Santa Barbara County Public Safety Dispatch Center

DISPATCH ORIENTATION ACADEMY
OBJECTIVES

* UNDERSTAND POSITION
* UNDERSTAND THE ROLE OF DISPATCH WITHIN THE DEPARTMENT
* OVERVIEW OF OUR USER AGENCIES
* UNDERSTAND TRAINING PROGRAM
* OVERVIEW OF DISPATCH CENTER
INTRODUCTIONS
OUR PRIMARY OBJECTIVES

RESPONDER SAFETY

PUBLIC SAFETY

SERVICE TO THE PUBLIC

PROVIDE SUPPORT TO OUR USER AGENCIES
THESE ARE BEST ACCOMPLISHED BY:

* 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=8lj83bAMax4
PHONES

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

FREQUENCY 1: STATUS KEEPING

FREQUENCY 2: SUPPORT CHANNEL

CAN YOU ADVISE HOW YOU CLEARED YOUR LAST CALL

I WALKED OUT TO MY SQUAD CAR AND DROVE OFF FEELING PRETTY GOOD ABOUT THE WHOLE THING

First name Chris
C-H-R-I-S

Last name Rynkidynki
common spelling

KMK
CLETs

* GUS CLETs
* CAD CLETs
* RMS CLETs
CAD: TRI-TECH
CODES, CALL SIGNS, ETC.

* 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
WHO ARE OUR USER AGENCIES?

[Images of logos for Santa Barbara County Fire Department, Santa Barbara County Sheriff's Office, and AMR]
YOUR TRAINING OFFICER

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

* DAILY OBSERVATION REPORTS
* POSITION BENCHMARKS
* CRITICAL TASK LIST
* PROFICIENCY CHECKS (TESTS OR QUIZZES)
* SUPERVISOR OBSERVATION
OBLIGATION TO YOUR CO-WORKERS

* 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