



Santa Cruz Consolidated Emergency Communications Center

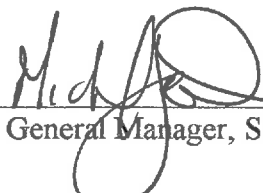
495 Upper Park Road
Santa Cruz, California 95065
(408) 471-1000 Fax (408) 471-1010

Michael J. McDougall
General Manager

9-1-1
FIRE
POLICE
MEDICAL

COMMUNICATIONS TRAINING POLICY/PROCEDURE

Policy No.: 8301
Date Issued: April 30, 1997
Date Revised:

APPROVED: 
General Manager, SCCECC

SUBJECT: LAW ENFORCEMENT TRAINEE TASK LIST

The Law Enforcement Trainee Task List will be completed in accordance with Policy No. 8270 (Trainee Task List).

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
1.0 ORIENTATION			
1.1 Overview of CTO Program			
1.2 Tour of Comm. Center			
1.3 Tour of Building			
1.4 Demonstrate Door Combinations			
1.5 Work Schedule			
1.5.1 Time Sheet			
1.5.2 Overtime Authorization			
1.5.3 Time Off Request			
1.5.4 On-Call/Shift Trade			
1.6 Union Contract			
1.7 Chain of Command			
1.8 Work Rules			
1.9 Policies and Procedures			
1.10 User Agencies			
1.11 Board of Directors/User Committee/Task Teams			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
2.0 GEOGRAPHY			
2.1 City/County Boundaries			
2.2 User Jurisdictions			
2.3 Map Books			
2.4 TMD			
2.5 CAD Geofile			
2.5.1 County Geofile			
2.6 Numbering Systems			
2.6.1 City of Santa Cruz			
2.6.2 Highway 9			
2.6.3 County Avenues			
2.7 Common Place Names			
2.8 Geographic Regions			
2.9 Beats			
2.9.1 Sheriff			
2.9.2 Santa Cruz			
2.9.3 Watsonville			
2.9.4 Capitola			
2.9.5 Cabrillo College			
3.0 TERMINOLOGY			
3.1 Clear Text			
3.2 Standardized Abbreviations			
3.3 Phonetic Alphabet			
3.4 Incident Types			
3.5 Common Phrases			
3.5.1 Sheriff			
3.5.2 Santa Cruz			
3.5.3 Watsonville			
3.5.4 Capitola			
3.5.5 Cabrillo College			
4.0 RADIO EQUIPMENT OPERATION			
4.1 Headset			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
4.2 VU Meter			
4.3 CRT Console			
4.4 Channel Identification/Location			
4.5 Channel Selection			
4.6 Selected/Unselected Speakers			
4.7 Transmit Options			
4.7.1 Foot Pedal			
4.7.2 Mouse			
4.7.3 Headset Push-to-Talk			
4.8 Multi-Select			
4.9 Alert Tones			
4.10 Volume Adjustments			
4.11 Equipment Malfunction Procedures			
4.11.1 Troubleshooting: Malfunction or Operator Error?			
4.12 Knows How to Operate a Portable Radio			
5.0 RADIO TECHNIQUE			
5.1 Call Signs			
5.1.1 Sheriff			
5.1.2 Santa Cruz			
5.1.3 Watsonville			
5.1.4 Capitola			
5.1.4 Cabrillo College			
5.2 Acknowledging Units			
5.3 Dispatch Routine Calls			
5.4 Dispatch Priority Calls			
5.5 Transmission Clarity			
5.6 Transmission Conciseness			
5.7 Transmission Completeness			
5.8 Transmission Calmness			
5.9 Rate of Speech			
5.10 Frequency Management			
5.11 Appropriate Information for Broadcast			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
5.11.1 Updates/Additional Information			
5.12 Unidentified/Unanswered Radio Traffic			
5.13 Breaking Units from Lower Priority Calls			
5.14 Pursuits			
5.15 Building Searches			
5.16 Project ROPE			
5.17 Radio Silence			
5.18 Assigning Units			
5.18.1 Sheriff			
5.18.2 Santa Cruz			
5.18.3 Watsonville			
5.18.4 Capitola			
5.18.5 Cabrillo College			
5.19 Assigning Back-Ups Units			
5.20 Multi-Agency Responses			
5.21 Officer Welfare Checks			
5.22 Tracking Units			
6.0 TELEPHONE EQUIPMENT OPERATION			
6.1 Equipment Orientation			
6.2 Answer			
6.3 Hold			
6.3 Terminate			
6.4 Transfer			
6.5 Conference			
6.6 Direct "Hot" Lines			
6.7 Speed Dial			
6.8 Op. Assist Lines			
6.9 7-Digit Lines			
6.10 Call Check Recorder			
6.10.1 Playback			
6.10.2 Save			
6.10.3 Search			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
6.11 Silent Monitor			
6.12 Equipment Malfunction Procedures			
7.0 9-1-1 EQUIPMENT AND OPERATION			
7.1 EMD Transfer Line from Scotts Valley/UCSC			
7.2 Park Loop			
7.3 ANI/ALI Screen			
7.4 Call Backs			
7.5 CAD Interface			
7.6 MSAG Corrections			
7.7 Equipment Malfunction Procedures			
7.8 Transfers			
7.9 Non-English Speaking Callers			
7.10 Hang-Ups			
8.0 MISCELLANEOUS EQUIPMENT			
8.1 FAX Machine			
8.2 Copy Machine			
9.0 REFERENCE AND RESOURCE MATERIAL			
9.1 Crash Carts			
9.1.1 Dispatch Cards			
9.1.2 Time Clocks			
9.1.3 Radio Logs			
9.1.4 Case Numbers			
9.2 Alternate Site			
9.3 Credenza			
9.3.1 Pay Phone Listing			
9.3.2 CLETS/CJIS Manuals			
9.3.3 NCIC Manual			
9.3.4 Hanes Criss Cross Directory			
9.3.5 Motorola Radio Manual			
9.3.6 Code Books (Muni, Penal, etc.)			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
9.3.7 DMV Manual			
9.3.8 SCAN Manual			
9.3.9 Bail Schedule			
9.4 CAD Reference Guide			
9.5 Map Books			
9.6 RP Files			
9.7 Pod Books			
9.8 Fire Maps			
9.9 Agency Crime Bulletin (ACB)			
9.10 Reading Boards			
9.11 Alternate Site			
9.12 Policy/Procedure Manual			
10.0 NATIONAL, STATE AND LOCAL COMPUTER SYSTEMS			
10.1 CRT & Keyboard Familiarization			
10.2 SCAN Log On Procedures			
10.3 CAD Interface			
10.4 System Security Procedures			
10.5 Inquiries and Responses			
10.5.1 Vehicle Hot/Reg. Checks			
10.5.2 Drivers License Checks			
10.5.3 Wants/Warrants			
10.5.4 Hit Confirmations			
10.5.5 Printer Functions			
10.5.6 Criminal History			
10.5.7 Property Checks			
10.5.8 Boat Checks			
10.5.9 Gun Checks			
10.5.10 Missing Persons Check			
10.5.11 Out of State Queries			
10.6 Entries			
10.14.1 Vehicles			
10.14.2 Missing Persons			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
10.14.3 Restraining Orders			
10.7 BOLs			
10.8 Timely, Accurate and Complete			
11.0 CAD OPERATION			
11.1 Log On Procedure			
11.2 Function Keys/CAD Commands			
11.3 Unit Status Features			
11.3.1 Status Codes			
11.4 Incident Initiating			
11.4.1 Incident Types			
11.4.2 Incident Priorities			
11.4.3 Form			
11.4.4 Command Line			
11.5 Dispatching Incidents			
11.5.1 Form			
11.5.2 Command Line			
11.6 Comments			
11.6.1 Creating/Adding			
11.6.2 Reading			
11.6.3 Clearing Flags			
11.7 Disposition Codes			
11.7.1 NetCom Disposition Codes			
11.8 CRT Screens			
11.8.1 S6530			
11.8.2 AWW Status Displays			
11.8.3 TMD			
11.9 Report Numbers			
11.10 Incident Recall			
11.11 ANI/ALI Interface			
11.12 TDD Interface			
11.13 Units On/Off Duty			
11.13.1 Temporary Units			

<i>Task/Competency</i>	<i>Date</i>	<i>Trainee</i>	<i>CTO</i>
11.14 Message Function			
11.15 Call Stacking			
11.15.1 Preassigning Details			
11.15.2 Deleting Stacked Calls			
11.15.3 Reassigning Stacked Calls			
11.15.4 Swapping Stacked Calls			
11.15.5 Dispatch from Stacked Queue			
12.0 TELEPHONE TECHNIQUES			
12.1 Answering/Greetings			
12.2 Telephone Deployment			
12.3 Maintain Control of the Conversation			
12.4 Obtain Information			
12.4.1 Timely Manner			
12.4.2 Direct Questions			
12.4.3 Listening Skills			
12.4.4 Calm/Competent/Decisive			
12.4.5 Courteous			
12.4.6 Professional			
12.4.7 Complete Information			
12.4.8 Complete Descriptions			
12.4.9 Descriptions in Proper Order			
12.5 End Positively			
12.6 Prioritize Information			
12.7 In-Progress Calls			
12.8 Routine Calls			
12.9 Emergency Medical Calls			
12.9.1 EMD			
12.9.2 Non-EMD			
12.10 Law Enforcement Calls			
12.10.1 Location			
12.10.2 Incident Type			
12.10.3 Officer Safety Information			

