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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8220 Date Issued: June 1, 1996
Section: 8200 – CTO Program Date Revised: July 1, 2005
Accreditation Standards: CALEA 1.3.4, 5.1.1, 5.3.7, 5.3.8

SUBJECT: COMMUNICATIONS TRAINING OFFICERS

APPROVED:


Michael J. McDougall, General Manager

- 1.0 Communications Training Officers (CTO's) will be responsible for providing on-the-job training, guided practice and evaluation.
 - 1.1 The training provided by CTO's may occur in the CTO Program or during in-service training.
- 2.0 CTO's will be selected from Operations. In accordance with MOU Section 7.10 (Training Officer Premium) there shall be no more than twelve total dispatchers certified as CTO's and/or Academy Instructors. Recruitment for CTO's may be conducted if it is in the Authority's best interest to fill vacant CTO positions.
 - 2.1 CTO applicants will submit a letter of interest to the Support Services Manager.
 - 2.2 Applicants' letter of interest will include a letter of recommendation from their immediate supervisor.
 - 2.3 The Support Services Manager will recommend new CTO's from the applicants who have complied with Section 2.1 and 2.2 of this policy.
 - 2.4 New CTO's will be selected by Staff at a regular Staff Meeting.
- 3.0 CTO's will successfully complete the Communications Training Officer Course authored by the APCO Institute.

- 3.1. No dispatcher will train and/or evaluate other dispatchers as a CTO until s/he has successfully completed this training.
- 4.0 All CTO's will work under the direct supervision of their Operations Supervisor.
 - 4.1 The Support Services Manager may designate a CTO Coordinator as needed to coordinate CTO program efforts.
 - 4.2 CTO's will report all training program related issues to the Support Services Manager (or CTO Coordinator, if one is designated).
 - 4.3 CTO's will use the Support Services Manager (or CTO Coordinator, if designated) as their contact person in all CTO matters. When appropriate, training issues will be brought to the proper forum for resolution.
- 5.0 All CTO's have a continued responsibility to regularly attend meetings.
- 6.0 CTO's may voluntarily decertify at any time.
 - 6.1 The General Manager may decertify a CTO.