

## QUALIFICATIONS

Potential candidates for the Citizen's Academy for 9-1-1 must meet the following criteria:

Minimum age of 18 years

No felony convictions

Persons selected to attend the academy will be notified by mail and/or phone prior to the beginning of classes.

Applications received after the class has been filled will be retained and considered for future sessions.

Classes for the Citizen's Academy for 9-1-1 are typically held quarterly. They begin Saturday at 9:00 a.m. and conclude at 5:00 p.m.

Please bring your own lunch.

For more information and/or an application contact:

Anita Miller  
Operations Supervisor  
831-471-1006  
Or check our website at

[www.scr911.org](http://www.scr911.org)

Our next  
Citizen's Academy  
is scheduled for  
Saturday, April 2, 2011.



## CITIZEN'S ACADEMY FOR 9-1-1

**March 5, 2011**

HOSTED BY

**SANTA CRUZ  
REGIONAL  
9-1-1**

495 Upper Park Road  
Santa Cruz, CA. 95065

Tel: 831-471-1000

# WHAT IS THE CITIZEN'S ACADEMY FOR 9-1-1?

The Citizen's Academy for 9-1-1 is a training opportunity for persons interested in a public safety dispatching career or community minded people who live or work in the County of Santa Cruz.

As an organization formed under a Joint Powers Agreement, Santa Cruz Regional 9-1-1 is interested in improving its relationship with the community. This academy is designed to meet that goal.

## TOPICS

### Professional Orientation:

Find out how SCR9-1-1 is structured, what it takes to be a dispatcher and how dispatchers are trained.

**Call Taking:** Find out how 9-1-1 calls are directed to the center and what happens with a call from the time it's answered to dispatch. Understand why dispatchers ask a lot of questions and techniques they use to calm irrational, abusive, or hysterical callers to obtain information for responding officers.

**Law Dispatching:** Learn how we know which officers to send and the demographics of our Law User Agencies. Understand how Computer Aided Dispatch (CAD) makes our job easier.

**Fire Dispatching:** Understand how fire calls differ from law enforcement calls and the demographics of our Fire User Agencies. Learn about our Incident Dispatcher Program and its importance to the community.

### Emergency Medical Dispatch

**(EMD) Program:** Find out what the EMD Program is and how it works. Understand dispatching determinants and pre-arrival instructions.

### Quality Improvement Program:

Learn what we are doing to serve our community the best we can.

**Observation Time:** Spend time plugged in with a dispatcher and observe calls coming and going. Spend time riding along with the agency in your jurisdiction.

## INSTRUCTORS

All instructors are members of the Santa Cruz Regional 9-1-1 center staff and highly trained in their respective fields. They will share their knowledge, enabling you to learn about the diversity of 9-1-1 dispatching and how the User agencies work together.

