

# Santa Barbara County Public Safety Dispatch Center

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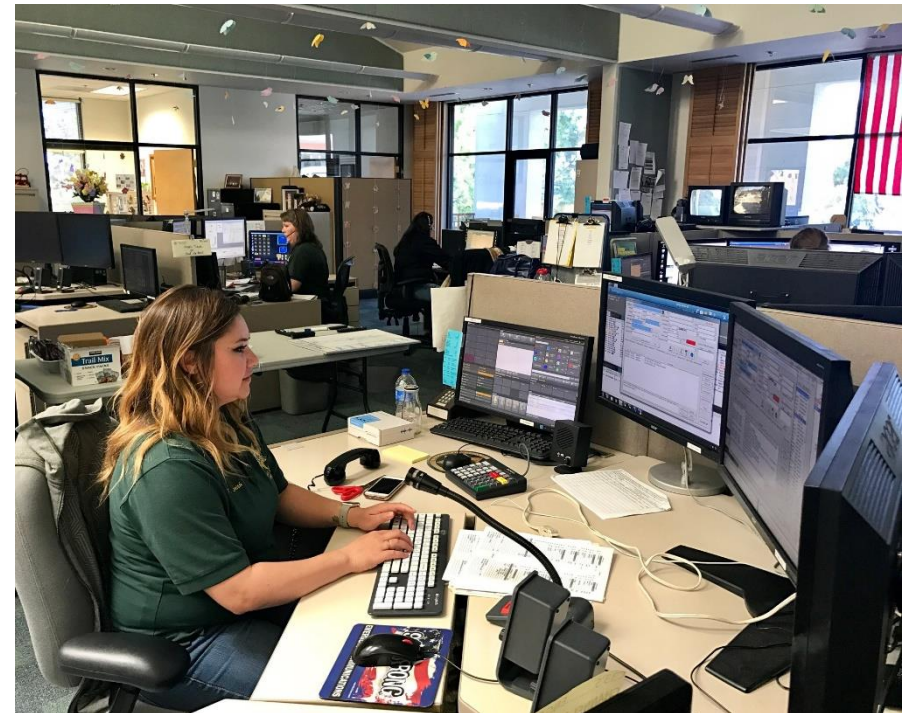
DISPATCH ORIENTATION ACADEMY



# OBJECTIVES

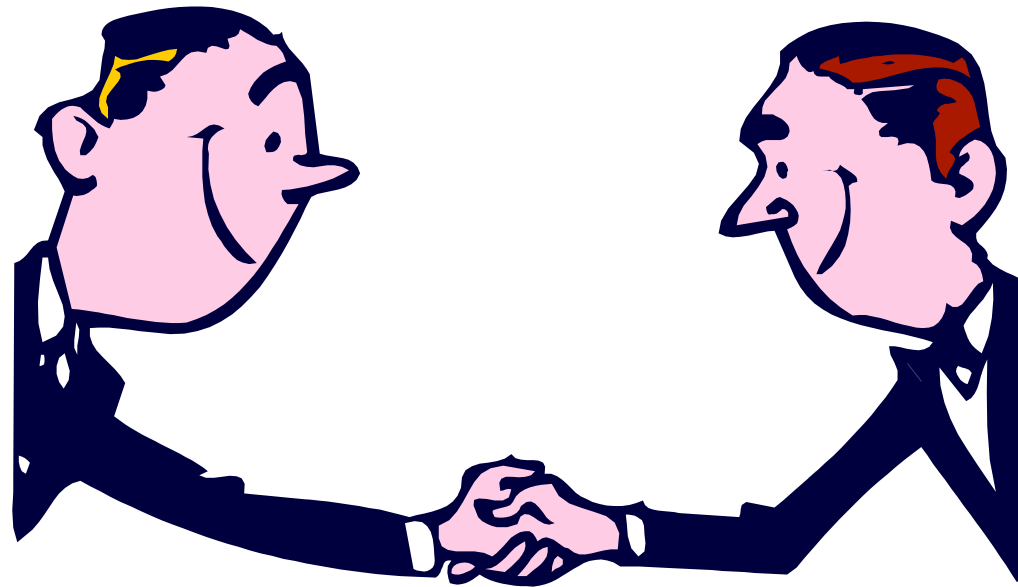
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- \* UNDERSTAND POSITION
- \* UNDERSTAND THE ROLE OF DISPATCH WITHIN THE DEPARTMENT
- \* OVERVIEW OF OUR USER AGENCIES
- \* UNDERSTAND TRAINING PROGRAM
- \* OVERVIEW OF DISPATCH CENTER



# INTRODUCTIONS

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# POLICE DISPATCHER



What my friends think I do.



What my mom thinks I do.



What society thinks I do.



What my boss thinks I do.



What I think I do.



What I actually do.

OUR PRIMARY OBJECTIVES

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**RESPONDER SAFETY**

**PUBLIC SAFETY**

**SERVICE TO THE PUBLIC**

**PROVIDE SUPPORT TO OUR USER AGENCIES**

A solid green horizontal bar at the bottom of the slide.

# THESE ARE BEST ACCOMPLISHED BY:

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- \* PROFESSIONALISM
- \* KNOWING YOUR JOB THOROUGHLY
- \* HAVING A POSITIVE ATTITUDE
- \* METICULOUS ATTENTION TO DETAIL
- \* TAKING AN ACTIVE ROLE IN YOUR TRAINING

<https://www.youtube.com/watch?v=8Ij83bAMax4>

# PHONES

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- \* 9-1-1 EMERGENCY LINES
- \* NON- EMERGENCY LINES
- \* ADMINISTRATION LINES
- \* RING DOWN LINES





# RADIO

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FREQUENCY 1: STATUS KEEPING

FREQUENCY 2: SUPPORT CHANNEL





# CLETS

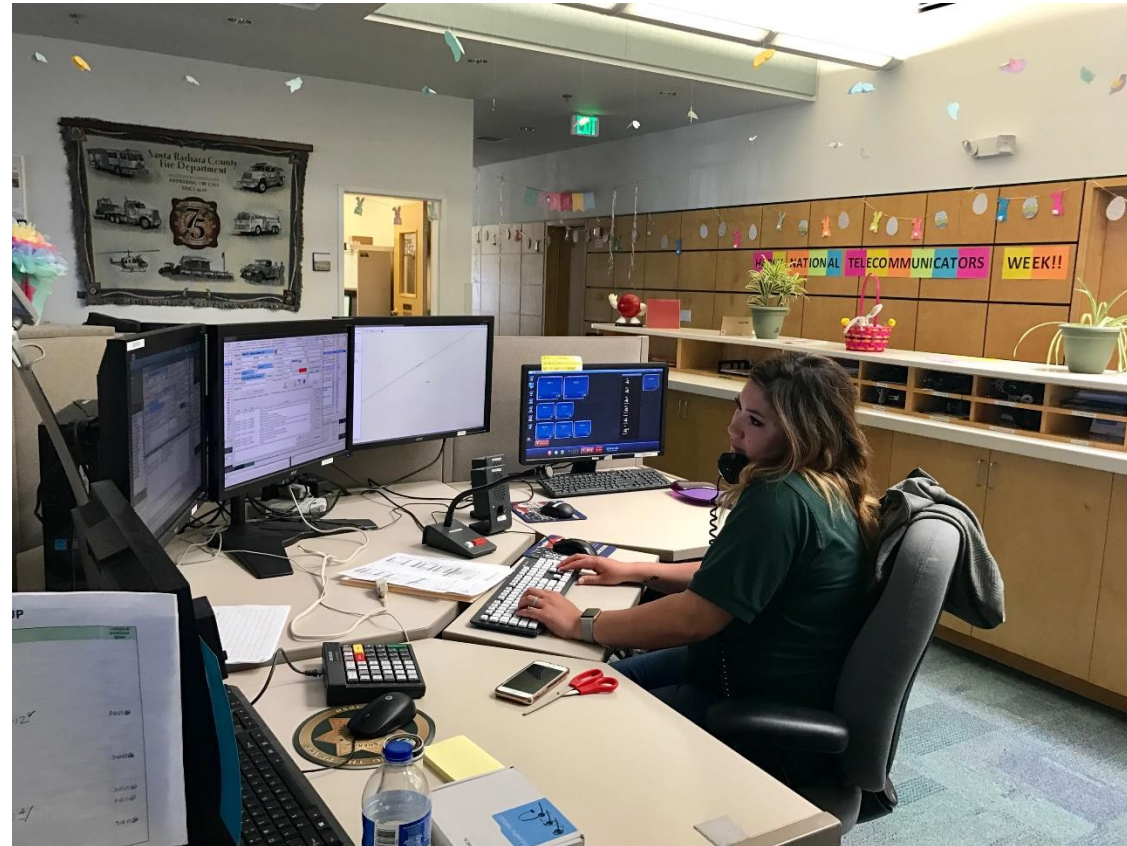
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- \* **GUS CLETS**
- \* CAD CLETS
- \* RMS CLETS

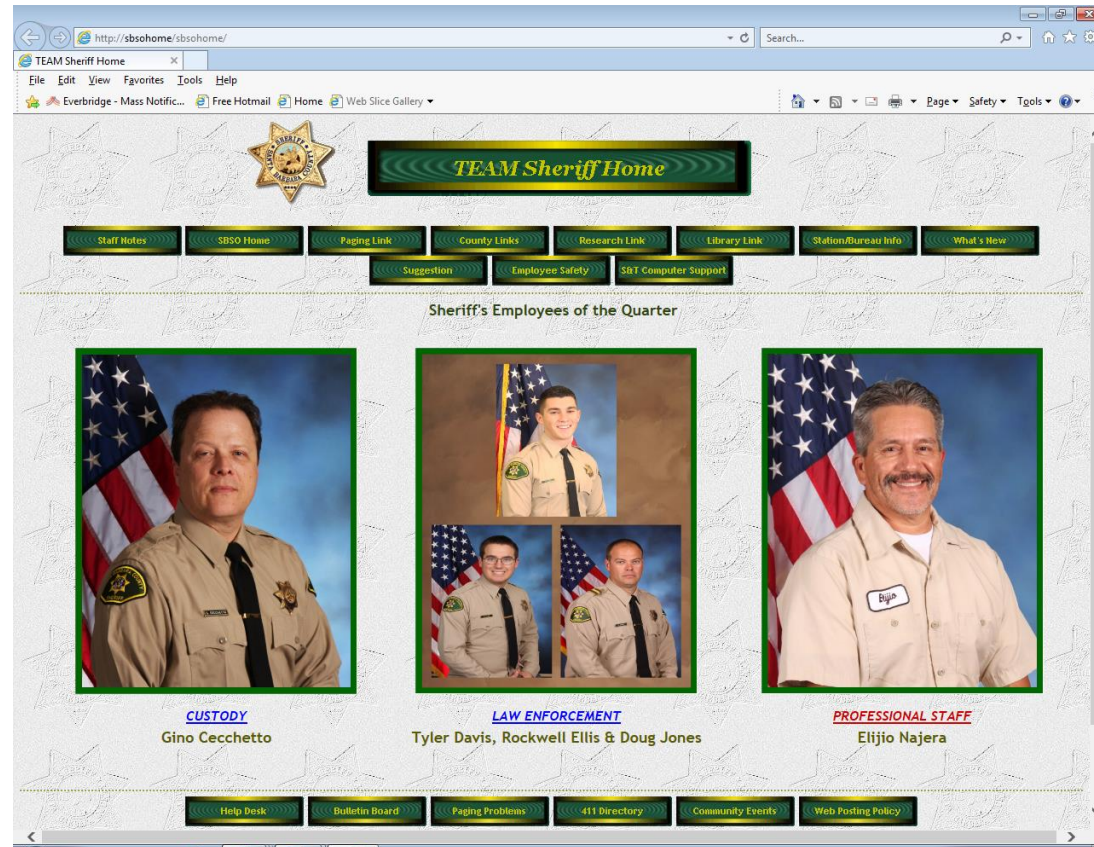


# CAD: TRI-TECH

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# SHERIFF'S DEPARTMENT INTRANET



# CODES, CALL SIGNS, ETC.

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- \* RADIO CODES
- \* PENAL/VEHICLE/H&S/B&P/COUNTY CODES/CITY ORDINANCES
- \* RMS
- \* DISPOSITION CODES
- \* CALL SIGNS
- \* UNIT DESIGNATORS
- \* CALL TYPE/CALL DESCRIPTIONS

# AREA FAMILIARIZATION

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# WHO ARE OUR USER AGENCIES?

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# YOUR TRAINING OFFICER

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- \* FIRST LINE OF SUPERVISION
- \* DESIRE TO TRAINING
- \* DAILY OBSERVATION REPORTS (DOR)
- \* ROTATION OF TRAINERS



# TRAINING PROGRESS

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- \* DAILY OBSERVATION REPORTS
- \* POSITION BENCHMARKS
- \* CRITICAL TASK LIST
- \* PROFICIENCY CHECKS (TESTS OR QUIZZES)
- \* SUPERVISOR OBSERVATION

# OBLIGATION TO YOUR CO-WORKERS

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- \* YOU DO NOT HAVE TO LIKE EVERYONE YOU WORK WITH
- \* YOU DO NOT HAVE TO BE PLEASANT (but)
- \* YOU MAY NOT BE UNPLEASANT
- \* YOU DO **HAVE TO BE PROFESSIONAL**

BEING PROFESSIONAL MEANS THAT YOU DO YOUR JOB, AND YOU ASSIST OTHERS TO DO THEIRS AS MUCH AS YOU POSSIBLY CAN

# TOUR OF DISPATCH CENTER

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