



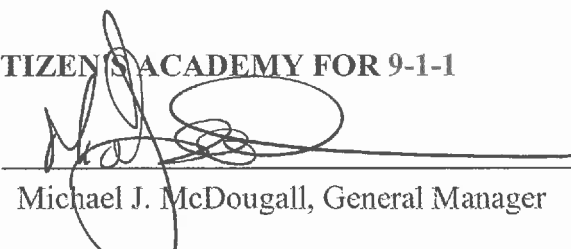
# Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall  
General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

|   |   |                      |              |
|---|---|----------------------|--------------|
| <b>Policy No.</b>                           | <b>8702</b>   | <b>Date Issued:</b>  | July 1, 1998 |
| <b>Section:</b>                             | 8700 -- Community Education<br>and Outreach                                       | <b>Date Revised:</b> | May 21, 2002 |
| <b>Accreditation Standards:</b> CALEA 2.6.1 |   |                      |              |
| <b>SUBJECT: CITIZEN'S ACADEMY FOR 9-1-1</b> |   |                      |              |
| <b>APPROVED:</b>                            |  |                      |              |
|   | Michael J. McDougall, General Manager   |                      |              |

### 1.0 Purpose

- 1.1 The purpose of a Citizen's Academy is to reach out to the community and promote an understanding of 9-1-1 center operations.
- 1.2 The Citizen's Academy for 9-1-1 may provide additional support for any User Agency Citizen's Academy.

### 2.0 Objectives

- 2.1 The Citizen's Academy participant will have a solid understanding of the Authority and how it serves the community.
- 2.2 The Citizen's Academy participant will understand how a call is processed from start to finish.
- 2.3 The Citizen's Academy participant will comprehend the Quality Improvement processes in the organization.

### 3.0 Topics

- 3.1 Professional Orientation (1 hour).

- 3.1.1 This topic will cover the organizational structure, identify our User Agencies, identify what it takes to be a dispatcher and explain how our dispatchers are trained.
- 3.2 Call Taking (2 hours).
  - 3.2.1 This subject covers what happens with a call from answer to point of dispatch. It explains why dispatchers ask questions and how we retrieve information from callers who may be hysterical, irrational, or abusive.
- 3.3 Law Enforcement Dispatching (2 hours).
  - 3.3.1 This topic will explain what happens when the call is received, how we know which officers to send, handling field requests, and the demographics of Law Enforcement User Agencies.
- 3.4 Fire Service Dispatching (2 hours).
  - 3.4.1 This subject shows how fire calls differ from law calls, how the dispatcher determines which units to send, the Fire Incident Dispatcher Program, and the demographics of our Fire Service User Agencies.
- 3.5 Emergency Medical Dispatch (EMD) Program (1 hour).
  - 3.5.1 This block will provide an overview of the EMD program, how it works, how pre-arrival and post dispatch instructions are used, and the quality assurance review.
- 3.6 Quality Improvement Program (1 hour).
  - 3.6.1 This section will explain how we define, measure and continually improve our performance.
- 3.7 Completion
  - 3.7.1 At the conclusion of the academy, participants will complete a survey designed to quantify their perception of the services provided by the Authority. Completed surveys will be used to identify potential training needs and/or service deficiencies.
  - 3.7.2 Participants will receive a certificate of completion.
- 4.0 Schedule
  - 4.1 The Citizen's Academy will be held as determined by interest in the community.
    - 4.1.1 Typically, the Citizen's Academy will consist of a one-day class.

4.1.2 A 4-hour sit-along in the Communications Center is required to enhance the understanding of operations.