



Santa Cruz Consolidated  
Emergency Communications Center

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General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

COMMUNICATIONS TRAINING  
POLICY/PROCEDURE

Policy No.: 8140  
Date Issued: June 1, 1996  
Date Revised:

APPROVED:   
General Manager, SCECC

**SUBJECT: EXTRA HELP DISPATCHERS**

1. All extra help dispatchers will attend an abbreviated Training Academy except those considered "qualified" by the General Manager. These "qualified" dispatchers will immediately begin the CTO Program.

1.1 The abbreviated Training Academy will consist of a general curriculum.

1.1.1 Orientation.

1.1.2 Complaint taking.

1.1.3 Geography.

1.1.4 Equipment.

1.1.5 Policies and Procedures.

1.2 Extra help dispatchers must pass a general curriculum test with a minimum score of 75%.