



**Santa Cruz Consolidated
Emergency Communications Center**

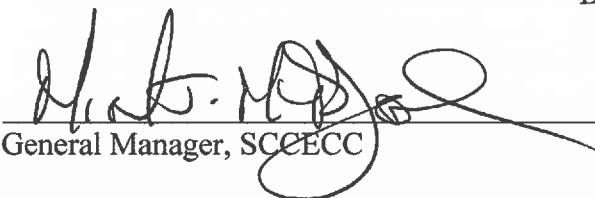
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General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE**

Policy No.: 8113
Date Issued: December 22, 1999
Date Revised:

APPROVED: 
General Manager, SCCECC

SUBJECT: TRAINING ACADEMY – LAW DISPATCHING

All newly hired entry-level dispatchers are required to complete a designated training academy. The goal is to provide new employees with a comprehensive orientation to law dispatching.

1.0 Learning Objectives

- 1.1 The student will understand basic dispatch procedures and terminology, including radio call signs, CAD identifiers and shift assignments.
- 1.2 The student will correctly demonstrate the proper assignment and dispatch or notification of calls for service.
- 1.3 The student will consistently use a professional radio demeanor and demonstrate proper techniques for controlling the channel.
- 1.4 The student will take the proper steps for unidentified or unanswered radio transmissions.
- 1.5 The student will react appropriately to both emergency and non-emergency requests for service.
- 1.6 The student will demonstrate the correct procedure for disseminating confidential and/or sensitive information.

- 1.7 The student will make the correct notifications required of specific calls such as pursuits, arrests, code 3 responses, etc.
- 1.8 The student will know the correct action to take following an officer involved shooting.
- 2.0 Topics
 - 2.1 Agency Familiarization
 - 2.1.1 This topic will include familiarization with User Agencies, including beat configurations, shift assignments, radio call signs, etc.
 - 2.2 Basic Dispatch Procedures
 - 2.2.1 This topic will cover basic dispatching techniques, including dispatch format, call management, appropriate assignment of cover units, processing field requests, etc.
 - 2.2.2 This section will also cover specific procedures for emergency situations including pursuits, responding to crimes in progress, Project ROPE, officer involved shootings, etc.
 - 2.3 Critical Incidents
 - 2.3.1 This section will provide an overview of the types of incidents that are considered critical due to their nature, scope, or duration.
 - 2.3.2 This section will meet the state recommendations for Standardized Emergency Management System training.
 - 2.4 California Law Enforcement Telecommunications System (CLETS)
 - 2.4.1 This topic will include how to run, retrieve and interpret driver license, warrant, criminal records, and vehicle inquiries.
 - 2.4.2 This section will also include CLETS entries for Supervised Release Files, Stolen/Towed Vehicles and Restraining Orders.
 - 2.4.3 This section will meet the state mandates for Telecommunications training.