



MCSCAAA
OPERATIONAL POLICIES AND PROCEDURES

OPP No. 11 – Procedure For Member “Sit-Along With Dispatch” Program

Revision 0

Date Adopted: December 18, 2023

MCSCAAA, in conjunction with MCSO, is implementing a “Sit-Along With Dispatch” Program which will allow Alumni Association members the privilege of being passive observers with the Montgomery County Communications Division (i.e. MCSO 9-1-1 Dispatch Center). The intent of this Procedure is to provide details of how the Program is to be managed and administered.

Purpose Of The Program:

The Purpose of this Program is to give Alumni Association members an ongoing opportunity to personally witness on a one-on-one up-close and personal basis the outstanding work the MCSO Telecommunicators do each day. This Program will provide Alumni members a unique opportunity to personally experience a “behind the curtains” look at the drama, excitement and rarely boring life of personnel in the MCSO 9-1-1 Dispatch Center, all in a safe and secure environment. The Program will also provide Alumni members another avenue to engage with MCSO personnel, and something new and exciting to do, other than merely volunteering for events where they do such things as serve food, direct traffic and seat attendees.

MCSCAAA Program Manager:

The MCSCAAA President will appoint an Alumni member to serve as the Program Manager, who will have responsibility for the successful implementation and operation of the Program. The term of the Program Manager will be at the pleasure of the President and the MCSCAAA Executive Board.

Roles Of the Program Manager:

The roles of the Program Manger include the following:

1. Successful implementation of the Program, following the tenants outlined in this procedure.
2. Serve as the overall administrator for the Program.
3. Work with the MCSO 9-1-1 Dispatch Center Managers to establish blocks of time for Alumni members to sit with them as passive observers.
4. Implement and enforce the Alumni member rules of the Program, as noted below.
5. Thoroughly and clearly communicate to Alumni member participants the rules of the Program.

6. Develop and maintain the working schedule of time slots for the Program.
7. Issue calls for Alumni member enrollments for participation in the Program on a quarterly basis.
8. Maintain the list of Alumni member enrollments in the Program.
9. Working with the MCSO Liaison Officer, obtain current background checks for Alumni member participants, when needed.
10. Assign Alumni members to available time slots for participation in the Program.
11. Address any complaints against Alumni member participants received from MCSO 9-1-1 Dispatch Center Managers, elevating serious issues to the MCSCAAA Executive Board.
12. Keep the MCSCAAA Executive Board fully advised of the status of the Program on a monthly basis.
13. Accept overall responsibility for the smooth operation and success of the Program.

Operational Plan For The Program:

1. There will be one time slot per calendar week for an Alumni member to participate in the Program.
2. The time slot will be on a Friday, Saturday or Sunday night, from 8:00pm until approximately midnight. The MCSO 9-1-1 Dispatch Center Managers and the Program Manager shall pick which night for each week.
3. The time slot will include approximately one hour of time for Alumni member participants sitting with Call Takers, and three hours of time with participants sitting with Radio Operators.
4. Alumni member participants will be provided with headsets during the session.
5. The Program Manager shall advise the MCSO 9-1-1 Dispatch Center Managers via email each week who the Alumni member will be for the time slot.
6. On a periodic basis, the Program Manager will issue a call to Alumni members to determine their interest in participation and enrollment in the Program.
7. Shortly after the call for interest in participation in the Program is made, the Program Manager shall create a list of Alumni members that expressed their interest in participation in the Program.
8. In recognition of the long-term dedication of those Alumni members that have been with the Alumni Association the longest, the order of names on the list for assignments to Program time slots shall be based on each participant's CPA Class Number, with the oldest Class Numbers being first and advancing chronologically.
9. For Members with the same CPA Class Number, a random lottery of those names shall be held to determine the order of names on the list from that particular Class.
10. Each week, the Program Manger will offer the time slot for that week to the next member in line on the list.
11. If a member is unable to accept the time slot when offered, their name will fall to the bottom of the list, and that time slot will be offered to others until it is filled.
12. Once all members on the list have attended their time slot at the MCSO 9-1-1 Dispatch Center, the Program Manager will issue a **new** call for interest in participation in the Program, and will follow the same procedure to create the next list for the Program.
13. Alumni member participants are limited to a maximum of two time slots per calendar year.
14. Alumni members are allowed to record their time in AVP for hours spent at these sessions, as they are actively engaged with MCSO personnel in these sessions.

Rules Of The Program:

1. All Alumni member participants will be required to have undergone a MCSO Background Check within 12 months of assignment to a time slot.
2. All Alumni member participants are to fully understand and acknowledge that their participation in the Program is a **privilege**, not a right. Adherence to the rules of the Program are mandatory.
3. Alumni member participants are to wear Class B (Standard Uniform) “Blue Shirt” wearing apparel, in accordance with MCSCAAA OPP No. 6.
4. Alumni member participants are to conduct themselves in a professional manner at all times, and closely follow any instructions given them by MCSO personnel.
5. Alumni member participants are to remember and acknowledge that they are participating as **passive** observers, and are not to interfere, interrupt or distract MCSO Telecommunicators in any way.
6. Photographs, videos or other recording media are strictly prohibited.
7. Alumni member participants are to remember and acknowledge that all they see and hear at these sessions are confidential, and not to be disclosed in any way.
8. Alumni member participants are to document their receipt and understanding of this Program by signing and dating a copy of this OPP, and provide the signed copy to the Program Manager for record-keeping purposes prior to participating in a time slot.
9. Any violation of these rules are grounds for dismissal from the Program, at the sole discretion of the MCSCAAA Executive Board.

As a member of MCSCAAA, I hereby acknowledge receipt of a copy of OPP No. 11, and agree to follow the Rules Of The Program as stated herein.

Printed Name

Signed

Date

END