

Training of New Dispatchers

Phase 1

Week One Chapter 1 **Angela**

Administrative Orientation

Agency Forms

Chain of Command

Ride alongs

Training outline

Ethics

Policies

Evaluations DOR's Weekly signing off explained

10 Codes

Penal Codes

Vehicle Codes

Officers ID numbers

Phase 2

Week 2-Week 6 Chapter 2 and 4 **Tracy**

Radio (Console, Demeanor, Dispatching Calls for Service, Officer Safety etc)

Phones, Call taking,

911 Transfers

10 Codes

Penal Codes Weekly Test

Vehicle Codes Weekly Test

Officers ID numbers Weekly Test

End of Phase meeting with Captain McFarland and Lewis to see progress

Phase 3

Week 7-Week 12 Chapters 3 and 4 **Cody**

LEADS, call types

Codes and Abbreviations

DB Systems

Paperwork, warrants, TRO's etc

10 Codes

Penal Codes Weekly Test

Vehicle Codes Weekly Test

Officers ID numbers Weekly Test

End of Phase meeting with Captain McFarland and Lewis to see progress

Phase4

Week 13-Week 16 All Chapters **Cliff**

911

Mapping

Geography

Overview of all learned

Call taking, 911, Paperwork

Shadow Phase

Possible Swing shift

Penal Codes Final Test

Vehicle Codes Final Test

Officers ID numbers Final Test

Overall Evaluation

End of Phase meeting with Captain McFarland and Lewis to see progress