Santa Cruz Consolidated
Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

Michael J. McDougall
General Manager

COMMUNICATIONS TRAINING
POLICY/PROCEDURE

Policy No.:   **8401**
Date Issued: April 30, 1997
Date Revised:

APPROVED: _____
General Manager, SCCECC

SUBJECT: FIRE SERVICE TRAINEE TASK LIST

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

Task/Competency	Date	Trainee	CTO
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			

Task/Competency		Date	Trainee	CTO
2.0	**GEOGRAPHY**			
2.1	Fire Department/District 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			
3.0	**TERMINOLOGY**			
3.1	Clear Text			
3.2	Standardized Abbreviations			
3.3	Phonetic Alphabet			
3.4	Incident Types			
3.5	Common Phrases			
3.6	Incident Command System (ICS)			
4.0	**RADIO EQUIPMENT OPERATION**			
4.1	Headset			
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			

Task/Competency	Date	Trainee	CTO
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			
4.13 Pager Tones			
4.13.1 via CAD			
4.13.2 Manual			
4.14 Manual Steering			
5.0 RADIO TECHNIQUE			
5.1 Agency and Apparatus Numbering System			
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			
5.10.1 Tactical Frequency Assignment			
5.11 Appropriate Information for Broadcast			
5.11.1 Updates/Additional Information			
5.12 Unidentified/Unaswered Radio Traffic			
5.13 Multi-Agency Responses			
5.14 Tracking Units			
5.15 Logging Radio Traffic			
5.16 Clear Text			
5.17 Pre-Alerts			
5.18 Standard Dispatch Format			

Task/Competency		Date	Trainee	CTO
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			
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			

Task/Competency	Date	Trainee	CTO
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.)			
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 RF 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 CAD OPERATION			
10.1 Log On Procedure			
10.2 Function Keys/CAD Commands			
10.3 Unit Status Features			
10.3.1 Status Codes			

Task/Competency	Date	Trainee	CTO
10.4 Incident Initiating			
10.4.1 Incident Types			
10.4.2 Incident Priorities			
10.4.3 Form			
10.4.4 Command Line			
10.5 Dispatching Incidents			
10.5.1 Form			
10.5.2 Command Line			
10.6 Comments			
10.6.1 Creating/Adding			
10.6.2 Reading			
10.6.3 Clearing Flags			
10.7 Disposition Codes			
10.7.1 NetCom Disposition Codes			
10.8 CRT Screens			
10.8.1 S6530			
10.8.2 AWW Status Displays			
10.8.3 TMD			
10.9 Logging Radio Traffic			
10.10 Incident Recall			
10.11 ANI/ALI Interface			
10.12 TDD Interface			
10.13 Units In/Out of Service			
10.13.1 Temporary Units			
10.14 Message Function			
10.15 Tear and Run Printer Tests			
10.16 CAD Printout at Close of Incident			
11.0 TELEPHONE TECHNIQUES			
11.1 Answering/Greetings			
11.2 Telephone Deployment			
11.3 Maintain Control of the Conversation			
11.4 Obtain Information			

Task/Competency	Date	Trainee	CTO
11.4.1 Timely Manner			
11.4.2 Direct Questions			
11.4.3 Listening Skills			
11.4.4 Calm/Competent/Decisive			
11.4.5 Courteous			
11.4.6 Professional			
11.4.7 Complete Information			
11.4.8 Complete Descriptions			
11.4.9 Descriptions in Proper Order			
11.5 End Positively			
11.6 Prioritize Information			
11.7 In-Progress Calls			
11.8 Routine Calls			
11.9 Emergency Medical Calls			
11.9.1 EMD			
11.9.2 Non-EMD			
11.10 Law Enforcement Calls			
11.10.1 Location			
11.10.2 Incident Type			
11.10.3 Officer Safety Information			
11.10.4 Requests for Information			
11.10.5 Routine Calls			
11.10.6 High Stress Calls			
11.11 Fire Calls			
11.11.1 Location			
11.11.2 Incident Types			
11.11.3 Appropriate/Complete Information			
11.11.4 Fire Zones			
11.11.5 Field Unit Safety Information			
11.11.6 Mutual Aid/Auto Aid			
11.11.7 Strike Teams			
11.11.8 Law Enforcement Requests			
11.11.9 Violent Crime Scenes			

Task/Competency	Date	Trainee	CTO
11.12 Non-English Speaking Calls			
11.13 Notifications and Call Outs			
12.0 TDD OPERATION AND CALL HANDLING			
12.1 Identifying a TDD Call			
12.2 Operating the TDD			
12.3 Sign Language Grammar			
13.0 OTHERS			