

CITIZEN'S ACADEMY for 9-1-1

General Course Outline

Goals:

- ✍ To provide a vehicle for educating the public, Users and potential applicants about 9-1-1 and SCCECC's role in the community.
- ✍ To provide a means for making positive connections in the community.

Objectives:

- ✍ Demonstration of a solid understanding of the JPA structure.
- ✍ Understanding of call handling from start to finish.
- ✍ Acknowledgement and support of SCCECC's role in the community.

I. Topics

- A. Professional Orientation to SCCECC and the JPA
 - 1. Organizational structure
 - a. Who our Users are
 - 2. What it takes to be a dispatcher
 - a. How our dispatchers are trained
- B. Call Taking
 - 1. 9-1-1 calls
 - a. How do calls get routed
 - b. What happens with a call from answer to dispatch
 - c. Why do we ask so many questions
 - d. How we calm irrational, abusive, hysterical callers
 - 2. Non emergency calls
 - a. Where does 3-1-1 fit in
 - b. Is it an emergency or non-emergency?
- C. Law Dispatching
 - 1. Law demographics
 - a. How do we know which officers to send
 - b. How do they know where to go
 - 2. What happens to calls after officers arrive
- D. Fire Dispatching
 - 1. Fire demographics
 - a. How do fireman know where to go

2. How are fire calls different from law calls
3. Incident Dispatcher Program
4. Ambulance Dispatching
5. EMD Program
 - a. What is the EMD Program and how does it work
 - b. What are pre-arrivals

E. Standards of Excellence

1. Goal
 - a. Dedicated to serving the best we can
2. Standards Team
3. Quality Improvement Program
 - a. Measuring how fast we do our job
 - b. Measuring how accurately we do our job

II. Observation (4 hours)