Training Overview

Weeks 1-4
Classroom Training

Weeks 5-9

Phones/Customer Service/CAD

Listening to Calls/Overseeing Trainer
Answering calls (greeting)
Voice Inflection
Effectively managing a call or (calls)
Prioritizing Calls
Asking critical questions
Transmitting calls
Documenting Call in CAD
Proper Handling of Abandoned Calls
911 Calls (logging)
Transferring Calls
Placing calls on Hold/Properly Retrieving Call
Transferring ANI/ALI and Peabody calls into CAD
Requests for Tow, Taxi, or other mutual aid

Proper Documentation in CAD
Use of Type Codes
Geography
CAD Skills/Typing Skills
Acceptance of feedback
Stress Control

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Weeks 10-14

Radio Protocols/Motorola Frequencies

Listening & Comprehension
Transmitting
Documentation
Good Diction
Proper Modulation
Clear Projection

| Trainee | Date |
Week 15-17

JDIC Terminal Training
Cal Photo, CCHR, USCG Documented Vessels
Resources / Multi Agency Response)
- Marine Exchange
- USCG – U.S. Coast Guard
- CHP
- LAPD / Airship
- L.A. City/L.A. County Lifeguard (AKA Baywatch)
- Long Beach PD & Harbor Patrol
- Animal Regulation
- LA Fire Department
- PHL – Pacific Harbor Lines
- 7th Street Garage (OPG)/US Tow
- FAA (Federal Aviation Administration)
- Marine Mammal Care
- Vessel Assist

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Weeks 18-20

Concentrate on call taking and dispatching
Officer Safety
Multiple call handling
Multitasking
Decision Making & Problem Solving
Retention of information
Versatility
Utilizing Resources
Everbridge

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Shadow Phase – Weeks 21-23

Completion of 6 month training (Week 24)