



## **COMMUNICATIONS OPERATIONS** TRAINING POLICY/PROCEDURE

Policy No.

8250

Date Issued:

June 1, 1996

Section:

8200 - CTO Program

Date Revised: July 1, 2005

Accreditation Standards:

None

SUBJECT: SUBJECT:

EXTRA HELP DISPATCHERS

APPROVED:

Michael J. McDongall, General Manager

## 1.0 **Purpose**

To provide trained, experienced dispatchers to supplement staffing levels. 1.1

## 2.0 **Training**

- All extra help dispatchers will complete an abbreviated training program 2.1 including, but not limited to, Academy topics and CTO training.
  - Academy topics will cover a general curriculum, including but not 2.1.1 limited to: orientation; complaint taking; geography; equipment; and policies and procedures.
  - 2.1.2 Extra help dispatchers must pass a general curriculum test with a minimum score of 75%.
- The content and duration of the abbreviated CTO training is conditional 2.2 upon the dispatcher's use of work related knowledge and experience.

## 3.0 **Exceptions**

Extra-help employees who meet the criteria for reinstatement contained in 3.1 Policy No. 1060 (Vacancies) may be exempted from the requirement to complete an abbreviated training program by the General Manager.