

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

Trainee _____	Date _____
----------------------	-------------------

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, CCHRS, 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

Trainee	Date
---------	------

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

Trainee	Date
---------	------

Shadow Phase – Weeks 21-23

Completion of 6 month training (Week 24)