

Category 5

On-the-Job Training

Equipment Use

- 5.1. Demonstrate ability to utilize agency equipment to handle 911 call taking and dispatching duties.
- 5.2. Quickly and accurately recording information into CAD and/or on cards.
- 5.3. Use maps and street files to identify locations and proper codes (hard copy and/or computerized, if available).
- 5.4. Accurately type information received verbally.
- 5.5. Transmit the complaint to radio dispatch by computer/telephone, or personally dispatch appropriate response unit(s).
- 5.6. Use written information or computer-aided dispatch to assign law enforcement, fire, and rescue units.
- 5.7. Monitor and update status of incidents and status of field units.
- 5.8. Update the field units regarding incident and status information.
- 5.9. Use written information or computer-aided dispatch to redirect incidents to another dispatcher.
- 5.10. Monitor, respond, and dispatch by radio, computer transmission, or written information to and from field units.
- 5.11. Basic concepts and differences between basic and enhanced 9-1-1 telecommunications systems.
- 5.12. Conference phone lines to enable communications.
- 5.13. Monitor transferred call until connection is established.
- 5.14. Receive and handle TDD calls.
- 5.15. Hold phone line to complete a telephone trace.
- 5.16. Use ANI/ALI to locate and identify caller, if applicable.*

- 5.17. Complete ANI/ALI forms to update entries, if applicable.*
 - 5.18. Use call check system to replay “difficult” calls, if applicable.*
 - 5.19. Use “emergency ring down” phones, if applicable.*
- (*These criteria must be tested if the agency utilizes this telecommunications equipment.)
- 5.20. Conduct/monitor civil defense test.
 - 5.21. Enter data into a record system.
 - 5.22. Generate reports.
 - 5.23. Restart the computer system, if applicable.
 - 5.24. Transcribe and/or copy a tape recording, if applicable.
 - 5.25. Operate radio equipment
 - 5.26. Operate paging equipment
 - 5.27. Patch radio frequencies
 - 5.28. Perform radio frequency tests.
 - 5.29. Use of alternative communication methods if regular radio is down

VCIN/NCIC

- 5.30. Using NCIC or other manuals for assistance (if applicable).
- 5.31. Transmitting emergency bulletins by TTY (if applicable)
- 5.32. Query vehicle (if applicable)
- 5.33. Query Computerized Criminal History (CCH) (if applicable)
- 5.34. Query stored vehicles (if applicable)
- 5.35. Query driver’s license (if applicable)
- 5.36. Enter administrative license suspension (if applicable)
- 5.37. Query stolen articles (if applicable)
- 5.38. Query gun (if applicable)
- 5.39. Query wanted/missing persons (if applicable).
- 5.40. Clearing entries (if applicable)
- 5.41. Enter/query protective orders (if applicable).
- 5.42. Modify information in computer database (if applicable)
- 5.43. Hit confirmation process (to include placing locate)

5.44. Informal and formal messages (if applicable)

NOTE: TRAINEE MUST COMPLETE VCIN/NCIC TRAINING PRIOR TO BEING TESTED ON THE JOB BY CRITERIA NUMBERS 5.31 THROUGH 5.44.

General

5.45. Answer, refer, and route calls/messages to proper departmental unit.

5.46. Prepare a general broadcast bulletin

5.47. Complete data entry forms (if applicable)

5.47.1. Wanted or missing person

5.47.2. Stolen vehicle

5.48. Prepare an activity log

5.49. Prepare a summary report

5.50. Prepare an intra-departmental memo

5.51. Monitor alarm/security systems, if applicable.

5.52. Receive opening/closing calls, if applicable.

5.53. Maintain equipment within the communications center.

5.54. Troubleshoot equipment problems.

5.55. Document equipment problems.

5.56. Identify local ordinances affecting dispatch operations.

5.57. Use and maintain maps and cross street directories.

5.58. Demonstrate map reading skills to include street directions.

5.59. Use and maintain log shift rosters of assigned field units.

5.60. Use and maintain department files for warrants and/or other citations.

5.61. Use and maintain complaint history files.

5.62. Use and maintain specialized logs or data bases, e.g. medical incidents, problem addresses, restraining orders, etc.

- 5.63. Use and maintain towing agency rotation logs.
- 5.64. Use and maintain business directories.
- 5.65. Use and maintain a directory of services provided by other agencies.
- 5.66. Answer an anonymous witness line, e.g., Crime Stoppers, if applicable.
- 5.67. Provide information, refer and/or transfer calls to appropriate departments or agencies as a general service to the public.
- 5.68. Provide requested information to authorized departments or agencies, per department policy.
- 5.69. Maintain general resource material in the Communications Center.
- 5.70. Maintain order and cleanliness in the Communications Center.