

Oaktown Police–Fire Comm Center

• Training Milestones •

At the conclusion of each phase of training, the trainee is expected to have proficiency in certain skills and to have acquired certain knowledge. These milestones set the agency's expectations for the trainee's performance, allow the trainee to prepare for the expected tasks and knowledge, and give the training coordinator a set of standardized criteria for judging how the trainee is progressing through each phase.

For each phase of training, the areas of knowledge and skills are geography, computer-aided dispatch (CAD), call-taking, radio operation, general knowledge and fire radio and police radio dispatching.

Phase I—Orientation & Call-Taking

By the end of classroom training:

- ✓ **Geography:** general location of police beats and fire districts
 - odd vs. even side of streets
 - landmarks to help callers determine north, east, south and west
 - city boundaries
 - agency jurisdictional boundaries
- ✓ **CAD:** cursor navigation, command shortcuts
 - verify locations and incident entry
 - Locate an officer by name, team, assignment, locate home phone number
 - Locate in-house telephone numbers

By the end of the first week of call-taker floor training:

- ✓ **CAD:** use of notes and employee information files
- ✓ **Phones:** Triage a call; determine if it's a call for service, referral, or information
 - Enter a basic, simple, routine call for service.
 - Include basic elements in calls, including basic elements of call
 - Determines incident location and caller's location
 - Requests caller's name, address, and phone number
 - Direct transfer to voice mail
- ✓ **Radio Operation:** Operation of console equipment, including selecting channels and volume adjustments
 - handle vehicle tow request
 - recontact caller and relay information
 - other service requests
- ✓ **Knowledge:** Phonetic alphabet
 - Basic and routine radio codes

By the end of the second week:

- ✓ **Geography:** knows names of major streets
know physical locations of streets
knows if the street runs north, east, south or west
- ✓ **CAD Skills:** locate and display pervious incidents
history file searches, by location, previous incidents, date/time,
unit ID, type of incident
- ✓ **Phone s:** take calls of cold, complex crime reports
handle complex referrals
handle routine 911 calls, including basic medical, fire calls, simple in-progress crimes,
accidents, just-prior events
- ✓ **Radio Skills:** Respond to local government channels
taking incident dispositions from officer
entering incident close-out information
enter an on-view
ID tech requests
- ✓ **Knowledge:** Basic and most-often used CAD codes
All Disposition codes
basic criminal code sections
Basic and lesser-used 10-Codes

By the end of the third week:

- ✓ **CAD Skills:** license inquiries
records system research by case, associate and location
- ✓ **Phones:** handle 911 calls
complex non-emergency calls and referrals
in-progress calls, with caller kept on the line
- ✓ **Radio Skills:** channel management
automatically moves to secondary channel when other channels occupied by
emergencies
handle complex request from officer to make calls, records checks
- ✓ **Knowledge:** most patrol division personnel
badge numbers, names and teams
bad Addresses for the jurisdiction

Phase II—Fire radio dispatching

By the end of classroom training, knows:

- Structure of the fire department
- Locations of stations
- Types and purposes of apparatus
- Fire channels and uses
- Personnel positions
- Chain of command
- HAZMAT duties and assignments

By the end of the first week of floor training, knows:

- How to dispatch single engine, medical, fire assignment without assistance
- How to dispatch when units are on the air
- How to give incident time information to in-service units
- Common places: names, parks, schools, transit, companies with multiple location
- City property—public works, offices, marina

By the end of the second week floor training, knows:

- How to perform overtime hiring accurately
- How to fill-up an initially single-unit assignment
- Greater alarm procedure
- General HAZMAT procedure
- How to providing and obtaining mutual aid when requested
- Street names which aren't in the jurisdiction

Phase III—Telecommunications and Warrants

By the end of classroom training, knows:

Organizations of systems; how they relate; how to obtain information from each
How to make inquiries on persons, cars, property, firearms
Information systems and how they relate to each other
The organization of warrants systems: local state and NCIC
Laws relating to release/broadcast of information
Paperwork flow

By the end of the first week of floor training, knows:

Radio language for confidential information, and “use caution”
How to locate and confirm information in systems; accurately and completely interpret the information
that the computer system presents
Accurately record/document work

By the end of the second week of floor training, knows:

How to use manuals to locate needed information
How to properly clear records
How to properly fill out, copy, rout and file paperwork
Proper procedures for handling incoming teletype traffic
Most street names in the jurisdiction
The jurisdiction's beat boundaries

Phase IV—Police radio dispatching

By the end of classroom training, knows:

How to set up environment: channels, screens
Read screens and why certain IDs flash on the CAD screen
How to interpret the patrol officer line-up sheet
All the resources available for dispatch: bike, motorcycle, patrol teams, SWAT, detective, etc.
How to triage pending calls
How to interpret the narrative portion of a CAD incident
How to dispatch call to correct units

By the end of the first week of floor training, knows:

How to dispatch officers to a routine event
How to enter Car stop
How to enter an incident originated by a field unit
How to handle routine radio traffic during average volume periods: status changes, vehicle stops
How to dispatch cover units for a cover request
How to manage radio traffic during “emergency only” situations
Street block ranges, major intersections and their associate hundred block number

By the end of the second week, knows:

How to dispatch officers to an in-progress, complex event involving several units
How to use the alert tone for in-progress incidents
How to correlate information from different incidents and tie them together
How to integrate information on one incident reported by multiple callers
How to handle an incident at multiple locations, handled by multiple officers
How to handle incidents that are related, but separated in time

By the end of the third week, knows:

How to handle a vehicle pursuit or foot chase
How to set up, track and maintain a block cover
How to send assistance to an officer request emergency assistance