



Santa Cruz Consolidated Emergency Communications Center


495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No.	8210	Date Issued:	June 1, 1996
Section:	8200 CTO Program	Date Revised:	September 10, 2008
Accreditation Standards: CALEA 5.3.1, 5.3.2, 5.3.5			
SUBJECT: COMMUNICATIONS TRAINING OFFICER (CTO) PROGRAM			
APPROVED:	 Scotty A. Douglass, Interim General Manager		

1.0 Purpose

- 1.1 To provide a program for the training and assessment of trainees during their on-the-job training.
- 1.2 All newly hired dispatchers (trainees) will complete a designated CTO training program of at least four weeks and no more than twenty-six (26) weeks.
- 1.3 This training program will be organized, administered and evaluated by the Support Services Manager. In general, the CTO training will follow the following format.

2.0 Primary CTO Assignment

- 2.1 Each trainee will be assigned to a primary CTO. The primary CTO will orient the trainee to the job, position, and CTO program.
- 2.2 All trainees should spend some part of their CTO training on various shifts and with a variety of CTO's. Shifts will be assigned based upon training needs as identified by the CTO's and the Support Services Manager.

3.0 Phone Training

- 3.1 During phone training, trainees will take on most of the tasks of the phone positions with direct instruction and coaching by the CTO's.
- 3.2 Trainees should not proceed to advanced phone training until they are able to perform most basic tasks with little or no instruction and are performing at acceptable levels in the corresponding categories on the daily observation report (DOR).

4.0 Advanced Phone and Back-Up Training

- 4.1 During advanced training, trainees will take on all of the tasks of the phone and back-up positions, with CTO's providing minor correction and coaching to the trainees.
- 4.2 Trainees should not advance to the Radio Academy until they are performing at acceptable levels in the DOR categories pertinent to advanced phone and back-up skills and have a working understanding of OpenQuery/CLETS operations.
- 4.3 CTO's will provide recommendations that trainees are at an acceptable level to advance to the Radio Academy.

5.0 Radio Training

- 5.1 During radio training, trainees will perform most of the tasks of at least two primary law positions.
- 5.2 Trainees will continue to perform a portion of their allotted training time performing the tasks learned in the Phone and Back-Up training.

6.0 Release to Operations

- 6.1 When trainees have been scheduled for release to operations, they should be assigned to CTO's on shifts closely resembling the release shift. During this phase, trainees will take on all tasks of the positions worked while CTO's and the appropriate Operations Supervisor evaluates their performance. If needed, trainees and the CTO's can discuss calls and other issues, but trainees are expected to handle all calls without assistance from the CTO's. This is the basic level of proficiency trainees should have before being released to operations. Trainees will be proficient in the required skills, knowledge and abilities however it is important to remember that this is not the same level of proficiency as experienced dispatchers. It is unfair and unrealistic to expect trainee dispatchers to achieve a level of proficiency that can only be achieved by years of experience.

- 6.2 At the end of this phase, trainees will then be assigned to a CTO or Substitute CTO who will act as a Designated Examiner (DE) utilizing the following guidelines:
- 6.2.1 The DE should be a dispatcher who has not had any prior training interaction with the trainee and has the necessary experience and ability to accurately and objectively evaluate a trainee's suitability for release to operations.
 - 6.2.2 A DE assignment will be made by the Support Services Manager.
 - 6.2.3 The examination period should be no less than two full shifts and no more than four full shifts.
 - 6.2.4 At the conclusion of the examination, the DE will complete a Designated Examiner Form and include a recommendation of release to operations or a recommendation for additional remedial training prior to release to operations.
 - 6.2.5 Formal release to operations is contingent upon the responsible Operations Supervisor conferring with, and reviewing the report of, the assigned DE. When it is decided that the trainee is ready for release, the responsible Operations Supervisor shall notify the Support Services Manager and the Business Division.
 - 6.2.6 The responsible Operations Supervisor shall also notify all employees in the Operations Division of the change in status of the trainee.

7.0 Remedial Training

- 7.1 The CTO program may be extended to provide remedial training for a total maximum of ninety six (96) hours. Any amount of remedial training may be provided at any time, but the maximum total extension for any trainee will not exceed ninety six (96) hours.
- 7.2 CTO's will document all remedial training time on their DOR's.

8.0 Laterals

- 8.1 Depending on their experience, newly hired Dispatcher II's should complete the CTO Program in half the maximum weeks. However, they may spend up to the maximum amount of time allowed for any trainee in the CTO Program, including provisions for remedial training.