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
Phase 4

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