



**Santa Cruz Consolidated Emergency Communications Center**  
**495 Upper Park Road**  
**Santa Cruz, CA. 95065**  
**831-471-1000**

**TRAINING COURSE**

<b>Learning Domain:</b> N/A	<b>Course Title:</b> Citizen's Academy for 9-1-1
<b>Minimum Time Allotted:</b> 13 hours	
<b>Lead Instructor:</b> Rosanna McKinney, Ralph Wilcox, Dan Hendrix, Greg Marr	
<b>Backup Instructor:</b> Any of the above	
<b>Purpose:</b> To provide a vehicle for educating the public, Users and potential applicants about 9-1-1 and SCCECC's role in the community and to provide a means for making positive connections in the community.	
<b>Mandatory Topics:</b> Organizational Structure Call Taking Process Law Dispatching Process Fire/Medical Dispatching Process Standards of Excellence Program	
<b>Desirable Topics:</b>	
<b>Performance Objectives:</b>	<b>At the conclusion of the presentation, the student will</b> ✎ <b>Demonstrate a solid understanding of our organization and how we service the community; and</b> ✎ <b>Understand the 9-1-1 call process from start to finish.</b>
<b>Method of Instruction:</b>	Lecture, discussion, demonstration and class activities will serve as the medium of instruction for this course. Audio-visual aids and learning activities will be used to facilitate meaningful instruction. Individual guidance will be provided as required.
<b>Training Aids:</b>	Television and VCR, LCD projector, easel and chart paper, whiteboards
<b>Test Required:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>References:</b> Alan Burton's Police Communications Guide: For Dispatchers, Emergency Telecommunicator Course Manual, POST Facilitator's Guide, POST Instructional Resources, Bay Public Safety Training Consortium Dispatch Academy Course Material, Internet research and graphics, Learning Activities binder	
<b>Revised/Reviewed:</b> 08/22/2003	<b>By:</b> Rosanna McKinney
Notations: Updated to include lesson plan cover sheet and current statistics	
<b>Revised/Reviewed:</b> 02/18/2004	<b>By:</b> Rosanna McKinney
Notations: Updated to include changes in law and standards of excellence program	
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<b>Prepared/Approved by:</b> Rosanna McKinney, Training Supervisor	
<b>Date:</b> February 18, 2004	<b>Initials:</b>