

CITIZEN'S ACADEMY for 9-1-1 PROPOSAL

Needs Assessment:

- ✍ The need for public education demonstrated by the lack of knowledge and understanding by callers and major players in the community
- ✍ Provide an education tool for person's interested in a career as a public safety dispatcher

Priorities:

- ✍ Finding a source of funding
- ✍ Developing a curriculum and time schedule
 - ✍ Length of course
 - ✍ If opened to users, manner in which this is handled
- ✍ Identifying instructors

Constraints:

- ✍ Time
- ✍ Funding
- ✍ Means of advertising

Goal/Purpose:

- ✍ 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 such as the media

Topics:

- ✍ Orientation to SCCECC
- ✍ Call Taking
- ✍ Law Dispatching
- ✍ Fire/EMS Dispatching and EMD Program
- ✍ Quality Improvement Program

Learner Characteristics:

- ✍ Adults with an interest
- ✍ Career and educational levels will vary

Topics:

- ✍ Professional Orientation to SCCECC (1 hour)
 - ✍ Organizational structure
 - ✍ Who our Users are
 - ✍ What it takes to be a dispatcher
 - ✍ How our dispatchers are trained
 - ✍ Programs (i.e., Incident Dispatcher, Recruiting Team, etc)
- ✍ Call Taking (2 hours)
 - ✍ 9-1-1 calls
 - ✍ What happens with a call from answer to dispatch

- ✍ Why we ask so many questions
- ✍ How we calm irrational, abusive, hysterical callers
- ✍ Law Dispatching (2 hours)
 - ✍ How we know which officers to send
 - ✍ How they know where to go
 - ✍ What happens to calls after officers arrive
- ✍ Fire/EMS Dispatching and EMD Program (2 hours)
 - ✍ How fire/medical calls differ from law calls
 - ✍ How fire/medical personnel know where to go
 - ✍ What is the EMD Program and how does it work
- ✍ Quality Improvement Program (1 hour)
 - ✍ Dedicated to serving as best we can
 - ✍ Internal and external evaluation processes
- ✍ Observation
 - ✍ NetCom Sit Along (4 hours)

Learning Objectives:

- ✍ Demonstration of a solid understanding of the organization and how we serve the community
- ✍ Understand how a 9-1-1 call is processed from start to finish
- ✍ See how quality improvement processes are used to provide high levels of service

Learning Methods/Activities:

- ✍ Lecture
- ✍ Discussion
- ✍ Demonstration
- ✍ Various job related activities

Instructional Resources:

- ✍ Learning Activities from books in our Training Library
- ✍ Tapes and videos from the Training Library
- ✍ Annual Report
- ✍ Development of a Student Binder

Support Services:

- ✍ Management staff
- ✍ Users
- ✍ Academy Instructors

Learning Evaluation:

- ✍ Class evaluation
- ✍ Verbal feedback