

QUALIFICATIONS

Potential candidates for the Teen Citizen's Academy for 9-1-1 must meet the following criteria:

Minimum age of 18 years or have parental permission to attend.

No felony convictions

Persons selected to attend the academy will be notified by mail and/or phone prior to the beginning of classes.

Applications received after the class has been filled will be retained and considered for future sessions.

Classes for the Citizen's Academy for 9-1-1 are typically held quarterly. They begin Saturday at 9:00 a.m. and conclude at 1:00 p.m.

Refreshments will be served.

For more information and/or an application contact:

Anita Miller
Operations Supervisor
831-471-1006
Or check our website at

www.scr911.org

**Our next
Citizen's Academy will
be in Spanish only and
is scheduled for
Saturday, October 8, 2011
from 0900 AM to 1:00 PM.**



**TEEN
CITIZEN'S
ACADEMY
FOR 9-1-1**

**September 24,
2011**

HOSTED BY

**SANTA CRUZ
REGIONAL
9-1-1**

495 Upper Park Road
Santa Cruz, CA. 95065

Tel: 831-471-1000

WHAT IS THE CITIZEN'S ACADEMY FOR 9-1-1?

The Citizen's Academy for 9-1-1 is a training opportunity for persons interested in a public safety dispatching career or community minded people who live or work in the County of Santa Cruz.

As an organization formed under a Joint Powers Agreement, Santa Cruz Regional 9-1-1 is interested in improving it's relationship with the community. This academy is designed to meet that goal.

TOPICS

Professional Orientation: Find out how SCR9-1-1 is structured, what it takes to be a dispatcher and how dispatchers are trained.

Call Taking: Find out how 9-1-1 calls are directed to the center and what happens with a call from the time it's answered to dispatch. Understand why dispatchers ask a lot of questions and techniques they use to calm irrational, abusive, or hysterical callers to obtain information for responding officers.

Law Dispatching: Learn how we know which officers to send and the demographics of our Law User Agencies. Understand how Computer Aided Dispatch (CAD) makes our job easier.

Fire Dispatching: Understand how fire calls differ from law enforcement calls and the demographics of our Fire User Agencies. Learn about our Incident Dispatcher Program and it's importance to the community.

Emergency Medical Dispatch (EMD) Program: Find out what the EMD Program is and how it works. Understand dispatching determinants and pre-arrival instructions.

Quality Improvement Program: Learn what we are doing to serve our community the best we can.

Observation Time: Spend time plugged in with a dispatcher and observe calls coming and going. Spend time riding along with the agency in your jurisdiction.

INSTRUCTORS

All instructors are members of the Santa Cruz Regional 9-1-1 center staff and highly trained in their respective fields. They will share their knowledge, enabling you to learn about the diversity of 9-1-1 dispatching and how the User agencies work together.



**SANTA CRUZ
REGIONAL**

9-1-1

SECONDS MATTER