Santa Cruz Consolidated Emergency Communications Center
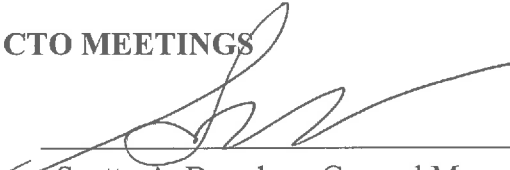
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9-1-1 FIRE POLICE MEDICAL

Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE

Policy No. 8260	Date Issued:	June 1, 1996
Section: 8200 – CTO Program	Date Revised:	March 11, 2009
Accreditation Standards: CALEA 5.2.11		

SUBJECT: CTO MEETINGS

APPROVED: _____
Scotty A. Douglass, General Manager

1.0   Purpose.

1.1   To develop and discuss Communications Training Officer (CTO) Program policies and procedures, new training ideology, and training techniques.

1.2   To discuss training and personnel issues (as they relate to training).

1.3   To assist in guiding the development of the training program.

1.4   To make recommendations on issues of organizational concern as they relate to training.

1.5   To provide in-service training to CTO's.

2.0   Frequency.

2.1   CTO meetings will be held monthly when trainees are assigned to the CTO Program. The date and time will be scheduled at the convenience of the majority.

3.   Attendance

3.1   The following personnel are expected to regularly attend all CTO meetings:

- CTO's
- Support Services Manager
- Operations Supervisors with active training assignments on their shift
- Academy Instructor/Liaison

4.0   Facilitator

4.1   Meetings will be facilitated by the Support Services Manager or designee.

    4.1.1   The Support Services Manager or designee will prepare the meeting agendas.

5.0   Minutes

5.1   The Support Services Manager or designee will prepare and publish a summary of each meeting.

5.2   Each meeting summary will be reviewed for accuracy at the next CTO meeting.

6.0   Consensus

6.1   The goal of the meeting is to reach consensus on all issues through developmental dialogue.

6.2   If consensus cannot be reached, the issue will be decided by the Support Services Manager.

6.3   The Support Services Manager will report CTO meeting decisions to the management staff.