



Santa Cruz Consolidated
Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE**

Policy No.: 8160
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APPROVED: _____


General Manager, SCCECC

SUBJECT: CITIZEN'S ACADEMY FOR 9-1-1

1.0 Purpose

- 1.1 The purpose of the Citizen's Academy is to reach out to the community and promote an understanding of 9-1-1 center operations.
- 1.2 The Citizen's Academy may support any Citizen's Academy hosted by a User Agency.

2.0 Objectives

- 2.1 The Citizen's Academy participant will have a solid understanding of the Authority and how it serves the community.
- 2.2 The Citizen's Academy participant will understand how a call is processed from start to finish.
- 2.3 The Citizen's Academy participant will comprehend the Quality Improvement processes in the organization.

3.0 Topics

- 3.1 Professional Orientation (1 hour).
 - 3.1.1 This topic will cover the organizational structure, identify our User

Agencies, identify what it takes to be a dispatcher and explain how our dispatchers are trained.

3.2 Call Taking (2 hours).

3.2.1 This subject covers what happens with a call from answer to point of dispatch. It explains why dispatchers ask questions and how we retrieve information from callers who may be hysterical, irrational, or abusive.

3.3 Law Dispatching (2 hours).

3.3.1 This topic will explain what happens when the call is received, how we know which officers to send, handling field requests, and the demographics of Law User Agencies.

3.4 Fire Dispatching (2 hours).

3.4.1 This subject shows how fire calls differ from law calls, how the dispatcher determines which units to send, the Fire Incident Dispatcher Program, and the demographics of our Fire User Agencies..

3.5 EMD Program (1 hour).

3.5.1 This block will provide an overview of the EMD program, how it works, how pre-arrival and post dispatch instructions are used, and the quality assurance review.

3.6 Quality Improvement Program (1 hour).

3.6.1 This section will explain how we define, measure and continually improve our performance.

4.0 Schedule

4.1 The Citizen's Academy will be held as determined by interest in the community.

4.1.1 Typically, the Citizen's Academy will consist of three 3-hour classes.

4.1.2 Typically, classes will be held one evening a week for three weeks.

4.1.3 At the conclusion of the class, participants will receive a certificate of completion.