares incident and call-for-service reports.
- Assist in the booking/custody process as needed and monitors individuals in holding cells for proper conduct, safety and medical or other needs.
- Maintains dispatch center work area and equipment in clean and working condition.

PERIPHERAL DUTIES

- Assists in training new employees (Communications Training Officers perform this duty).
- Serves as a member of various employee committees.
- Performs any other lawful duties assigned by a superior (i.e., parade route traffic control, Matron duty, assisting with building tours and other such public contacts).

This description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of positions given this classification. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed or constitute a contract of employment between any employee or group of employees and the City of Burlington. The City retains and reserves any and all rights to change, modify, amend, add to or delete from any section of this document as it deems, in its judgment, to be proper.