

# Utah Peace Officer Standards & Training



## Basic Public Safety Dispatcher Training Program

Adopted December 2010  
Revised June 2013  
Last Revised January 2016

**Utah Peace Officer Standards and Training  
Basic Dispatcher Training Program**

<b>Unit No.</b>	<b>Unit Title</b>	<b>Course Hours</b>
<b>Unit 1</b>	<b>Course Orientation</b>	<b>2.5</b>
<b>Unit 2</b>	<b>Role of the Dispatcher in Public Safety Organizations</b>	<b>1.5</b>
<b>Unit 3</b>	<b>Effective Communications</b>	<b>4</b>
<b>Unit 4</b>	<b>Public Safety Call Taking and Interrogation</b>	<b>6</b>
<b>Unit 5</b>	<b>Homeland Security</b>	<b>2</b>
<b>Unit 6</b>	<b>Crime Classification/Definitions – Utah Criminal Code</b>	<b>3</b>
<b>Unit 7</b>	<b>Law Enforcement Dispatching</b>	<b>5</b>
<b>Unit 8</b>	<b>Fire Dispatching</b>	<b>2.5</b>
<b>Unit 9</b>	<b>Callers in Crisis</b>	<b>1.5</b>
<b>Unit 10</b>	<b>Legal Aspects of Public Safety Dispatching</b>	<b>4</b>
<b>Unit 11</b>	<b>Communications Technology</b>	<b>2.5</b>
<b>Unit 12</b>	<b>Excited Delirium/Agitated Chaotic Event</b>	<b>2</b>
<b>Unit 13</b>	<b>Health and Wellness – Stress Management</b>	<b>1.75</b>
	<b>Course Administration and Testing</b>	<b>1.75</b>
	<b>Total Hours</b>	<b>40</b>

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# *Unit 1 - Performance Objectives*

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## **COURSE ORIENTATION**

**Minimum Training Time: 2.5 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of the POST Dispatcher Certification and Recertification processes.

**Enabling Objectives:**

1. The student will provide the definition of a dispatcher and list three primary duties found in Utah Code Annotated (UCA), Section 53-6-102.
  - A. “Dispatcher” means an employee of a public safety agency of the state or any of its political subdivisions
  - B. Receive calls for one or a combination of, emergency police, fire and medical services, and to dispatch the appropriate personnel and equipment in response to calls
  - C. In response to emergency calls, make urgent decisions affecting the life, health, and welfare of the public and public safety employees
  - D. Supervise dispatchers or direct a dispatch communication center
  
2. The student will identify the requirements necessary to take the dispatcher certification examination as found in UCA 53-6-302.
  - A. Applicants for certification examination must:
    1. Be a United States citizen
    2. Be 18 years of age or older at the time of employment as a dispatcher
    3. Be a high school graduate or have a G.E.D. equivalent
    4. Have not been convicted of a crime for which the applicant could have been punished by imprisonment in a federal penitentiary or by imprisonment in the penitentiary of this or another state
    5. Have demonstrated good moral character, as determined by a background investigation
    6. Be free of any physical, emotional, or mental condition that might adversely affect the performance of the applicant’s duty as a dispatcher
  - B. Requirements
    1. Criminal history background check
    2. Background investigation

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3. The student will list what additional requirements and certifications are necessary before they can become a certified dispatcher.
  - A. POST dispatcher application
  - B. Utah Emergency Medical Dispatcher (EMD) certification
  - C. BCI proficiency certificate
  - D. ICS 100, ICS 200, NIMS 700 training
  - E. POST approved dispatch certification training
  - F. Pass POST dispatcher certification exam
4. The student will have an understanding of the UCA 53-6-303.
  - A. Completion of basic dispatcher training course required
  - B. Examination required
  - C. Applies to dispatchers hired after July 1, 1996
5. The student will explain the waiver requirements found in UCA 53-6-304.
  - A. Waiver of training course requirements
    1. Provide evidence the applicant meets the requirements
    2. Provide evidence applicant has completed an equivalent basic dispatcher course
    3. Pass a written examination
6. The student will have an understanding of the UCA 53-6-305.
  - A. Participation in dispatcher training and certification is at the option of the legislative body of each county or municipality that employs dispatchers
  - B. The minimum standards concerning dispatcher qualifications and training do not preclude counties or municipalities from establishing standards higher than the minimum standards
7. The student will explain the meaning of inactive or lapsed certification as well as the continuing education requirements found in UCA 53-6-306.
  - A. Inactive – has not been engaged in the duties of a dispatcher for 18 consecutive months
  - B. Lapsed – has not been engaged in the duties of a dispatcher for four continuous years
  - C. Reinstatement
    1. Inactive – written examination required
    2. Lapsed – completion of basic training course and written examination required
  - D. Continuing education requirements
    1. 20 hours or more annually
    2. Failure to obtain continuing education may result in inactive or lapsed certification
8. The student will understand the requirements for a change of status notice found in UCA 53-6-307.
  - A. POST must be informed of any change of status to include:
    1. Termination of employment
    2. Reason for termination of employment
    3. Name change

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9. The student will understand the process for revocation, suspension or refusal of certification and identify five reasons that could cause a dispatcher's status to change as outlined in UCA 53-6-309.
  - A. Certification may be revoked or suspended for cause
  - B. Due process rights will be maintained
    1. Notice of allegations
    2. Opportunity for hearing before an Administrative Law Judge
    3. Burden of proof for agency action is clear and convincing evidence
    4. Burden of proof for affirmative defense is preponderance of the evidence
  - C. Cause for action on dispatcher certification includes:
    1. Willfully falsifies any information to obtain certification
    2. Has any physical or mental disability affecting the dispatcher's ability to perform duties
    3. Is addicted to alcohol or any controlled substance, unless the dispatcher reports the addiction to the employer and to the director as part of a departmental early intervention process
    4. Engages in conduct that is a state or federal criminal offense, but not including a traffic offense that is a class C misdemeanor or infraction
    5. Refuses to respond, or fails to respond truthfully to questions after having been issued a warning based on Garrity v. New Jersey, 385 U.S. 493 (1967); or
    6. Engages in sexual conduct while on duty.
  - D. Violation of the employing agency's policies, general orders, or similar guidelines that do not amount to a violation of 53-6-309 (1) is not a cause for action on dispatcher certification
  - E. Notice to employing agency will be given before action is taken on dispatcher certification
  
10. The student will have a basic knowledge of UCA 53-6-310.
  - A. Responsibility for training rests with the individual or employing agency – The division (POST) is not responsible for providing basic or in-service training
  - B. The head of the employing agency shall certify the dispatcher's annual training

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# *Unit 2 - Performance Objectives*

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## **ROLE OF THE DISPATCHER IN PUBLIC SAFETY ORGANIZATIONS**

**Minimum Training Time: 1.5 hours**

### **Unit Goal:**

The goal of this unit is to provide the student with an understanding of the role a public safety dispatcher plays within law enforcement, fire and emergency medical service organizations. The student will be provided with an overview of the purpose and content of other required certifications for POST certification. The student will also understand their responsibility regarding the Telecommunicators Code of Ethics.

### **Enabling Objectives:**

1. The student will identify the different types of agencies and divisions within law enforcement.
  - A. Types:
    1. Local
      - a. City Police
      - b. Town Marshal
    2. County
      - a. Sheriff
    3. State Agencies
      - a. Department of Public Safety (DPS)
        - i. Highway Patrol (UHP)
        - ii. State Bureau of Investigations (SBI)
        - iii. Peace Officer Standards and Training (POST)
      - b. Department of Natural Resources
        - i. State Parks
        - ii. Division of Wildlife Resources (DWR)
      - c. Department of Corrections
        - i. Utah State Prison
        - ii. Adult Probation and Parole (AP&P)
      - d. Attorney General's Office
        - i. Investigations
        - ii. Internet Crimes Against Children (ICAC)
    4. Metropolitan/Combined Forces
    5. Universities and School Districts

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6. Federal
    - a. Department of Justice
      - i. Federal Bureau of Investigation (FBI)
      - ii. Drug Enforcement Administration (DEA)
      - iii. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
      - iv. U.S. Marshals Service
    - b. Department of Homeland Security
      - i. Homeland Security Investigations (HSI)
      - ii. United States Secret Service (USSS)
      - iii. Immigration Customs and Enforcement (ICE)
      - iv. U.S. Customs and Border Protection (CPB)
      - v. U.S. Border Patrol (USBP)
      - vi. Federal Protective Services (FPS)
      - vii. U.S. Coast Guard (USCG)
      - viii. Federal Air Marshal Service (FAMs)
    - c. Department of Agriculture
      - i. Forest Service (USFS)/National Parks (NPS)
    - d. Department of the Interior
      - i. Bureau of Land Management (BLM)
  - B. Divisions:
    1. Patrol
    2. Traffic
    3. Investigations
    4. Specialty
      - a. Special Weapons and Tactics (SWAT/SERT)
      - b. K-9
      - c. Search and Rescue (SAR)
      - d. Narcotics
      - e. Gangs
    5. Administration
    6. Support Services
  - C. Law Enforcement Ranks
    1. Chief of Police/Sheriff
    2. Assistant Chief of Police/Undersheriff, Chief Deputy
    3. Captain
    4. Lieutenant
    5. Sergeant
    6. Corporal/Senior Patrol Officer
    7. Officer/Deputy/Trooper/Agent
2. The student will identify two essential job functions of a law enforcement agency.
    - A. Enforce the law
    - B. Ensure the safety of the public
  3. The student will identify the different types of Fire and/or EMS departments and their personnel.

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- A. Fire
    - 1. Full-time
    - 2. Part-time
    - 3. Volunteer
  - B. EMS
    - 1. Fire
    - 2. Sheriff's Office
      - a. Search and Rescue
    - 3. Private
    - 4. Advanced Life Support (ALS) – Paramedic
    - 5. Basic Life Support (BLS) – Emergency Medical Technician
    - 6. Emergency Medical Dispatcher (EMD)
  - C. Fire Ranks
    - 1. Fire Chief
    - 2. Assistant/Deputy Fire Chief
    - 3. Battalion Chief (Shift Commander)
    - 4. Captain (Station Commander)
    - 5. Lieutenant
    - 6. Engineer
    - 7. Firefighter/Paramedic/EMT (where applicable)
4. The student will identify the basic functions and positions of a Communications/Public Safety Dispatch Center.
- A. Functions
    - 1. Serve as centralized location for collecting requests for service
    - 2. Dispatch appropriate response of police, fire and EMS
    - 3. Ensure responder safety and provide quality assistance and customer service to the public as well as public safety agencies
    - 4. Provide the key connection between the public and the public safety provider
  - B. Communications/Dispatch Positions
    - 1. Director
    - 2. Manager
    - 3. Supervisor
    - 4. Trainer
    - 5. Call Taker
    - 6. Radio Dispatcher

*(Note: depending on agency policy, the above positions may be consolidated and staffed by one dispatcher – to include EMS, fire and law enforcement dispatching)*
5. The student will explain the functions of chain of command and why it should be followed.
- A. Functions
    - 1. Provide paramilitary structure for accomplishing tasks
    - 2. Provide clear understanding of responsibility and authority
    - 3. Establish first line and middle management levels of supervision for daily operations thereby allowing department heads to focus on big picture

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- B. Why chain of command should be followed
  - 1. It is policy
  - 2. To facilitate rapid resolution of issues at the lowest level
  - 3. Avoid confusion and conflicting orders
  
- 6. The student will identify the skills and abilities of a public safety dispatcher.
  - A. Good listener
  - B. Concise and accurate
  - C. Calm
  - D. Resourceful
  - E. Effective coordinator
  - F. Multi-task oriented
  - G. Decisive
  - H. Quick thinker
  - I. Leadership (take charge personality)
  - J. Flexible
  
- 7. The student will identify why reliability is an important characteristic of a public safety dispatcher.
  - A. Fosters confidence and trust between the dispatcher and officers
  - B. Reduces unnecessary questions between officers and dispatch
  
- 8. The student shall identify essential reasons why the image projected by a public safety dispatcher affects all aspects of their job functions.
  - A. Remember whom they represent and serve
  - B. Verbal vs. visual contact
  - C. Positive vs. negative contact
  - D. Going the extra mile
  - E. Caller safety
  - F. Victim safety
  - G. Responder safety
  
- 9. The student will define the ethical qualities of a dispatcher outlined in the Telecommunicators Code of Ethics.
  - A. Member of an honorable profession
  - B. Relationship between good physical and mental conditioning
  - C. Perform with efficiency to the best of their ability
  - D. Perform duties in an honest manner, observing all laws
  - E. No unethical advantage or profit
  - F. Responsible to the public
  - G. Give most efficient and impartial service
  - H. Understand importance of courtesy
  - I. Regard fellow telecommunicators with the same standards
  - J. Share a reciprocal affinity and obligation to the agency, administrators and co-workers
  - K. Accept responsibility for actions

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- L. Strive for values reflecting honor to agency, self and co-workers
10. The student will explain the purpose and function of the EMS system.
- A. The EMS system is a coordinated arrangement of resources, personnel, equipment, and facilities organized to respond to medical emergencies regardless of the cause
  - B. The EMS system covers a full spectrum from prevention through rehabilitation
11. The student will define the EMS system's complex arrangement of public service components.
- A. Legislation
  - B. Communications
  - C. Public information and education facilities
  - D. Trauma systems
  - E. Medical direction and evaluation designed to serve the needs of the public in medical emergencies
12. The student will list the resources commonly found in the EMS system and the sequence in which they work together to render aid and ensure public safety.
- A. EMD – Emergency Medical Dispatchers are vital members of the emergency response platform within an EMS System
    - 1. EMDs are usually the first professionals to receive an emergency call about a medical illness or injured person
    - 2. The EMD manages 9-1-1 and other emergency calls, and dispatches appropriate medical or rescue response personnel (police, fire, ambulance, etc.) to the scene
  - B. First Responders – Individuals trained and certified in areas of medical, fire and law enforcement services sent by dispatch to assist citizens in answer to their call for help
  - C. BLS – Basic Life Support provides immediate medical treatment and stabilization of airway for patients and assistance to ALS responders when available
    - 1. Emergency Medical Technician (EMT) – The primary focus of the EMT is to provide basic emergency medical care and transportation for critical and emergent patients, and to provide care to minimize secondary injury and to provide comfort to the patient while transporting the patient to an emergency care facility.
  - D. ALS – Advanced Life Support
    - 1. Advanced Emergency Medical Technician (AEMT) – includes all functions of the EMT, and utilizes advanced equipment available on the ambulance.
    - 2. Paramedics – Paramedics are trained in advanced cardiac life support, EKG interpretation, and are certified to establish intravenous lines and administer medications under the direction of medical control. They are also trained in advanced airway maintenance techniques such as endotracheal intubation
  - E. Air-Medical Services – An air ambulance is an aircraft used for emergency medical assistance in situations where a traditional ambulance cannot reach the scene easily or quickly enough

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1. Several agencies provide air ambulance service in Utah with various specialties, including hoist, burn unit, pediatrics, infrared, and fixed wing.
  - F. Hospital/Emergency Care Facilities
  - G. Poison control centers
13. The student will list and explain the main functions and roles of the EMD within the EMS system.
- A. The initial point of contact for those who need help
  - B. The vital link between the citizen in need and field resources
  - C. Administers initial life saving/life impacting medical care instruction and direction to the caller via scripted phone instruction
  - D. Receives and processes (interrogates) calls for emergency medical service assistance
  - E. Determines the nature and severity of the medical incident type
  - F. Dispatch, allocation and coordination of field EMS resources
  - G. Uses approved selective medical dispatch system to instruct caller in preparation for EMS responders arrival
  - H. Ensures scene safety for patients, bystanders and EMS field responders
  - I. Uses approved selective medical dispatch system to provide scripted emergency medical care instructions until medical responders take over at the scene
  - J. Coordinates other public safety and medical providers as the situation requires
  - K. Maintains accurate records and logs of emergency calls
14. The student will explain the purpose and evolution of the emergency medical dispatch system.
- A. In 1968, 9-1-1 was established as the national emergency number for the U.S. Calling this single number provided a caller anywhere in the U.S. access to police, fire and medical services
  - B. 9-1-1 centers, have evolved to meet public safety and emergency medical needs
  - C. Prior to this evolution dispatchers were the first line of contact with citizens requiring emergency medical assistance, however the dispatchers received little medical training or tools to help the citizen prior to a medical unit's arrival on scene
  - D. Today dispatchers receive EMD training and have emergency medical protocol systems, increasing the professionalism of the EMD and enhancing the delivery of EMS to citizens
15. The student will explain critical factors of an emergency medical protocol system.
- A. An emergency medical protocol system is a critical EMD tool that requires the EMD to be trained in order to utilize the protocol system effectively
  - B. The emergency medical protocol system assists the EMD to:
    1. Determine the severity of the medical emergency
    2. Send the correct response in the correct manner – hot vs. cold
    3. Provide the appropriate scripted medical instruction to the caller
  - C. The emergency medical protocol script must be followed verbatim through the interrogation process in order to triage the medical type and severity of the call

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- D. Emergency medical protocol determinants are set up to categorize the medical type and severity into a prioritization of emergency medical response for correct allocation of resources and better service to the community at large
  - E. Medically approved pre-arrival instructions provide directions for aiding the patient in medical emergencies which includes first aid, CPR and child birth
16. The student will demonstrate a general knowledge of Utah law, rules and regulations related to the EMD and EMS System.
- A. EMS dispatch agency designation is regulated by Utah State statute 26-8a-303. Designation of emergency medical service providers – “To ensure quality emergency medical services, the committee shall establish designation requirements for emergency medical service providers in the following categories: . . . (c) emergency medical service dispatch center;”
  - B. The minimum EMS dispatch agency requirements are set forth in Utah Administrative Code, rule number R426-2-400 Designated Emergency Medical Service Dispatch Center Minimum Designation Requirements.
    - 1. An emergency medical service dispatch center shall meet the following minimum designation requirements:
      - a. Have in effect a selective medical dispatch system approved by the off-line medical director, which includes:
        - i. Systemized caller interrogation questions;
        - ii. Systemized pre-arrival instructions; and
        - iii. Protocols matching the dispatcher’s evaluation of injury or illness severity with vehicle response mode and configuration.
      - b. Provide pre-hospital arrival instructions by a certified Emergency Medical Dispatcher.
      - c. Have a current updated plan of operations.
      - d. Have a current agreement with a Department-certified off-line medical director.
      - e. Have an ongoing medical call review quality assurance program,
      - f. Have a certified emergency medical dispatcher roster with Utah and National certification numbers and expiration dates.
17. The student will demonstrate knowledge of the required EMD training and certification requirements.
- A. EMD training and certification is a national as well as state standard. The Utah Bureau of EMS certifies dispatchers for a four-year period. To become certified as an EMD an individual must:
    - 1. Successfully complete an approved EMD course; and
    - 2. Achieve a favorable recommendation from the course coordinator stating technical competence during training and successful completion of all training requirements for EMD certification; and
    - 3. Submit the applicable fees and a completed application; and

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4. Submit to and pass a background investigation, including an FBI background investigation if the applicant has not resided in Utah for the past consecutive five years; and
  5. Maintain and submit documentation of having completed an approved CPR course within the prior two years; and
  6. Successfully complete the EMD examination
18. The student will demonstrate knowledge of the required EMD continued training and recertification requirements.
- A. Submit the applicable fees and a completed application.
  - B. Submit to and pass a background investigation, including an FBI background investigation if the applicant has not resided in Utah for the past consecutive five years; and
  - C. Maintain and submit documentation of having completed an approved CPR course within the prior two years; and
  - D. Successfully complete the applicable written recertification examination, within one year prior to expiration; and
  - E. Provide documentation of completion of 48 hours of approved continuing medical education (CME) every four years.
19. The student will define what the Bureau of Criminal Identification (BCI) is and what its responsibilities are.
- A. BCI is a bureau within the Utah Department of Public Safety (DPS)
  - B. BCI is designated as the Control Terminal Agency (CTA) for the State of Utah, as directed by the FBI
20. The student will define what the Utah Criminal Justice Information System (UCJIS) is.
- A. UCJIS is a computerized information service that facilitates the exchange of data from several separate sources and agencies
  - B. UCJIS houses the databases of all accessible files containing information to assist law enforcement and other criminal justice agencies in the State of Utah
21. The student will identify two purposes for criminal justice agencies to access UCJIS systems.
- A. Criminal justice investigation
  - B. Criminal justice employment
22. The student will identify how physical security for BCI can be accomplished in dispatch centers and why it is important.
- A. To protect against unauthorized personnel gaining access to equipment or to any stored data
  - B. All visitors in position to view information on computer screens must be accompanied by staff personnel so as not to accidentally reveal private information to someone passing by

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23. The student will identify steps BCI takes to ensure security of personnel accessing UCJIS systems.
- A. Background Checks
  - B. User Security Statement
  - C. Logons
  - D. Passwords
  - E. Training
  - F. Testing/User Testing Agreement
24. The student will identify the sanctions that could be taken against an individual for misusing UCJIS systems or improperly disseminating information.
- A. Written warning
  - B. Suspension of logon ID during investigation of allegations of misuse
  - C. Permanent deletion of logon ID due to substantiated misuse
  - D. Termination of employment
  - E. Suspension or revocation of POST certification
  - F. Criminal charges may be filed for violation of State or Federal laws
  - G. Civil Liability
25. The student will identify the basic files accessible on the UCJIS System.
- A. Drivers License Division (DLD)
    1. Contains driver's license information for licensed Utah drivers
  - B. Division of Motor Vehicles (DMV)
    1. Contains vehicle registration information for vehicles registered in Utah
  - C. Statewide Warrants/Protective Orders (SWW)
    1. Contains information on individuals who are wanted in the State of Utah
    2. Objective of system is to make warrant information, based on court actions, available to law enforcement agencies
    3. As with any warrant system, caution must be used when serving warrants or arresting solely on the basis of data on this file
  - D. International Justice and Public Safety Network (NLETS)
    1. Through NLETS, dispatchers can inquire into other states motor vehicle, driver license, criminal history and other databases
  - E. National Crime Information Center (NCIC)
    1. A computerized index of documented criminal justice information concerning crimes and criminals of nationwide interest, and a locator for missing and unidentified persons
    2. Contains accurate and timely documented criminal justice information
    3. Includes information on:
      - a. Wanted persons
      - b. Missing/Unidentified persons
      - c. Stolen property and vehicles
      - d. Criminal history information

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- e. Other person files such as Terrorist Screening Center, Sex Offenders, Protective Orders, Gangs, Secret Service, etc.
  - F. Utah Criminal History (UCH)
    - 1. Created for the purpose of keeping an individual's criminal record in one central location, instead of keeping many different records throughout the individual agencies in Utah
    - 2. Arrest information on a criminal history record is obtained from the ten-print fingerprint card and/or single-print citations
    - 3. Federal regulations and Utah state law control the distribution of criminal record information. This information may only be given to authorized criminal justice agencies for criminal justice purposes
    - 4. BCI keeps an automated dissemination log of all criminal history requests including name of person requesting information, logon ID of terminal operator, purpose for the request, time and date of request, and the name inquired upon
26. The student will define Incident Command System (ICS) and Emergency Operations Center (EOC), and explain the role of a public safety dispatcher in the ICS.
- A. Define ICS as:  
A systematic tool used for the command, control, and coordination of emergency response
  - B. Define EOC as:  
A central command and control facility responsible for carrying out the principles of emergency preparedness and management or disaster management
  - C. Dispatcher role in ICS – Communicate with the incident commander to facilitate requests for resources
  - D. Unified Command

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# *Unit 3 - Performance Objectives*

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## **EFFECTIVE COMMUNICATIONS**

**Minimum Training Time: 4 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of the proper techniques and skills needed to handle calls for service. The student will also be able to obtain information in an efficient manner while projecting a positive and professional image of commitment to service.

**Enabling Objectives:**

1. The student will describe what is necessary to meet the public's expectation of a professional, efficient and concerned public safety dispatcher.
  - A. Exhibit an image that is professional and competent at all times under all circumstances
  - B. Give the caller confidence in your ability to assist them
  - C. Show the caller empathy and understanding
  - D. Use effective techniques in reducing a caller's anxiety, panic or anger before emergency responders arrive at the scene
  - E. Be polite and courteous
2. The student will identify active listening techniques.
  - A. Clarifying – obtain additional facts, explore all sides of the problem
  - B. Restating – check meaning and interpretation, avoid hasty and preconceived judgments
  - C. Open-minded/understanding – convey you are interested, listening and understanding, encourage cooperation
  - D. Summarizing – verify interpretation and understanding
  - E. Leave emotions behind – it is not personal
  - F. Empathy vs. sympathy
  - G. Be prepared – know your resources
  - H. Remain patient with a positive attitude
3. The student will list techniques for ensuring that information received is accurate.
  - A. Listen carefully to what the caller is saying
  - B. Listen and type at the same time (multi-tasking)
  - C. Let the caller's statements speak for themselves – never assume
  - D. Judge the information not the caller
  - E. Ask questions that clarify the caller's statements

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- F. Paraphrase or rephrase the information, but be careful not to change the meaning of what they are saying
  - G. Do not use police jargon or 10-codes
4. The student will be able to list the four primary barriers in communication.
    - A. Human
    - B. Emotional
    - C. Physical
    - D. Language
  5. The student will identify specific types of callers and situations that may complicate and/or cause failure in the communication process. (These types of calls will be covered in detail in additional sections)
    - A. Under the influence
    - B. Language barriers
    - C. Mental problems
    - D. Juvenile callers
    - E. Elderly callers
    - F. Lonely callers
    - G. Suicidal callers
    - H. Hostage situations
    - I. Incomplete telephone calls
    - J. Medical problems
  6. The student will list three crucial components of a telephone call.
    - A. The greeting
      1. Answer all calls promptly
        - a. Identify yourself and your department according to your agency's policy
        - b. Speak directly into mouthpiece
      2. Observe telephone courtesy and professionalism
    - B. The Interview – eliciting and obtaining essential information
      1. Structure interrogation in a sequential format
        - a. Assures a thorough and complete interrogation on every call
        - b. Safeguard for ensuring accurate call prioritization and classification
        - c. Organizes pertinent information and provides a method for eliciting information in a quick, concise and effective style
        - d. Projects a confident and professional image and assists in directing and controlling the call
        - e. Assists in providing officer and citizen safety by ensuring accurate and essential information is quickly dispatched to the responding units
      2. The dispatcher's attitude and behavior may influence or affect the outcome of a call or the safety of a responding officer
        - a. Inappropriate responses to callers:
          - i. Never argue, be self-righteous, indignant, condescending or place blame
          - ii. Never project boredom or irritation

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- iii. Never correct a caller's terminology, (e.g. burglary vs. robbery or paramedic vs. EMT)
    - iv. Never judge the situation severity based on past calls, caller's demeanor or attitude, or your own personal experiences
  - C. The termination – closing the call
    - 1. The call-taker/dispatcher should always close the call positively and courteously
    - 2. Do not give a specific time an officer will arrive
    - 3. Do not give legal advice
- 7. The student will describe why citizens calling for help may become uncooperative and difficult.
  - A. They believe you are wasting their time
  - B. They expect an immediate response
  - C. They are reacting to the situation
  - D. They believe you are too busy to deal with the call
- 8. The student will define "Hysteria Threshold" as:  
The point at which a person changes from hysterical behavior to calm, cooperative action. This threshold varies from individual to individual. – (*Principles of Emergency Medical Dispatch Clawson/Dernoceour*)
- 9. The student will list effective calming techniques in breaking the hysteria threshold.
  - A. Do not take it personally – always maintain professional control of yourself
  - B. Respond to the caller's need, not the behavior
  - C. Repetitive persistence – repeating the phrase word for word every time
  - D. Concern and empathy
  - E. Tolerance and patience
  - F. A calm, competent, decisive and even tone of voice
  - G. Use caller's name
- 10. The student will list other types of call management techniques.
  - A. Speak slowly and clearly
  - B. Do not keep asking callers to repeat themselves
  - C. Use appropriate techniques to calm the caller
  - D. Be precise when asking questions
  - E. Be creative and flexible
  - F. Admit mistakes
- 11. The student will explain what requirements the Americans with Disabilities Act (ADA) has for public safety, and what methods hearing impaired individuals have for contacting PSAPs.
  - A. ADA Requirements
  - B. Text Telephone Teletype (TTY)
  - C. Video relay
  - D. Text to 911

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12. The student will explain what a Text Telephone Teletype (TTY) for the hearing and speech-impaired is and how it is used.
  - A. Who uses TTY's:
    1. American sign language (ASL) users
    2. Bilingual users (ASL and English)
    3. Deafened individuals (deaf after hearing normally)
    4. Hard of hearing
    5. Elderly
    6. Deaf Blind (Telebraille)
  - B. Understanding differences in how TTY users communicate
  - C. How to use a TTY to assist the hearing and speech-impaired
  - D. Responding to emergency TTY calls
  - E. Required abbreviations
    1. **GA** – Go ahead it is your turn to type
    2. **Q, QQ** – Question or inquiry
    3. **GA SK, GA to SK, GA or SK** (any of these options) – Go ahead or stop keying – indicates that you are ready to stop keying and disconnect, but gives the other person an option to continue or stop keying
    4. **SK SK** – Stop keying, stop keying – indicates the call is being terminated
  - F. Repeated messages, indicate an emphasis of importance, urgency, or a lot of
  - G. Relay Utah – allows TTY callers and voice callers to communicate with each other via phone
  
13. The student will list three ways to recognize a TTY call.
  - A. The line is silent after you speak to the caller
  - B. You hear an electronic tone or a series of tones (not similar to a fax tone)
  - C. You hear a repeating recorded message announcing that there is a TTY caller on the line
  
14. The student will describe what over-the-phone language interpretation services provide.
  - A. Many dispatch agencies utilize a 24/7 foreign language interpreter providing service for multiple languages
  - B. Accessing language interpretation services
  
15. The student will identify the actions or information where their feelings/intuition may determine the existence of a problem.
  - A. Background noise
  - B. Abrupt answers
  - C. Voice inflection
  - D. History
  
16. The student will list techniques to obtain information regarding a situation that will keep the caller safer and provide better information for the responding units.
  - A. Yes/no questions
  - B. Press button to answer yes

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- C. Pretend to be visiting with a relative
- D. Leave the line open and listen
- E. Separate the caller from the situation

17. The student will define the term Emergency Rule as:

A sudden high-call volume, in which it may be impossible to perform tasks or duties to the same standard as would be expected under normal circumstances.

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# *Unit 4 - Performance Objectives*

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## **PUBLIC SAFETY CALL TAKING AND INTERROGATION**

**Minimum Training Time: 6 hours**

### **Unit Goal:**

The goal of this unit is to give the student an understanding of the responsibilities of a public safety call taker. The student will also develop knowledge of the type of questions that should be asked when interrogating callers reporting public safety incidents.

### **Enabling Objectives:**

1. The student will list the basic responsibilities of a call taker for a public safety incident.
  - A. Answer incoming telephone calls
  - B. Enter incidents into CAD systems
  - C. Obtain necessary information
  - D. Effectively control and manage the call
  
2. The student will list the reasons for following basic protocols when taking calls on law enforcement incidents.
  - A. Creates uniformity and efficiency
  - B. Avoids liability
  - C. Maintains consistency through practice/reflective reaction
  - D. Descriptions and information on incidents could be used by officers in the field to detain suspect, search vehicle or use force
  - E. Consequences of incomplete, inaccurate information entered in the CAD could lead to responder and public safety issues
  - F. May be used in a court hearing
  - G. Quality Assurance
  
3. The student will explain why developing questioning skills is critical for the call taker.
  - A. Ensures completeness of information beginning with the most important first
  - B. Knowing what questions to ask and asking them quickly provides caller with confidence in call taker's ability to help
  - C. Enhances willingness and ability of callers to cooperate when questioned

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- D. Understanding situational awareness to enhance ability to recognize potential ambush situations.
4. The student will list basic guidelines to help determine priority on calls for service.
    - A. Loss of life or potential for injury to a person
    - B. Known vs. unknown
    - C. In progress or just occurred vs. occurred prior
    - D. Weapons vs. no weapons
    - E. Accidents – known injuries vs. unknown injuries
    - F. Injuries vs. property damage only
  5. The student will explain when it is important to keep the caller on the phone.
    - A. Crimes in progress
    - B. To obtain further information to assist responders
    - C. High priority calls when additional information can be obtained
    - D. When complainant is frightened or their safety is in jeopardy
    - E. On medical calls when appropriate as per protocol
    - F. Refer to specific agency policy

*Note: Callers may refuse to stay on the line*
  6. The student will identify key questions that must be obtained on every call for service.
    - A. Where
      1. Always verify exact location of occurrence, including city, by having caller repeat it
      2. Type of location (apartment, business, parking lot, landmarks, etc.)
      3. Reporting party's (RP) location if different from location of occurrence
      4. Current location of suspect (s)
      5. Where should emergency responders be sent
    - B. What
      1. Type of incident being reported
      2. Number and type of injuries
    - C. When
      1. In progress, just occurred or occurred prior (time lapsed)
      2. Potential for situation to escalate
    - D. How
      1. Weapons (used, displayed, threatened, mentioned) and current location
      2. Alcohol or drugs involved
    - E. Who
      1. Descriptions and current location of suspects or other involved persons
      2. Is anyone injured

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- a. Current status (conscious and breathing, trapped, etc.)
    - b. Enter medical call
    - c. Consider scene security (if violent crime)
  3. Reporting party information (name, location, phone number)
7. The student will list basic requirements for obtaining descriptions
- A. Suspects
    1. Description (head to toe – Outside to inside)
    2. Current location
    3. Direction of travel
    4. Mode of travel (on foot, in vehicle, etc.)
  - B. Vehicles – use acronym CYMBALS
    1. Color
    2. Year
    3. Make/model
    4. Body style
    5. All other identifying marks
    6. License
    7. State
  - C. Weapons
    1. Type and description
    2. Location
8. The student will explain techniques call takers can use to control how information is received.
- A. Ask the most important information first, i.e. location, callback number, name
  - B. If violent crime or fight, obtain the following at the very beginning: any injuries the number of people involved and if weapons or alcohol are involved
  - C. Stay focused and maintain control of the call especially when the caller strays from the topic – refocus their attention to questions being asked
  - D. Utilize appropriate calming techniques including repetitive persistence
9. The student will identify additional information that should be considered when handling 911 hang-up/unknown problem calls.
- A. Call received from a residence, business or payphone
  - B. Was anything said or heard in background
  - C. On call back, did anyone answer, answering machine or busy signal
  - D. Call regular number of business to determine if emergency exists at that location
  - E. On call back to residence, if person answering seems evasive or answers to questions don't match, consider using one sided questions to determine if emergency exists

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*Example: Are you being held against your will? Is that person listening to us talk? Etc. Often suspects know 911 will be calling back and are directing the victim to minimize the real situation.*

- F. If time permits, query location in CAD for relevant information
10. The student will identify additional information that should be considered when handling alarm calls.
- A. Type of alarm (bank, intrusion, holdup, audible, motion, panic, etc.)
  - B. Location of activation – name of bank, business or residence
  - C. If called in by alarm company: Permit and/or reference number. Key holder contacted Name, ETA, and vehicle description
  - D. Phone number into premises
  - E. Follow specific agency policies for calling in to business or bank on hold up alarms
  - F. If audible alarm: Any movement seen or anyone seen running away from scene
11. The student will identify additional information that should be considered when handling armed subject calls
- A. Current location of suspect(s)
  - B. Description of suspect(s)
  - C. Current location of weapon(s)
  - D. Description of weapon(s)
  - E. What is suspect doing with the weapon (Brandishing, threatening, etc.)
12. The student will identify additional information that should be considered when handling bomb threats.
- A. Whenever possible, ask to speak to person who received the threat. Have the person who received the threat be available to meet with responders once they are on scene.  
*(People might be evacuating and the scene can be chaotic with people everywhere. Responders usually want to speak to someone who has the most direct knowledge of the situation so it's helpful to know where the person who took the call can be found.)*
  - B. Note exact wording of caller, any information about approximate age, sex, background noises, suspect demeanor and voice identifiers
  - C. Advise caller not to attempt to move or open any suspicious packages and to keep everyone away from area
13. The student will identify additional information that should be considered when handling burglary/burglary-in-progress/prowler calls.
- A. How did suspect gain entrance
  - B. Advise caller not to touch anything that suspect may have touched
  - C. Any known hazards around location (dogs, etc.)
  - D. If in-progress or prowler call:
    - 1. If complainant calling from inside house: advise them to move to safe location and stay on the phone to update location of suspect inside

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2. Instruct caller to set phone down but not to hang up if they are discovered or if they cannot take the phone so safe location
  3. If it is a third party caller – ask why complainant believes person does not belong at that location (house is vacant, homeowners out of town, crawling in a window, breaking out a window etc.)
14. The student will identify additional information that should be considered when handling child abuse/child neglect calls.
    - A. Is there an immediate threat to the child
    - B. Child abuse or sexual abuse of a child situation
      1. If a physical assault: ask information for family fight as listed below
      2. If sexual assault: obtain information for rape as listed below
    - C. If child abuse occurred prior: where is child now, are they safe
    - D. Relationship of caller to child
    - E. If talking directly to a child victim, be careful to not ask leading questions
    - F. Ages of child or children involved
    - G. If known – Parent’s names and current location
  15. The student will identify additional information that should be considered when handling criminal mischief/vandalism calls.
    - A. What specifically was done or what specifically was damaged
  16. The student will identify additional information that should be considered when handling custodial interference/custody dispute calls.
    - A. Where child was taken from
    - B. Has custody been established by courts
    - C. Is there any reason to believe child may be in danger
    - D. Any reason to believe suspect may be trying to take child out of state at this time
    - E. If there is indication child was taken by stranger use kidnapping questions and classify as kidnapping
  17. The student will identify additional information that should be considered when handling family fight/domestic violence calls.
    - A. Physical or verbal
    - B. Medical attention needed
    - C. Are involved parties still at the scene: no – get descriptions for ATL, yes – get current location at scene
    - D. Consider caller may not be able to speak freely and adapt questions accordingly
    - E. Known protective orders against suspect, check for protective orders and warrants
    - F. If suspect damaged telephone or tried to prevent caller from notifying police, note it in the incident
    - G. Note presence of any children

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18. The student will identify additional information that should be considered when handling fight-in-progress /riot calls.
  - A. How many people involved (consider sending additional officers)
  - B. Is a physical assault occurring
  - C. Is anyone injured (consider medical and scene safety issues)
  
19. The student will identify additional information that should be considered when handling disturbances/loud-party/noise calls.
  - A. Determine what type of disturbance is occurring (loud music, loud people, fight or party)
  - B. If large party: determine how many people are at location and any alcohol and/or drug use (consider extra officers for large groups)
  
20. The student will identify additional information that should be considered when handling shots fired calls.
  - A. Did complainant just hear the sound of shots fired or actually witness shots fired
  - B. If complainant witnessed shooting, use questions for armed subject as listed below
  - C. For the sound of shots fired, can complainant tell exactly where the sound came from and how many shots were fired
  - D. Did complainant hear voices or any kind of disturbance before or after the shots
  - E. Any vehicles or people seen or heard leaving area
  - F. Note multiple calls and locations of callers
  
21. The student will identify additional information that should be considered when handling harassment/threats/telephone harassment calls.
  - A. When did threat occur, what specific threat was made
  - B. Is suspect there now
  - C. How were threats relayed to complainant (in writing, in person, third party, over the telephone, text etc.)
  - D. If not obvious, does victim know who is making the calls
  - E. Have any numbers displayed on a caller ID
  - F. If suspect has indicated they were en-route to victim's location to threaten victim, obtain suspect information i.e. history of violence etc.
  - G. Protective Orders, Ex-Parte orders or No Contact orders in place
  
22. The student will identify additional information that should be considered when handling keep the peace/civil stand-by calls.
  - A. Reason for officer to keep the peace or civil stand-by
  - B. If not stated, any protective orders, ex-parte orders or no contact orders in place
  - C. When does caller want officers to respond to the location
  - D. Get vehicle description for complainant and an estimated time of arrival (ETA)
  - E. Advise caller to not approach location without officer present (particularly important for situations with protective orders in place because of possibility for the situation to escalate)

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- F. If caller anticipates trouble, get full information on the other party and ask about availability of weapons and past history of violence
23. The student will identify additional information that should be considered when handling kidnapping/unlawful detention calls.
- A. Location victim was taken from or location where victim was dropped off
  - B. Advise caller:
    - 1. Do not touch anything the suspect might have touched
    - 2. Do not let anyone who might have been a witness leave until officers arrive
    - 3. Do not let anyone into the area until officers arrive
  - C. If victim is a child consider “Amber Alert” criteria
24. The student will identify additional information that should be considered when handling missing person calls.
- A. Obtain victim description including date of birth for records checks
  - B. Location last seen (if not the location where the person is missing from)
  - C. Date and time of last contact with person (if not obvious)
  - D. Is victim suicidal or has victim been suicidal in the recent past
  - E. Does victim have any kind of medical problems which might endanger them or cause them to be rendered incapable of caring for self
  - F. For missing juvenile:
    - 1. What were the circumstances surrounding the disappearance
    - 2. Is child known to walk to nearby friends or family
    - 3. For small children: advise complainant to search house again, checking in all closets and under beds, etc.
    - 4. Advise complainant that someone needs to remain at the house until officers arrive to assist in the search
25. The student will identify additional information that should be considered when handling reckless driving/possible DUI/traffic violation calls.
- A. Determine if vehicle is or will be within jurisdiction soon
  - B. Type of suspect vehicle: truck, passenger car, motorcycle, semi, etc.
  - C. What was suspect vehicle doing: i.e. traveling at a high rate of speed, erratic lane travel, weaving in and out of traffic, running red lights, etc.
  - D. Determine if complainant is still following the suspect
  - E. Update location the suspect was last seen
  - F. If complainant is still following remind them to obey traffic laws, to not drive recklessly, to keep the suspect in sight, and to not do anything that might endanger others
  - G. Obtain description of complainant’s vehicle for responding officers

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26. The student will identify additional information that should be considered when handling robbery/aggravated robbery calls.
- A. Is suspect still there, how long ago did the suspect leave, how many suspects were involved
  - B. If no weapon seen, did suspect threaten use of any kind of weapon
  - C. Has anyone been injured and do they need medical attention
  - D. Advise caller to not touch anything suspect may have touched and to not let anyone into the area until officers arrive.
  - E. If witnesses are there, ask them to remain until officers arrive
27. The student will identify additional information that should be considered when handling sexual offenses/rape/sexual assault/molestation calls.
- A. If caller is the victim, be careful not to ask leading questions, this is especially important for child victims
  - B. If suspect is at location with victim, victim may not be able to speak freely, if that is the case, ask yes or no questions whenever possible
  - C. What is suspect doing and if still on scene, what is their current location
  - D. Advise officers if suspect(s) could be in the area and note it in the call
  - E. Do not suggest information to a victim or phrase questions in accusing manner
    1. Take the victim at their word that a 'rape' or 'sexual assault' has occurred
    2. Do not ask intimate details of the crime
  - F. If appropriate, advise victim not to shower, bathe, change clothes or go to the bathroom until officers arrive
28. The student will identify additional information that should be considered when handling suspicious package/suspicious mail calls.
- A. Determine suspicious nature of the item
  - B. Common examples:
    1. Oily stains, discoloration or odor
    2. Protruding wires or aluminum foil
    3. Unusual sounds or ticking
    4. A letter or package with material present (powder spilling, substance leaking or staining)
    5. An opened letter or package containing a threat (with or without substance present)
  - C. Instruct caller to have no further contact with suspicious letter or package
  - D. Allow no further entry by people to location containing letter or package
  - E. Do not attempt to clean up any spill
  - F. Do not disturb any powder by brushing off clothes
  - G. Isolate area of spill and package or letter
  - H. Do not let anyone else enter or leave the premises

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29. The student will identify additional information that should be considered when handling suspicious person/circumstance/vehicle calls.
- A. This is often a “catch all”; ensure that another classification is not more appropriate
30. The student will identify additional information that should be considered when handling traffic crash/hit-and-run calls.
- A. Is anyone injured
  - B. Is everyone out of the vehicles
  - C. Was anyone ejected from any vehicle
  - D. Is anyone is pinned in a vehicle
  - E. Type of vehicle crash involved (auto/pedestrian, auto/train, auto/semi etc.)
  - F. Is complainant able to see any placards
  - G. Are vehicles still in travel lanes, where were vehicles moved
  - H. Any vehicle leaking anything
  - I. Accident involving a power or light pole, are any wires down, if so advise caller to stand clear of any wires, notify power company
  - J. Accelerator stuck protocols
  - K. Sinking vehicle
31. The student will identify additional information that should be considered when handling traffic hazard calls.
- A. Do not minimize the importance of these calls
  - B. Stop signs down on busy roads, debris in the road, etc., can create potential for serious injury or death
  - C. Determine specific location, including which lane(s) are affected
  - D. Determine what is in the roadway; get descriptions and specifics (vehicles, animals, debris, rock slide, etc.)
32. The student will identify additional information that should be considered when handling vehicle theft/joyriding/breach of trust calls.
- A. Does victim know who took vehicle
  - B. Was permission given to take vehicle
  - C. Did caller make agreement as to when vehicle should be returned
  - D. Is there a lien holder on the vehicle (if suspects are unknown check repossessions)
  - E. Keys left in vehicle
  - F. Were any weapons in vehicle
  - G. Determine if vehicle was in location where it might have been a private property tow or towed as parking problem/abandoned vehicle

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33. The student will identify additional information that should be considered when handling welfare check/suicidal subject/threatened suicide calls.
- A. What is the reason complainant would like a check on the person
  - B. Is there a history of medical problems
  - C. Is there a history of attempted suicide
  - D. Has victim verbalized suicidal thoughts
  - E. Is victim attempting suicide at this time
  - F. Date and time of last contact
  - G. Phone number into location of victim
34. The student will identify additional information that should be considered when handling basic fire calls.
- A. If the caller is able to stay on the line:
    1. Does the caller see smoke or flames
    2. What is on fire
    3. Is anyone trapped or injured or any handicapped people living in building
    4. Are hazardous materials involved (or in the building)
    5. Location information (apartment building, house, garage attached to house, vehicle, etc.)
    6. Is the fire spreading to any other apartments or structures
    7. Advise caller to stay away from the fire, to exit the home or building, to close doors on the way out and to not use elevators
    8. Do not go back into a burning building
    9. Activate fire alarm if there is one
  - B. If the caller is in danger or if escape route is threatened:
    1. Determine only information needed to start responders at this point
    2. Advise caller to evacuate to a safe place and then call you back on 911 as soon as possible
35. The student will identify additional instructions to provide individuals trapped in a burning building.
- Note: Call taker's job is to enhance safety with pre-arrival instructions. If a caller is trapped, call taker needs to determine exact location and notify responding units. A person trapped in a fire can be very panicky and may not always be able to state where they are in a building. Help them describe their location.*
- A. Always advise caller to not endanger himself
  - B. Close as many doors as possible between themselves and the fire to slow the spread of the fire
  - C. Pack wet towels or anything under the door to block smoke from coming into the room
  - D. Advise the caller to go the largest room in the house or the room with the largest windows to allow for easiest access by rescue personnel

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- E. If there is smoke in the room, breath through a wet cloth and stay as low to the floor as possible
  - F. Signal rescuers from the window with white fabric, flashlight or however possible
  - G. Do not jump from high locations
  - H. Many people go to the bathroom during a fire because they think the bathtub is safe. The reality is that many people die this way because they can't breathe under water and bathrooms usually have small windows which do not allow for good access by rescuers.
36. The student will identify additional information that should be considered when handling airplane crashes.
- A. Type of aircraft (commercial airliner, military, private plane)
  - B. Number of people onboard if known
  - C. Is anything on fire
  - D. Did plane crash into anything (mountain, lake, building, etc.)
  - E. Advise caller and bystanders to stay a safe distance away
37. The student will identify additional information that should be considered on vehicle fire calls.
- A. Type of vehicle
  - B. If motor home or commercial carrier: Hazardous materials aboard or contents known
  - C. Obstructing traffic
  - D. Advise caller to stay a safe distance away
  - E. If vehicle is in location attached to dwelling, advise complainant to evacuate the dwelling
  - F. If fire is in an engine compartment or trunk, advise complainant to keep the hood down
38. The student will identify additional information that should be considered when handling grass fire calls.
- A. What is burning (field, trees, etc.) and how large is the fire
  - B. Is fire threatening any structures
  - C. Best access route or point of contact for responders
  - D. If caller's escape route threatened: Advise them to evacuate to a safe place and call back on 911 as soon as possible
39. The student will identify additional information that should be considered with fire calls involving hazardous materials.
- A. What kind of substance is involved
  - B. Material leaking or on fire
  - C. Anyone injured from the chemical
  - D. Ask complainant to spell the name of the chemical involved
  - E. What is chemical doing (flowing, forming a cloud, what color)
  - F. If on fire which direction is smoke drifting
  - G. Is anyone attempting to control the situation
  - H. Best access to incident

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- I. Evacuate self and others to safe place
  - J. Don't let other people into area and isolate those who have been exposed
  - K. Have the person who is most informed about the chemical and site meet responders
40. The student will identify additional information that should be considered on arson calls.
- A. Is subject currently burning anything or trying to set anything on fire
  - B. Are they inside or outside
  - C. Does caller know the person
  - D. How many subjects are involved
  - E. Consider safety of callers, explosions are always a possibility from accelerants used by arsonists.
41. The student will identify additional information that should be considered on gas spills.
- A. How much gas has spilled
  - B. Any fire or smoke
  - C. Anyone contaminated with gas
  - D. Runoff going into storm drain, sewers or bodies of water
  - E. Advise complainant to keep area clear and avoid breathing fumes, vapors or smoke
42. The student will identify additional information that should be considered for train accidents.
- A. Anyone trapped, how many
  - B. Their location on the train
  - C. Type of train
    - 1. Freight train
    - 2. Passenger
      - a. Light rail (TRAX)
      - b. Heavy rail (FrontRunner, Amtrak)
  - D. Any tank cars involved
  - E. Anything leaking or burning, any smoke, direction of drift
  - F. Best way to access location of occurrence (service road along tracks may be available)
  - G. Vehicle stuck on tracks
43. The student will identify additional information that should be considered for power lines down.
- A. Anything on fire
  - B. Lines resting on anything besides the ground (over a car, house, etc.) are they a hazard in the road
  - C. Advise complainant to stay away from power lines, keep bystanders back and to treat all lines as if they were energized

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BASIC DISPATCHER TRAINING



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# *Unit 5 - Performance Objectives*

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## **HOMELAND SECURITY**

**Minimum Training Time: 2 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of Homeland Security functions and to identify the dispatcher's roles and responsibilities in preparing, preventing and responding to terrorist attacks or natural disasters.

**Enabling objectives:**

1. The student will explain why Homeland Security is important to dispatch.
  - A. Emergency communications are critical to the citizens
  - B. 9-1-1 is a critical component of the nation's emergency response system
2. The student will identify primary responsibilities of the Department of Homeland Security (DHS).
  - A. A cabinet department of the United States federal government with the primary responsibilities of protecting the territory of the U.S. from terrorist attacks and responding to natural disasters
  - B. Includes the Federal Emergency Management Agency (FEMA) and is responsible for preparedness, response, and recovery from natural disasters
3. The student will identify types of activities performed by DHS.
  - A. Emergency preparedness and response (for both terrorism and natural disasters), including volunteer, medical, police, emergency management, and fire personnel
  - B. Domestic intelligence activities
  - C. Critical infrastructure protection
  - D. Border security, including both land and maritime borders
  - E. Transportation security including rail, aviation and maritime transportation
  - F. Bio-defense
  - G. Detection of radioactive and radiological materials
  - H. Research on next-generation security technologies
4. The student will identify the purpose of the National Terrorism Advisory System and Fusion Centers

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- A. Designed to effectively communicate information about terrorist threats by providing timely, detailed information to:
    - 1. The public
    - 2. Government agencies
    - 3. First responders
    - 4. Airports and other transportation hubs
    - 5. The private sector.
  - B. Utah Fusion Center – Statewide Information & Analysis Center (SIAC)
  - C. It recognizes that Americans share responsibility for the nation’s security.
5. The student will define terrorism as:  
The systematic use or threatened use of violence to intimidate a population or government and thereby effect political, religious, or ideological change
6. The student will identify types of potential targets of terrorists in Utah
- A. Telecommunications
  - B. Electrical power systems
  - C. Gas and oil production/distribution
  - D. Banking and finance
  - E. Transportation
  - F. Water supply systems
  - G. Health services
  - H. Government
  - I. High profile events (Sundance, Pride festivals, Tour of Utah, city celebrations, etc.)
  - J. Political/Dignitary Events
  - K. Chemical distribution or production plants
  - L. Military
  - M. Religious buildings
  - N. School/Universities
  - O. High density locations: Shopping Malls
  - P. Agricultural
  - Q. Animal
7. The student will identify tactics used by terrorists.
- A. Agro-Terrorism is the malicious use of plant or animal pathogens to cause a devastating disease in the agricultural sector
  - B. Aircraft hijacking (also known as skyjacking) is the unlawful seizure of an aircraft
  - C. Bioterrorism attack is the deliberate release of viruses, bacteria, or other germs (agents) used to cause illness or death in people, animals, or plants
  - D. A car bomb is an improvised explosive device placed in a car or other vehicle and then detonated
  - E. Cyber-terrorism is the use of information technology by terrorist groups and individuals to further their agenda

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- F. Environmental terrorism is the unlawful use of force against environmental resources so as to deprive populations of their benefit(s) and/or destroy other property – in contrast, eco-terrorism is the violent destruction of property in the interest of saving the environment from human encroachment and destruction
  - G. Nuclear terrorism is the use, or threat of the use, of nuclear weapons or radiological weapons in acts of terrorism, including attacks against facilities where radioactive materials are present
  - H. A proxy bomb is a tactic whereby people are forced to drive car bombs into military targets – this tactic is different because the bomber is coerced rather than being a volunteer
  - I. Suicide attack is an attack intended to kill others and inflict widespread damage, in which the attacker expects or intends to die in the process – also known as suicide bombing, homicide bombing, or kamikaze
8. The student will define Weapon of Mass Destruction (WMD).
    - A. A weapon that can kill large numbers of humans and or can cause great damage to man-made structures, natural structures, or the biosphere in general
    - B. A device crosses the WMD threshold when the consequences of its use overwhelm the capacity of local authorities to respond
  9. The student will identify why an Improvised Explosive Device (IED) is so dangerous.
    - A. Comprised of chemical components easily found in any home or local community, even in large quantities
    - B. May be constructed as a large powerful device capable of bringing down entire buildings
  10. The student will identify the main purpose of a Dirty Bomb.
    - A. A radiological dispersion device (Dirty Bomb) combines conventional explosives, such as dynamite, with radioactive materials in the form of powder or pellets
    - B. Main purpose is to frighten people and make buildings or land unusable for a long period of time
  11. The student will identify signs, symptoms and indicators that might indicate a potential terrorist attack.
    - A. Suspicious incidents or threats against critical infrastructure sites or systems
    - B. Suspicious incidents that may block the flow of traffic on critical infrastructure routes
    - C. Incidents involving foreign citizens whose identity cannot be established
    - D. Incidents involving terroristic threats or actions
    - E. Incidents involving explosives or explosions
    - F. Pyrex, mason and scientific glassware in location of incident
    - G. People making false ID's
    - H. Exposed wires on a person or package
    - I. Unusual trends
      1. Calls of like symptoms from different locations

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2. Multiple calls from one location with common complaints or symptoms
  3. Dead plants around the location of an incident
  4. Strong chemical odor in the area
  5. Out of place odors
12. The student will identify types of suspicious behavior exhibited by terrorists.
- A. Loitering around critical infrastructure for no apparent reason
  - B. Taking photos of critical infrastructure
  - C. Walking away from packages left behind
  - D. Parking a car and walking away or getting into another car
  - E. Alone and nervous or evasive attitude
  - F. Loose clothing (not compatible with the weather)
  - G. Rigid midsection
  - H. Tightened hands
  - I. Unexplained purchases of personal protective equipment
  - J. Bulk purchases of ice (controls the reactor for a bomb)
  - K. Buying large amounts of chemicals (peroxide, fertilizer, drain cleaner, etc.)
  - L. Vague knowledge of product use and refusal to purchase substitutes
  - M. Bulk purchases in cash
  - N. Numerous purchases of the same item in smaller quantities at different locations
13. The student will identify warning signs of a possible chemical attack or incident.
- A. Droplets of oily film on surfaces
  - B. Unusual dead or dying animals in the area
  - C. Unusual liquid sprays or vapors
  - D. Unexplained odors (smell of bitter almonds, peach kernels, newly mown hay or green grass)
  - E. Unusual or unauthorized spraying in the area
  - F. Victims displaying symptoms of nausea, difficulty breathing, convulsions, disorientation, or patterns of illness inconsistent with natural disease
  - G. Low-lying clouds or fog unrelated to weather; clouds of dust; or suspended, possibly colored, particles
  - H. People dressed unusually (long-sleeved shirts or overcoats in the summertime) or wearing breathing protection particularly in areas where large numbers of people tend to congregate
14. The student will identify the most important factors in situations where chemical and biological agents are present.
- A. Chemical agents are generally liquids, often aerosolized, and most have immediate effects or are delayed for a few hours
  - B. Many chemical agents have a unique odor and color
  - C. Biological agents differ in that the effects are delayed, often for days

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- D. Absorption through the skin is a possible attack route but inhalation of chemical or biological agents is the most likely and effective means
  - E. Protection of airway and breathing is the single most important factor in a situation where chemical or biological agents may be present
15. The student will identify how 9-1-1 services could be affected in a local or national crisis.
- A. Phones become overloaded quickly
  - B. Cell phone towers may become inoperable
  - C. Requests for service outweigh the ability to respond
  - D. Radios inoperable
  - E. Utilities service delivery may fail
16. The student will identify dispatcher responsibilities in emergencies.
- A. Know how to work in back up centers, mobile commands, etc.
  - B. Know evacuation policies and plans
  - C. Know how to dispatch when regular systems are inoperable
17. The student will identify dispatcher responsibilities in emergency preparedness.
- A. Participate in pre-disaster training exercises
  - B. Know geography and landmarks well enough to recall without CAD recommendations
  - C. Know who responders are, what their areas are
  - D. Know where equipment is located
  - E. Know operational and disaster plans
  - F. Know what resources are available in emergencies
18. The student will identify why public communication systems are important during emergencies.
- A. Citizens will use communications systems in emergencies to call family members to make sure they are safe
  - B. Citizens watch television and listen to radios to get breaking news and important updates
  - C. Citizens will send and receive information via the internet (Facebook, Twitter, CDC, news sites, etc.)
19. The student will identify why amateur radios (ham radios) and their operators are used in times of crisis or natural disasters.
- A. Used as a means of emergency communication when wireline, cell phones and other conventional means of communications fail
  - B. Federal law prevents amateurs from turning their bands over to first responders
  - C. Amateur radio is dispersed throughout communities without choke points like cellular telephone sites that can be overloaded
  - D. Operators are experienced in improvising antennas and power sources – most equipment today can be powered by an automobile battery

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- E. Operators can use hundreds of frequencies and can quickly establish networks tying separate agencies together to enhance interoperability

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# *Unit 6 - Performance Objectives*

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## **CRIME CLASSIFICATION/DEFINITIONS – UTAH CRIMINAL CODE**

**Minimum Training Time: 3 hours**

### **Unit Goal:**

The goal of this unit is to give the student an understanding of criminal law, what elements make up a criminal act and provide the knowledge necessary to identify if a particular crime has occurred. The student will also have a working knowledge of the general provisions of Utah Criminal Code (UCA), and understand the difference between a criminal or civil complaint.

### **Enabling Objectives:**

1. The student will explain why a dispatcher should be familiar with crime classifications and definitions.
  - A. Calls for service may be correctly categorized in accordance with state law and agency policy
  - B. Enhance the dispatcher's ability to assist citizens
2. The student will list the major classifications of offenses.
  - A. Felonies – punishable by death, imprisonment in a prison facility and/or fine (UCA 76-3-103)
  - B. Misdemeanors – punishable by fine and/or imprisonment in a jail facility (UCA 76-3-104)
  - C. Infractions – punishable by fine only (UCA 76-3-105)
3. The student will explain the differences between property crimes and crimes against persons.
  - A. Crime against property is any criminal act that destroys another's property, or that deprives an owner of property against the owner's will
    1. This includes any form of real property or tangible personal property, which is capable of being damaged or destroyed, and includes habitable (place of lodging) structures
  - B. A crime against the person usually refers to a crime which is committed by direct physical harm or force being applied to another person
4. The student will list the four categories of crime and identify specific crimes within each category.
  - A. Property Crimes

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1. Burglary (residential, commercial, vehicle)
  2. Robbery (strong arm or aggravated)
  3. Theft
  4. Fraud/Forgery
  5. Criminal Mischief
  6. Arson /Reckless Burning
  7. Criminal Trespassing
- B. Crimes Against Persons
1. Homicide
  2. Assault (simple, aggravated, domestic)
  3. Kidnapping
  4. Unlawful Detention
  5. Child Kidnapping
  6. Custodial Interference
  7. Harassment/Telephone Harassment
  8. Stalking
  9. Child Abuse
  10. Domestic Violence
  11. Dating Violence
  12. Sexual Crimes
    - a. Unlawful sexual activity with a minor
    - b. Sexual abuse of a child or minor
    - c. Rape
    - d. Sodomy – Forcible sodomy
    - e. Aggravated sexual assault
    - f. Custodial sexual relations (person in police custody – UCA 76-5-412)
    - g. Sexual exploitation of a minor
- C. Crimes Against Society
1. Public Intoxication
  2. Drug Offenses
  3. Weapons Violations
    - a. Restricted persons
    - b. Restricted areas
  4. Disorderly Conduct
  5. Alcohol Offenses
  6. Tobacco Offenses
- D. Status Offenses
- Note: A status offense is an action that is prohibited only to a certain class of people and most often applied to offenses only committed by minors.*
1. Possession of alcohol
  2. Possession of tobacco
  3. Curfew (specific to city)
  4. Truancy

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5. Possession of a dangerous weapon
5. The student will define the term cohabitation. (UCA 77-36-1)(UCA 78B-7-102) Cohabitant means an emancipated person or a person who is 16 years of age or older who:
- is or was a spouse of the other party;
  - is or was living as if a spouse of the other party;
  - is related by blood or marriage to the other party;
  - has or had one or more children in common with the other party;
  - is the biological parent of the other party's unborn child; or
  - resides or has resided in the same residence as the other party.
6. The student will be able to identify the difference between the Dating Violence Protection Act (UCA 78B-7-401) and the Cohabitant Abuse Act (UCA 78B-7-101) and what the requirements are for protection under each.
- Cohabitant Abuse Act requires cohabitation between parties or relationship by blood or marriage
  - Dating Violence requires a social relationship of a romantic or intimate nature, or a relationship which has romance or intimacy as a goal by one or both parties
7. The student will identify the circumstances under which a petition for a protective order and a protective order are authorized.
- Note: The person who requests a protective order, is called the petitioner. The other person is called the respondent.*
- (UCA 78B-7-103) Any cohabitant who has been subjected to abuse or domestic violence, or to whom there is a substantial likelihood of abuse or domestic violence, may seek an ex parte protective order or a protective order, whether or not that person has left the residence or the premises in an effort to avoid further abuse
    - A petition for a protective order may be filed regardless of whether an action for divorce between the parties is pending
    - A petition seeking a protective order may not be withdrawn without approval of the court
  - A person may seek a protective order if the person is subjected to, or there is a substantial likelihood the person will be subjected to abuse by a dating partner or dating violence by a dating partner of the person
    - A person may seek an order whether or not the person has taken other action to end the relationship
    - A petition seeking a protective order may not be withdrawn without written order of the court

*Note: If the petitioner and respondent are under 16 and not married or emancipated, an adult can ask for a child protective order. If the petitioner doesn't qualify for a protective order, he/she may still be able to get a stalking injunction.*

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8. The student will demonstrate familiarity with the process of obtaining, dismissing, and enforcing a protective order.
  - A. To request a protective order the petitioner:
    1. Fills out necessary forms
    2. Files forms with the court
    3. Appears before a judge to provide evidence to support the protective order
    4. Protective orders are served by the county sheriff
    5. Court clerk will enter information about the protective order in the Statewide Domestic Violence Network
    6. Forms and instruction on-line at Utah Courts website
  - B. Dismissing or altering a protective order
    1. Cannot be changed or dismissed without approval of the judge
9. The student will explain the differences between, basic provisions contained in, penalties for violation of, and effective period for, the following types of protective orders:
  - A. Ex parte civil protective order (UCA 78B-7-106)
  - B. Civil protective order (UCA 78B-7-105)
  - C. Child protective order (UCA 78B-7-202)
  - D. Jail-issued no-contact agreement/order (UCA 77-36-2.5)
10. The student will identify several community agencies whose purpose is to assist victims.
  - A. Victim's Advocate
  - B. Victim's Reparations
  - C. Victim's Witnesses
  - D. Rape Crisis
  - E. Crisis lines
  - F. Clergy
  - G. Domestic Violence shelters
  - H. American Red Cross
  - I. Other supportive groups
11. The student will define a civil dispute as: A conflict between two or more parties where no crime has occurred.
12. The student will explain a peace officer's responsibility when encountering a civil dispute.
  - A. Keep the peace
  - B. Determine if a crime has been committed
  - C. Provide safety to individuals and property
  - D. Attempt to help find solutions without giving legal advice or getting involved
13. The student will list the types of civil processes and who may serve them.
  - A. Summons
  - B. Writs of replevin, attachment and garnishment

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- C. Temporary restraining order
  - D. Protective order
  - E. Notice of Eviction
  - F. Liens
  - G. Civil bench warrants for arrest
  - H. Custody decrees
14. The student will list common situations that may be either civil or criminal in nature and how to differentiate whether it is civil or criminal.
- A. Vehicle theft
    - 1. Criminal (UCA 76-6-412)
    - 2. Civil, i.e. repossession – intent to permanently take the vehicle from the owner for failure to make payments
  - B. Check fraud
    - 1. Criminal (UCA 76-6-505 (3))
    - 2. Civil – Insufficient Funds (unknowingly writes checks for more than the amount available in checking)
  - C. Landlord/tenant problems
  - D. Child and property exchange
  - E. Property disputes
  - F. Neighborhood problems
15. The student will explain the difference between Utah criminal code and city or county ordinances.
- A. Utah criminal and traffic code
    - 1. Applicable statewide
  - B. City or county ordinances
    - 1. Each community may have their own municipal code
    - 2. May reflect state code, cannot supersede state law

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# *Unit 7 - Performance Objectives*

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## **LAW ENFORCEMENT DISPATCHING**

**Minimum Training Time: 5 hours**

**Unit Goal:**

The goal of this unit is to provide the student with an understanding of the roles and responsibilities of a Law Enforcement Dispatcher.

**Enabling Objectives:**

1. The student will define responsibilities and authority of a law enforcement dispatcher.
  - A. Establish priorities for all calls for service
  - B. Make incident assignments using written policies and procedures
  - C. Dispatch calls via radio
  - D. Coordinate field officers and their radio traffic
  - E. Honor orders from the Officer-In-Charge (OIC)
  - F. Maintain status of all units
  - G. Facilitate appropriate resolution of all incidents
2. The student will describe types of activities critical to law enforcement dispatching.
  - A. Being aware of the needs of responding officers, especially the need for information on high risk situations
  - B. Gathering and relaying information so officers can make informed decisions
  - C. Keep officers apprised of the status of the scene
  - D. Properly documenting time and mileage on all transports
3. The student will identify why attention and concentration are important on a law enforcement channel.
  - A. During emergencies, the dispatcher is the officer's sole link to other officers and assistance
  - B. Radio reception can be poor and sometimes partial transmissions are all that are heard
  - C. Preoccupations and distractions can lead to serious mistakes with grave consequences
4. The student will identify how a dispatcher's attitude/behavior can affect their performance.
  - A. Getting overexcited will lead to a loss of objectivity
  - B. Being self confident and assertive will ensure you remain in control

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- C. Becoming short tempered or expressing emotions may cause officers to mirror the same reactions
  - D. Not paying attention (too many requests to “repeat” or “10-9”) will cause a loss of confidence in the dispatcher
5. The student will describe how a dispatcher can increase their skill at managing the fast pace of a police radio.
    - A. Never acknowledge a transmission that was not heard – if unsure ask for clarification
    - B. Try to regulate on-going events to match the speed of operations
    - C. Use spare moments to do non-priority tasks so that when an officer calls on the radio they can be answered immediately
  6. The student will explain what, in addition to established policies, a law enforcement dispatcher will need to take into consideration when prioritizing call responses.
    - A. Urgency of the request (call priority)
    - B. Staffing levels
    - C. Current activity
    - D. Location of officers
    - E. Citizen information
    - F. Location of the incident
  7. The student will explain why being knowledgeable about local geography makes a dispatcher’s job easier.
    - A. Have a sense of where incidents are occurring and which officers are nearest the scene
    - B. Have an understanding of traffic routes and patterns to determine which officers can reach a scene quickly
  8. The student will identify Federal Communications Commission regulations dispatchers should be aware of.
    - A. Transmitting superfluous signals or messages of a personal nature
    - B. Using profane, indecent or obscene language
    - C. Willfully damaging or permitting radio equipment to be damaged
    - D. Causing unlawful or malicious interference with other radio communications
    - E. Intercepting, using or publishing contents of any radio message without the expressed written permission of the proper authority
    - F. Making unnecessary or unidentified transmissions
    - G. Transmitting without first making sure that the transmissions will not cause harmful interference
  9. The student will identify the purpose and proper use of radio terminology.
    - A. Reasons to use codes (e.g.10-code)
      1. Shorten transmissions
      2. Improve clarity by standardization

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3. Officer safety
  - B. Reasons to use plain speech
    1. To meet NIMS/ICS requirements
    2. To prevent misunderstandings with other agencies who may use different codes
    3. To eliminate confusion by simply stating what is meant
  - C. Phonetic Alphabet
    1. Used in all cases when transmitting license numbers
    2. Used to spell out word or names to assure they are understood correctly
  - D. Process for transmitting names or numbers on the police radio
    1. Pronounce the complete name; follow it with the phonetic spelling (unless spelling is simple or common)
    2. When requesting a warrant or driver license check the name must be spelled phonetically
    3. Given names are never used for making contact with officers in the field – officers should always be identified by unit/badge number or agency affiliation
    4. Numbers should always be repeated for clarification
10. The student will identify the process for handling requests from officers.
- A. Quickly handle all requests for additional information, directions or assistance
  - B. Acknowledge and explain delays
  - C. Respond to all radio transmissions including clicks or static to determine if an officer is attempting contact
  - D. If simultaneous transmissions are received or one officer's transmission covers the transmission of another officer:
    1. Consider who is in the least jeopardy and advise one officer to "stand-by unless urgent" and the other to "go ahead"
    2. Ask if they have priority traffic
    3. When two or more officers broadcast at the same time, either one or none of the broadcasts is heard – try to identify one of the calling officers or, if that is not possible try to at least identify some part of one of the transmissions
    4. Saying "Last officer repeat traffic (10-9)" will cause both officers to repeat their broadcasts again covering each other
    5. If two transmissions cover each other, but one is still understandable, always acknowledge with the badge or ID number so everyone will know which officer was heard
11. The student will explain the importance of tracking the status of officers and how this is done.
- A. It is vital to know the status and location of every patrol officer at all times in order to send help immediately
  - B. Enter all status changes into CAD
  - C. Reflect all incident assignments in CAD

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12. The student will identify common radio transmission problems and how they may be overcome.
  - A. Over modulation – caused when someone speaks with their mouth too close to the microphone causing the words to become distorted
    1. If officer over modulates (yells into microphone) when calling for help, send back up units immediately using calm, clear voice
  - B. Open microphones can be caused by any number of reasons including sitting on transmit buttons, or bending over and pressing on them
    1. Officers are unable to receive transmissions and do not know their radio is transmitting
    2. Broadcast “All units check for open mic” – this will only alert the officer if they are standing near another officer with a radio
    3. If transmission persists and offending radio cannot be found, patrol units may be switched to service channels and have each officer check in with dispatch – if an officer does not check in, investigate officer location – also referred to as a security check or board check
  - C. Feedback is caused when two or more radios are close together and one person tries to transmit
  - D. Dead spots are areas where radio signals do not send out or are not received
13. The student will identify how to broadcast sensitive information on the police radio.
  - A. Be aware of the sensitive nature of some information
  - B. Broadcasting sensitive information may violate policy, common practice, or expose sensitive patient information to citizens with radio scanners
  - C. Consider/use alternate means of communicating the sensitive information, such as instant messaging, email, phone call, etc.
14. The student will define a relief briefing, identify why it is important and list how to accomplish it.
  - A. A relief briefing is the exchange of information that takes place between the on-coming dispatcher and the dispatcher being relieved
  - B. Consistency of operation is important after a shift change; a briefing is needed to understand the status of all officers and ongoing incidents
  - C. Ensure there is an understandable location recorded for all officers on vehicle stops or field interrogations
  - D. Review unassigned incidents for priority, if any incidents with special circumstances are pending, provide explanation
15. The student will identify the purpose and procedures for prioritizing calls for service.
  - A. Statistically, the sooner police arrive at a crime scene, the higher the apprehension rate
  - B. Volume of calls received for police services may necessitate establishment of priorities
  - C. Calls of the same priority should be dispatched in the order that they are received

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- D. Consider the presence of weapons, number of persons or potential dangers to citizens and the caller's situation (standing on a street corner, waiting at home, waiting in an isolated area, etc.) when deciding which call to dispatch first
  - E. High priority calls may include:
    - 1. All crimes in progress regardless of nature of offense
    - 2. Robbery just occurred
    - 3. Shots fired
    - 4. Fights
    - 5. Assault with potential injury to citizens
    - 6. Vehicle accidents with injuries
    - 7. Pedestrian and traffic stops
  - F. Some calls do not require an immediate response and are usually a lower priority depending on agency policies – these may include:
    - 1. Cold report of a crime
    - 2. Abandoned vehicles
    - 3. Parking problems (not traffic hazards)
    - 4. Other service type calls
16. The student will identify a standardized method for dispatching a police call.
- A. Call officer with brief statement of call type
  - B. After officer acknowledges, repeat call type, give location and additional information
    - 1. Give address twice, state the numbers as pairs of whole numbers then repeat address using individual numbers
    - 2. Give basic statement on what is occurring
    - 3. State the presence of any scene safety issues such as weapons, intoxication, etc.
    - 4. Provide suspect or vehicle descriptions as needed
    - 5. Advise officer when keeping complainant on the phone and provide updates
17. The student will identify what information should be transmitted after the initial call has been given and how information should be broadcast.
- A. Important information
    - 1. Previous history or prior calls
    - 2. Reporting party's name
    - 3. Anything else that might be important for officer safety
  - B. Description of a person
  - C. Description of a vehicle
18. The student will identify factors that determine how many officers are sent on calls.
- A. Presence of weapons
  - B. Number of people
  - C. Prior violent history
  - D. The extent of the area to be covered

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- E. Depending on the nature of the crime and availability of officers, additional officers may respond to assist
19. The student will identify the types of incidents which require a dispatcher to anticipate resources that may be useful to law enforcement.
- A. Extrication of non-compliant suspects from difficult locations, such as basements, crawl spaces, and attics
  - B. Locating suspects inside a given area
  - C. Locating hidden narcotics
  - D. Locating certain types of evidence in large open areas
  - E. Tracing the route taken by and/or capturing fleeing suspects
  - F. Locating lost/injured victims
20. The student will describe what types of incidents could require a special response team.
- A. Hostage situations
  - B. Suicidal subjects
  - C. Barricaded subjects
  - D. Search warrants
  - E. Prison breaks
  - F. Drug raids
  - G. Lost people
  - H. Body recovery
  - I. Gang activity
  - J. Crowd control
  - K. Riot
  - L. Terrorist activity
  - M. Water extrication
  - N. Bomb threat/suspicious package
  - O. Area evacuation
  - P. Officer involved shooting
  - Q. Active shooter
21. The student will identify ways dispatchers can prepare for officer emergencies.
- A. Identify types of calls that are the most dangerous for officers
    - 1. Arrest situations
    - 2. Ambush situations
    - 3. Traffic pursuit/stops
    - 4. Disturbance calls
    - 5. Investigating suspicious person/circumstances
    - 6. Tactical situations
    - 7. Transporting/handling custody of prisoners
    - 8. Handling person with mental illness
    - 9. Any crime in progress

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- B. Be aware that even the most routine calls may escalate
22. The student will identify indicators that a problem may exist at the scene.
- A. No radio contact with the officers on scene
  - B. Citizens reporting an officer in trouble
  - C. Possible squelch breaks on radio that are not discernible could indicate that an officer is unable to talk on the radio
  - D. Synchronous garble – when the strongest signal may drown out the others, but usually no clear message is discernible
  - E. Officer’s tone of voice
  - F. Hostage code(s)
  - G. Emergency button on officer’s radio activated
23. The student will identify procedures in responding to an emergency radio alarm activation.
- A. Check safety of the officer activating the alarm
  - B. Monitor open transmission of distress calls for any information an officer may be trying to transmit
  - C. Notify officer in charge, send additional officers to assist and broadcast any information received during an open transmission
  - D. If officer does not need assistance they should indicate an accidental activation, you will then notify officer in charge and any officers en-route that the situation is resolved
  - E. If unable to determine which officer activated an alarm, key the emergency channel and conduct a security check or Code 4.
  - F. Notify the officer in charge that you are unable to determine which officer activated the alarm
  - G. If still unable to determine which officer activated an alarm conduct a security check to ensure all officers are secure
  - H. Make every effort to locate source of a distress signal if the officer’s identification is unclear
24. The student will identify radio codes used by officers to request assistance and list proper dispatch procedures for these codes.
- A. Radio codes used to request assistance
    - 1. “Help Me Quick” (10-33) (9-1)
    - 2. “Back Up” (10-78) (9-2)
    - 3. “Urgent” (10-18)
  - B. The above codes may indicate an officer is in trouble and needs immediate assistance
  - C. The codes or request may be the only words an officer can say
  - D. Use designated alert tones according to agency policy and immediately broadcast officer's location and repeat the request for assistance ("10-33" or “officer needs help”)
  - E. If officer is not assigned to a case and no location is known, the last known location should be broadcast
    - 1. Check GPS mapping if available

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- F. Repeat officer's location as well as any business name, apartment number, floor, cross-street or other information that will expedite finding the officer
  - G. Properly document all details in CAD
  - H. Once an urgent help is requested, only the officer who made the request may announce that they are safe (*Note: A specific agency code may be used.*)
25. The student will identify the proper response to an officer who says "10-4 UTAH" during a security (10-36) check.
- A. There is a high probability that the officer is in a hostage situation and/or dealing with an armed suspect who may be able to overhear all radio traffic
  - B. Acknowledge officer with "10-4"
  - C. Notify the OIC about the "Code Utah" and provide the officer's call sign and current or last known location
  - D. Notify your dispatch supervisor
  - E. Assume the suspect is listening and choose your words or codes carefully
  - F. If possible arrange for backup on another channel
  - G. Properly document all details in CAD
26. The student will explain procedures for security checks (*board checks, 10-36 or Code 4*).
- A. Why security checks are performed
    1. To establish and verify present status of all officers on duty
    2. Performed following major incidents when radio traffic was at an extremely high volume
    3. To verify assignments when CAD fails without warning and dispatch is using a manual dispatch system
    4. If identity of an officer calling for assistance cannot be established
  - B. Procedure for security checks
    1. Notify field supervisor of the check
    2. If check is following a CAD failure attempt to have another dispatcher assist in getting officers logged to correct locations and onto correct calls
    3. Verify that no critical calls are in progress or waiting to be dispatched
    4. Broadcast "All officers standby for security check" (board check, 10-36 or code 4 check)
    5. Use standard method for calling on status (Lowest to highest badge number, etc.)
    6. Record response from all officers who acknowledge
    7. Bring status of all officers current on computer screen
  - C. Timers for security checks
    1. After arrival on emergency calls
    2. For a traffic stop
    3. For entering a building on a search
    4. Recommended five minute security checks on the above unless the agency has an alternate defined time.

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5. An hourly security check is recommended on all officers not heard from and not assigned to calls
  6. Do not hesitate to do a security check sooner if the situation dictates.
  - D. Procedure when an officer fails to respond to a security check
    1. Call the officer a second time
    2. If the last location for missing officer is known, send the next closest officer to respond and check status
    3. Notify OIC
27. The student will identify dispatch procedures for traffic and pedestrian stops.
- A. On traffic stop officers should give location, license number or vehicle description – actual location may be different than location originally given by officer
  - B. On pedestrian stop officer should give location and indicate race and gender of person
  - C. It is critical to obtain correct and complete location for all traffic stops
    1. If officer later requires assistance, they may not be able to repeat the location
    2. Properly document the details in CAD as the officer provides the information
28. The student will identify field tactical goals that aid in officer safety on high hazard or felony traffic stops.
- A. Availability of officers – have enough officers to deal with most probable suspect reactions
  - B. Containment – being able to position police units at multiple observation angles and fields of fire in relation to the suspect/vehicle/incident
  - C. PIT – Pursuit Intervention Technique – the PIT maneuver may be used by officers during a pursuit, to physically stop the suspect vehicle
    1. The officer should advise dispatch if they are going to perform the technique, or if they have already done so, for documentation and notification purposes
  - D. Spike Deployment – may be used by officers during a pursuit to stop suspect vehicle by deflating the tires
    1. The officer should advise dispatch if they are going to deploy spikes for documentation and notification purposes
29. The student will identify procedure for notifying an officer on wants, warrants and stolen property checks.
- A. If the vehicle is stolen, or the owner is wanted, immediately ask the officer if the subject is present (10-84) do not broadcast stolen or wanted information if the subject may be able to hear the transmission
  - B. When the officer indicates it is clear to proceed, advise the officer of your findings and advise you are sending back up to their location
30. The student will identify the dangers of vehicle pursuits and the responsibilities associated with them.

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- A. Pursuit or a chase in progress (10-80) is a serious hazard to those involved and to others on the road
  - B. The suspect may behave without concern for safety and drive without regard to traffic signals, stop signs or the speed limit
  - C. Officer responsibilities include:
    - 1. Always act with due regard for the safety of others
    - 2. Use emergency lights and siren
    - 3. Announce they are in pursuit (in a 10-80) or have a motorist refusing to stop
    - 4. Broadcast a location, vehicle description, plate number, direction of travel, speed, reason for the original stop, traffic and road conditions
    - 5. Dependent on individual agency policy a decision to terminate a pursuit may be made by the pursuing officer, the field supervisor or an administrator of the agency handling the pursuit – this information should be relayed to the dispatcher so that they may broadcast that the pursuit has been terminated
  - D. Dispatcher responsibilities
    - 1. Prioritize the radio channel and move non-emergency traffic to another channel if possible
    - 2. Record all incoming information on the pursuit
    - 3. Relay pertinent information including locations, speeds and road conditions
      - a. Echo/parrot information when direction of travel changes, additional officer safety issues arise etc.
    - 4. Obtain criminal records information and vehicle checks of suspects
    - 5. Coordinate back-up assistance under the direction of the field supervisor
    - 6. Consider dispatching officers to freeway entrances or cross streets along the potential route
    - 7. Notify neighboring jurisdictions when the pursuit may extend into their jurisdiction
31. The student will identify how to handle multiple calls on single incidents.
- A. Review calls to be sure they are reporting the same incident and not a separate incident with similar circumstances or location
  - B. Review subsequent CAD entries reporting the same incident and be alert for additional information that could be broadcast to officers already responding
  - C. In some cases, additional callers may indicate an additional victim or witness or that the original situation has changed
  - D. Subsequent calls may indicate that additional officers need to be dispatched or, in some cases, that officers already on the scene are in trouble but cannot radio for assistance
32. The student will define BOLO/ATL.
- A. BOLO: Be On the Look Out
  - B. ATL: Attempt To Locate
  - C. Examples include missing persons, stolen/wanted vehicles, DUI, reckless driving or road rage incidents
  - D. May come through officer, UCJIS system or 9-1-1 call

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- E. Follow your agency's format for broadcasting these types of messages
  - F. Some information should be repeated twice
    - 1. The reason for the broadcast – at the beginning and the end
    - 2. License plates, vehicle descriptions, suspect descriptions or names should also be repeated so that officers may write them down
33. The student will explain other types of statewide broadcasts.
- A. Amber Alert
    - 1. Child abduction
    - 2. 17 years of age or younger
    - 3. Believed to be facing imminent danger, bodily harm or death
    - 4. Information that could assist in the safe recovery of the victim or apprehension of a suspect.
    - 5. Dissemination is automatic and immediate to law enforcement, the media and the public. (*Note: Sensitive information should not be included.*)
  - B. Endangered Person Advisory
    - 1. Person missing under unexplained or suspicious circumstance
    - 2. Believed to be in danger because of age, health, mental, physical disability, environment or weather conditions, or in the company of potentially dangerous person.
    - 3. Often used when circumstances do not meet Amber Alert criteria.
    - 4. Dissemination by the media is voluntary.
  - C. Blue Alert
    - 1. Used to speed the apprehension of violent criminals who kill or seriously injure law enforcement officers.
    - 2. Suspect is an imminent threat to the public and other law enforcement personnel.
    - 3. Information is available and will assist in the apprehension of the suspect.

UTAH PEACE OFFICER STANDARDS AND TRAINING  
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# *Unit 8 - Performance Objectives*

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## **FIRE DISPATCHING**

**Minimum Training Time: 2.5 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of the elements of fire dispatching and a working knowledge of the specific tasks, functions, terminology, incident call-taking and dispatching procedures of fire agencies.

**Enabling Objectives:**

1. The student will identify the primary responsibilities of a Fire Dispatch Agency.
  - A. Primary role of fire service telecommunicator
    1. Receive emergency requests from citizens
    2. Evaluate need for response
    3. Sound the alarm that starts responding units on their way to the scene of the emergency
    4. Monitor and respond to requests and status reports from personnel on scene
    5. Provide pre-arrival emergency instructions if trained to do so
  - B. If unsure of need for response always send
    1. When in doubt, send them out
    2. Follow agency policy
    3. The general rule is not to cancel units, give updated information and let the responding fire units make the decision
  - C. Communicate with other agencies
    1. Law enforcement
      - a. Medical and/or fire stand by (stage) until the scene is secure and officers on scene have advised that the area is secure and safe
    2. Public works
    3. Utilities
    4. Environmental protection
    5. Private businesses
  - D. Confidentiality
    1. Professionalism and discretion (never give out information that has not been approved by your administration – always follow department policy and procedures)
  - E. Public education/fire prevention

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2. The student will explain the elements of a fire and the time frame from ignition to offensive mode.
  - A. Fire triangle
    1. Heat
    2. Fuel
    3. Oxygen
  - B. Colors of smoke
    1. Light grey – usually indicates paper or cloth
    2. Dark grey – usually indicates furniture or wood products
    3. Dark brown – usually indicates structural involvement of wood construction
    4. Black – usually indicates petroleum based products are involved
  - C. Time frame for answering and processing calls according to the National Fire Protection Association (NFPA)
    1. Answering the call – 95% within 15 seconds and 99% within 40 seconds
    2. Fire call processing (answering call to dispatching) – 90% within 64 seconds and 95% within 106 seconds
    3. Exceptions – 90% within 90 seconds and 99% within 120 seconds
      - a. Medical
      - b. Language translation
      - c. TTY
      - d. Crime calls affecting responder safety
      - e. Hazmat
      - f. Technical rescue
      - g. Insufficient address to dispatch
      - h. Text message calls
    4. Transfers from Primary PSAP – 95% within 30 seconds
  
3. The student will identify fire call classifications.
  - A. Structure/residential
  - B. Structure/commercial
    1. Big box facilities
    2. High rise buildings
  - C. High life hazard (hospitals, large gathering places)
  - D. HAZMAT incident
  - E. Commercial vehicle
  - F. Vehicle
  - G. Alarm
  - H. Mutual aid
  - I. Aircraft
  - J. Wildland
    1. Grass
    2. Field
    3. Forest

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4. The student will identify the following fire apparatus and equipment.
  - A. Engine/Pumper
  - B. Trucks/Ladder Trucks/Aerial
  - C. Mini-Pumper/Auxiliary/Grass Trucks/Brush
  - D. Tanker/Water Tender
  - E. EMS Units
    1. Rescue
    2. Ambulance
    3. First Responders
  - F. Airport Crash Vehicle
    1. ARFF (Air Crash Rescue FF Unit)
  - G. Special Apparatus
  - H. Search & Rescue Vehicles
    1. Heavy Rescue
    2. Urban Tech and Rescue
    3. Water Rescue
    4. HAZMAT
    5. Light Unit
    6. Air Breathing Support Unit
    7. Fire Boats
    8. Mobile Command Unit
  - I. S.C.B.A. (Self Contained Breathing Apparatus)
5. The student will identify the dispatcher's role in firefighter safety.
  - A. Primary role of the dispatcher in firefighter survival
    1. Listen
    2. Lapse-time/benchmark notifications
    3. Tone of voice
    4. Evacuation order/signal
    5. Mayday
  - B. P.A.R. (Personal Accountability Report System)
  - C. Buddy system
  - D. Defensive mode
6. The student will identify how to prioritize fire incidents.
  - A. Life over property
  - B. Safety instructions to the caller
    1. Stay away from the fire
    2. Evacuate (follow your agency policy)
    3. Advise caller to not endanger him or herself
    4. Do not run back into a burning building
    5. Do not jump out of a window in a high building

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6. Close doors to fire on way out
  7. Activate fire alarm if there is one
  8. Do not use elevators to exit building
7. The student will identify the responsibilities performed by a fire call-taker/dispatcher.
    - A. Receive the call and document the incident in the CAD
    - B. Dispatch/page responding units to incident
    - C. Monitor, answer and log all radio traffic
    - D. Keep track of all status changes
    - E. Follow through with all requests from incident command
    - F. ICS lines of communication
    - G. Make any callback notifications
    - H. Liaison between other agencies
  8. The student will define a hazmat incident, list available resources for a hazmat incident and state the dispatcher's role and responsibilities during the incident.
    - A. Define hazardous materials as:  
Material in any form that poses an unreasonable hazard to health, safety and property
    - B. Key considerations for dispatchers
      1. Hazardous materials incident involving a fire
      2. Hazardous materials incident involving a spill or leak
    - C. Responsibilities of dispatchers in a hazardous materials incident
      1. Be familiar with policies, procedures, protocols and guidelines established by your agency with regards to hazardous materials
      2. Be aware of the potential for hazardous materials on emergencies that are not identified as hazardous materials incidents
      3. Be familiar with labeling systems used to identify hazardous materials
      4. Be familiar with the questions that need to be asked in a hazardous materials incident
      5. Relay information to responding and on scene personnel taking into account the safety of all responding personnel
      6. Be familiar with available resources and jurisdictions
      7. Be prepared to react quickly and efficiently
      8. Document times and other vital information relating to the incident
    - D. Identification sources
      1. Placards and labels
      2. Shipping papers
    - E. Resources available for hazardous materials incidents
      1. Communications center
      2. Fire department
      3. Police department
      4. Emergency medical services
      5. Public works or highway departments
      6. Health department

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7. Additional utilities
8. State and federal resources
9. CHEMTREC – an agency sponsored by chemical manufacturers to provide emergency responders with information and support in the event of a hazardous materials incident
10. Emergency Response Guidebook (ERG)

UTAH PEACE OFFICER STANDARDS AND TRAINING  
BASIC DISPATCHER TRAINING

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# *Unit 9 - Performance Objectives*

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## **CALLERS IN CRISIS**

**Minimum Training Time: 1.5 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of the conditions that contribute to a crisis call and the skills required to successfully manage a crisis call. The student will also gain an understanding of types of mental illness and other conditions that may affect callers in crisis.

**Enabling Objectives:**

1. The student will identify the commonly encountered types of crisis calls.
  - A. Suicidal callers
  - B. Hostage Situations
  - C. Non-Hostage Situations
  - D. Mental Illness
  - E. Medical Causes
  
2. The student will identify the types of situations that may prompt a crisis call.
  - A. More than one precipitating event
    1. Loss of job
    2. Loss of loved one
    3. Loss of ability/mobility
    4. Loss of home
    5. Victim of serious crime
  - B. Normal coping mechanisms not working
    1. Family support
    2. Friend support
    3. Alcohol/Drugs
    4. Medications
  
3. The student will identify circumstances which complicate police and medical response to a crisis situation.
  - A. Unknown location, or caller not willing to provide
  - B. Caller unwilling or unable to stay on line
  - C. Additional parties involved (victims to be, hostages, etc.)
  - D. Alcohol / Drugs / Medications

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- E. Mental Illness
  - F. Weapons
  - G. Third party callers
    - 1. Out of area family / friends
    - 2. Facebook / Texts
4. The student will identify common forms of Mental Illness, Developmental Disabilities, and Neurological Disorders and be able to explain the differences between them. The student will also be able to identify common misconceptions about mental and neurological issues and how they typically affect a caller in crisis.
- A. Developmental Disabilities, Medical Conditions and Neurological Disorders
    - 1. Intellectual Disability
    - 2. Autism Spectrum
    - 3. Traumatic Brain Injury
    - 4. Seizure Disorders
    - 5. Cerebral Palsy
    - 6. Alzheimer's and Dementia
    - 7. Stroke patients
  - B. Mental Illness
    - 1. Schizophrenia
    - 2. Mood disorders
      - a. Depression
      - b. Bi-polar disorder
    - 3. Anxiety disorders
      - a. Simple phobias
      - b. Panic disorders
        - 1. PTSD
      - c. Obsessive Compulsive Disorder
  - C. Dissociative disorders
  - D. Personality disorders
5. The student will explain the differences between normal call taking interrogation and communicating with a first-person caller in crisis.
- A. Normal Interrogation
    - 1. Information gathering
    - 2. Rapid questioning
  - B. Crisis Caller
    - 1. Managing and containing the caller
    - 2. Building rapport, followed by slow information gathering
  - C. Verbal Containment
    - 1. Talking about suicide
6. The student will identify the Philosophy of Crisis Call Management.

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- A. Self Control
  - B. De-escalation of conflict
  - C. Focus on satisfying needs of both parties
    - 1. Basic human needs
    - 2. Law enforcement needs
  - D. Listening and Understanding
  - E. Respect
  - F. Voice/Tone
7. The student will identify the steps in the behavior change stairway.
- A. Active Listening Skills
    - 1. Emotion Labeling
    - 2. Paraphrasing
    - 3. Mirroring / Reflecting
    - 4. Summary
    - 5. Open Ended Questions
    - 6. Minimal Encouragers
    - 7. Effective Pauses
    - 8. "I" Messages
  - B. Empathy
  - C. Rapport
  - D. Influence
  - E. Behavior Change
    - 1. Crisis Seesaw

UTAH PEACE OFFICER STANDARDS AND TRAINING  
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# *Unit 10 - Performance Objectives*

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## **LEGAL ASPECTS OF PUBLIC SAFETY DISPATCHING**

**Minimum Training Time: 4 hours**

**Unit Goal:**

The goal of this unit is to give the student an understanding of the legal aspects of public safety dispatching and to provide knowledge necessary to describe the basic functions of the criminal justice system, basic civil liabilities, dispatcher liability with police, fire, and emergency medical service agencies, and the written standard operating procedures, which must be followed to limit exposure.

**Enabling Objectives:**

1. The student will identify the branches within Utah's Criminal Justice System.
  - A. Law Enforcement
    1. Municipal Police
    2. County Sheriff
    3. State agencies
    4. Federal agencies
  - B. Utah State Courts
    1. Supreme Court
    2. Utah Court of Appeals
    3. City and County Justice Courts – having jurisdiction only over class B and C misdemeanors, violation of ordinances and infractions
    4. Utah State Juvenile Courts
    5. Utah State District Courts
  - C. Federal Courts
    1. United States District Court
    2. Tenth Circuit Court of Appeals
    3. United States Supreme Court
  - D. Post-Judicial Agencies
    1. Adult/Juvenile Probation and Parole
    2. County Mental Health
    3. Division of Family Services
    4. Utah Department of Corrections
    5. County Jails

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2. The student will explain the difference between civil and criminal law.
  - A. Criminal Law – State and federal statutes that define criminal offenses and specify corresponding fines and punishment
  - B. Civil Law – Standard of conduct that may be established by statute, case law (courts) or found in common law, in which a violation would not bring about criminal penalties, but would expose the participant to civil action
3. The student will identify what communications data is subject to subpoena.
  - A. All recorded calls, radio transmissions, and computer terminal communications (CAD incident reports and instant messaging) are subject to subpoena
  - B. Tape recorded confessions
  - C. Dispatcher court appearances
4. The student will explain what the Government Records Access and Management Act (GRAMA) means, the record classification types and who can make a request for records.
  - A. GRAMA is a comprehensive law dealing with management of government records, who is entitled to access those records, and the exercise and enforcement of access rights
  - B. GRAMA record classification
    1. Public
    2. Private
    3. Controlled
    4. Protected
  - C. Any citizen may make a GRAMA request to any Utah government official or agency
5. The student will list examples of records that are public information.
  - A. Information that may be released by the dispatch center
    1. Audio recordings of dispatch calls and radio traffic
    2. CAD records
    3. MDT/IM messages (dependent on agency policy)
    4. Media – public information records (with agency approval)
  - B. Request for information that must be referred to appropriate agency
    1. Vehicle registration information
    2. Driver license information
    3. Accident information (certain work product may not be public information)
    4. Lost and found information
    5. Warrant information
    6. Incident reports
6. The student will list examples of records that are classified as restricted or confidential information.
  - A. Criminal history record information
    1. Individual criminal record
    2. Juvenile information

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3. National Crime Information Center (NCIC)
  - B Intelligence information
    1. Subversive groups or individuals
    2. Narcotic suspect(s)
7. The student will explain the process by which confidential information can be disseminated to specific persons or agencies.
    - A. User agreement with Law enforcement agencies
      1. Identification
      2. Employment (law enforcement only)
      3. Investigation
    - B. Court Order
    - C. A waiver is signed by the individual to authorize the release
  8. The student will define Tort and Negligence claims.
    - A. Torts
      1. Intentional act: wrong perpetrated by one who intends to do that which the law has declared as wrong
      2. Negligent tort: a wrong perpetrated by one who fails to exercise that degree of care in doing what is otherwise permissible
    - B. Negligence
      1. Failure to act with the prudence that a reasonable person would exercise under the same circumstances
  9. The student will list the four elements of a successful tort claim for negligence.
    - A. Legal duty owed – a question of law, if no duty exists, the claim fails
    - B. Breach of duty
    - C. Breach of duty was the actual or proximate cause of injury
    - D. Injury in fact occurred
  10. The student will explain the Public Duty Doctrine.
    - A. Government entity cannot be held liable for the injuries of an individual resulting from a public officer's or employee's breach of a duty owed to the public as a whole as distinguished from a duty owed to the particular individual
    - B. A duty to all is a duty to none
    - C. Public Duty Doctrine may not apply if there is a special relationship between the agency and the individual
  11. The student will identify how a “Special Relationship” can be established in reference to the Public Duty Doctrine.
    - A. A statute intended to protect a specific class of persons of which the plaintiff is a member, from a particular type of harm
    - B. A government agent undertakes specific action to protect a person or property

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- C. Government actions that reasonably induce detrimental reliance by a member of the public
  - D. Under certain circumstances when the agency has actual custody of the plaintiff or of a third person who causes harm to the plaintiff
12. The student will list the types of liability actions faced by dispatchers.
- A. Civil action by victim/citizen
  - B. Disciplinary action by employer
    - 1. Discipline up to and including termination for violations of policies and procedures regardless of whether an action is filed by the citizen
  - C. Suspension or revocation of dispatcher certification by POST
13. The student will identify areas where public safety dispatchers expose themselves to potential liability.
- A. Failure to obtain and verify correct information
  - B. Promise to provide specific time response or providing a false sense of expectation of service
  - C. Release of information without checking accuracy
  - D. Failure or delay in dispatching calls
  - E. Failure to follow agency protocols
  - F. Failure to classify calls correctly
  - G. Acting outside of accepted standards
  - H. Failure to maintain phone contact with caller on high priority calls
14. The student will identify ways dispatchers can protect themselves and their agency from lawsuit.
- A. Attend required training
  - B. Adhere to the agency's Standard Operating Procedures
  - C. Act within their course and scope of employment
  - D. Maintain a drug/alcohol free environment
  - E. Keep abreast of annual legal updates
  - F. Proper maintenance within communications center
  - G. Maintain confidentiality
  - H. Proper documentation
  - I. Governmental immunity
  - J. Principle of reasonableness
15. The student will identify items in the communications center that can assist in liability protection.
- A. Current copy of Utah Criminal Code Annotated
  - B. Current copy of Department/Division Standard Operating Procedures
  - C. Updated detailed maps of area
  - D. Current copy of EMD protocol cards

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16. The student will explain how government entities and government employees are protected under the Governmental Immunity Act set forth in Utah Code Ann. Section 63-30-1 through 63-30-38.
- A. Governmental Entity
    - 1. Unless immunity is expressly waived for certain acts, all governmental entities are immune from suit for any injury which results from the exercise of a governmental function
  - B. Governmental Employees
    - 1. No employee may be held personally liable for acts or omissions occurring during the performance of the employee's duties, within the scope of employment, or under color of authority, unless:
      - a. The employee acted with fraud or malice, or
      - b. Injury or damage resulted from an employee driving a vehicle while under the influence of drugs or alcohol, or
      - c. The employee was physically or mentally impaired because of alcohol or drugs, such that the employee cannot reasonably perform the job functions
17. The student will identify principles that ensure a dispatcher will be covered under the Governmental Immunity Act.
- A. Dispatcher gives written immediate notification of incident
  - B. Dispatcher was acting within the course and scope of his or her employment
  - C. Dispatcher was not under influence of alcohol or drugs
  - D. Dispatcher did not commit a fraud or act with malice
  - E. Dispatcher agrees to cooperate with agency in defending the action
18. The student will explain Quality Improvement and its purpose.
- A. Quality Improvement is a training tool used to evaluate job performance
  - B. Compliance to protocol
    - 1. Police
    - 2. Medical
    - 3. Fire
  - C. Reinforcement of goals and training
  - D. Provide feedback
  - E. Risk management

UTAH PEACE OFFICER STANDARDS AND TRAINING  
BASIC DISPATCHER TRAINING

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# *Unit 11 - Performance Objectives*

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## COMMUNICATIONS TECHNOLOGY

**Minimum Training Time: 2.5 hours**

**Unit Goal:**

The goal of this unit is to give the student a basic understanding of the different communication systems and technologies that public safety dispatchers use.

**Enabling Objectives:**

1. The student will identify three basic systems used in public safety communication centers.
  - A. Telephone systems
  - B. Radio systems
  - C. Data systems
  
2. The student will list and explain the advantages to the public of the 9-1-1 system.
  - A. Promotes citizen involvement
  - B. Only one number to remember
  - C. Easy number to dial
  - D. Special benefit to travelers or new residents
  - E. Directs calls to trained professionals
  - F. Enables the free use of pay phones and cell phones
  - G. Reduction in response time of emergency personnel
  
3. The student will list and explain the advantages of 9-1-1 to public safety providers.
  - A. Selective routing reduces transfers between agencies
  - B. ANI/ALI features of E9-1-1 enables tracing of silent callers, those unable to give an address, bomb threats, pranks, and other similar calls
  - C. Allows agencies answering both non-emergency and emergency calls to prioritize
  
4. The student will define the acronyms ANI and ALI, and list the information available to the call-taker
  - A. ANI: Automatic Number Identification
  - B. ALI: Automatic Location Identification
  - C. The number the call originated from
  - D. The name of the subscriber (wireline)
  - E. The type of phone line (business, residence, cell, pbx, VoIP, etc)

- F. The address (wireline) or GPS coordinates of the phone and/or cell tower location (wireless line)
  - G. A list of correct responders for law enforcement, fire service, and ambulance service
5. The student will define the acronym PSAP, explain the difference between a primary PSAP and secondary PSAP, and state the primary function of a PSAP.
    - A. PSAP – Public Safety Answering Point where 9-1-1 calls are received and/or dispatched
    - B. The primary function of the PSAP is to facilitate the flow of information between the citizen and the responding agency
    - C. A PSAP is a facility equipped and staffed to receive emergency calls requesting police, fire, emergency medical and other public safety services via telephone and other communication devices
    - D. A primary PSAP is a facility at which emergency calls are first answered and triaged – It may also be the point from which calls are dispatched
    - E. The secondary PSAP is the point to which a primary PSAP transfers calls for service for dispatch or further processing
    - F. Most PSAPs across the nation are managed at the local or county level
  6. The student will define the terms selective routing and trunk, identify reasons that a PSAP would be unable to receive calls, and explain what would happen to those calls.
    - A. Selective Routing – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller in an area equipped with Enhanced 9-1-1 (E9-1-1)
    - B. Trunk – A physical line reserved for the transmission of 9-1-1 audio from the phone company's office to the PSAP
    - C. Blocked or busy trunks – Calls automatically routed to an alternate routing point
  7. The student will explain the advantages of E9-1-1 over Basic 9-1-1.
    - A. Selective routing
    - B. Automatic Number Identification (ANI)
    - C. Automatic Location Identification (ALI)
  8. The student will identify potential pitfalls and problems in relying on E9-1-1 exclusively.
    - A. Always follow agency operating procedures
    - B. Always verify complete address – Never rely totally on ANI/ALI
    - C. If caller hangs up follow agency procedures
    - D. Avoid complacency on hang-up calls
    - E. Problems
      1. Database errors/ALI screen errors can occur
        - a. Report errors promptly to MSAG (Master Street Address Guide) Coordinator
      2. Cell phone accuracy
        - a. Cell towers in neighboring jurisdictions
  9. The student will list the records kept by an ANI computer terminal or printer.
    - A. Time a call was answered

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- B. How long the call rang
  - C. Position the call was answered from
  - D. Time the call was terminated
  - E. Trunk the call came in on
  - F. The calling number
10. The student will list and explain the different phases of cell phone technology as it applies to 9-1-1, and the advantages of later phases.
- A. Phase 0 – delivering call to any PSAP
  - B. Phase 1 – presenting PSAP with caller callback number
  - C. Phase 2 – presenting PSAP with specific location information
11. The student will describe the basic technology behind locating cell phone callers, and identify advantages and/or disadvantages of the various systems.
- A. Technologies:
    - 1. GPS – Global Positioning System
    - 2. TDOA – Time Difference of Arrival
    - 3. AOA – Angle of Arrival
  - B. Tracing and pinging cell callers
    - 1. Exigent or emergency circumstances only
  - C. Required accuracy of 50-300 meters (164 to 984 feet)
12. The student will describe the function of Advanced Automatic Collision Notification or Telematics services and what information they provide to PSAPs.
- A. Onstar/SYNC
    - 1. Location information
    - 2. Crash type/damage
    - 3. In car communication
13. The student will identify other methods of communication available to the public for contacting 9-1-1, and outline their potential pitfalls. Recognize the potential future capabilities of 9-1-1 systems.
- A. Satellite phones
    - 1. Subject to visibility of satellite
  - B. Internet based systems
    - 1. Skype, VoIP
    - 2. Disadvantages to 9-1-1
      - a. Mobile
      - b. Packet loss (network congestion)
      - c. Power interruption
      - d. Consumer must update service provider with new address
      - e. Call may be delivered to wrong line at the PSAP (administrative phone line or not a 24-hour number)
  - C. Next Generation 9-1-1

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1. Text messaging
  2. Photo/video messages
  3. ESInet – Emergency Services IP Network
  4. Automatic re-routing of 9-1-1 calls due to busy PSAPs
14. The student will describe functions of other phone communication systems commonly found in PSAPs.
- A. Ring down lines
  - B. Rapid call systems/emergency notification systems/Wireless Emergency Alerts (WEA)
  - C. Audio recording systems
    1. Records audio from telephone lines and radio channels
    2. Recordings retained for predetermined amount of time based on agency policy, often available to the public via the Government Records Access Management Act (GRAMA)
15. The student will list the common equipment used in a radio communication system, and describe the function or purpose of each.
- A. Transmitter/receiver
  - B. Telephone/radio patch system
  - C. Portable (handheld) radio
  - D. Base station
  - E. Mobile radio (vehicle)
  - F. Antenna
  - G. Frequency
  - H. Repeater
  - I. Omni Link
16. The student will explain the difference between a conventional and trunked radio system, and define the common terms used in a trunked radio system.
- A. Talk Group – a virtual channel made up of individual users that need to communicate with other users with a specific function or responsibility
  - B. Talk around, direct, or simplex channels
  - C. Simulcast vs. site-trunking
  - D. Large trunked public safety radio systems in Utah
    1. Salt Lake City
    2. Utah Communications Authority (UCA)
      - a. Regional talk groups
      - b. Operation talk groups
      - c. Event talk groups
      - d. Helicopter landing zone talk groups
      - e. Wildland fire wide area talk groups
17. The student will identify common obstacles to effective radio communication.
- A. Position of microphone in relation to mouth

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- B. Trees, buildings, mountains
  - C. Radio Frequency Interference (RFI)
  - D. Low power/battery
  - E. Indirect path to other radios/repeaters
18. The student will define the acronym CAD – Computer Aided Dispatch, and list the functions and capabilities of a CAD System.
- A. Direct link to the records management system
  - B. Direct link to E9-1-1
  - C. Accommodates several jurisdictions
  - D. Command line processing
  - E. Agency security access levels
  - F. Verification of addresses, intersections, common places
  - G. Unit monitoring/tracking
  - H. Date and time stamps on all transactions
  - I. Access to medical sequence cards
  - J. Interface with Mobile Data Terminal (MDT)
  - K. Automatic Vehicle Location (AVL)
19. The student will list and explain the basic features of a map system, identify some common questions answered by mapping systems and predict how the answers to those questions impact the PSAP.
- A. Grid system
  - B. Cross streets
  - C. Landmarks
  - D. Boundaries
  - E. Common PSAP questions answered by mapping systems
    - 1. What are the baseline streets
    - 2. What is the addressing system, or lack thereof
    - 3. What are the major highways in the area
    - 4. What are the bodies of water, and how are they accessed
    - 5. What are commonly used landmarks
    - 6. Are there areas that are addressed atypically
    - 7. What are the neighboring jurisdictions, and how are the boundaries determined
20. The student will list the mapping resources commonly available in a PSAP.
- A. CAD system
  - B. Phone system
  - C. Internet mapping (Google Maps, Mapquest, etc.)
  - D. Street directory
  - E. Telephone book
  - F. Knowledge of area
  - G. Co-workers/supervisor/officer
  - H. Utility or public works department

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I. Reverse directories

21. The student will list the common types of jurisdictional boundaries and explain how they affect public safety.
  - A. Roads
    1. Two directions of travel
    2. Some highways are handled by local jurisdiction, while others are handled by state agencies
    3. Some roads are the defined boundary between jurisdictions
  - B. Rivers
  - C. Natural landmarks
  
22. The student will explain GPS coordinates and how to translate a set of coordinates to an address.
  - A. Latitude: Measured from 0° to 90° north and south of the equator with positives going north and negative values going south
  - B. Longitude: Measured from 0° to 180° east and west of the Prime Meridian, with positives going east and negative values going west
  - C. Degrees, minutes and seconds vs. decimal degrees
  - D. Common resources for conversion/translation

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# *Unit 12 - Performance Objectives*

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## **MANAGEMENT AND RECOGNITION OF EXCITED DELIRIUM / AGITATED CHAOTIC EVENT™**

**Minimum Training Time: 2 hours**

**Unit Goal:**

The goal of this unit is to educate students about excited delirium syndrome and the potential it has to lead to sudden death. Students will learn to identify physical signs and behavioral cues of excited delirium or agitated chaotic event.

**Enabling Objectives:**

1. The student will provide the definition for sudden and in-custody death
  - A. Sudden Death:
    1. Unexpected cardiac death of individuals who were in stable medical condition less than 24 hours previously with no evidence of a non-cardiac cause. (Chan, T. 2006)
  - B. In-Custody Death:
    1. Any unintentional death that occurs while a subject is in police custody. Such deaths usually take place after the subject has demonstrated bizarre and/or violent behavior, and has been restrained. (Krosch, Binkerd, & Blackroune, 1992)
    2. Death in Custody Reporting Act (D.I.C.R.A. 2000) defines an in-custody death as:
      - a. The death of a person in the process of arrest
      - b. En route to be incarcerated,
      - c. Or incarcerated at a ... correctional facility
      - d. Including juvenile facility
2. The student will identify the historical cases of sudden death and explain how specific police tactics have been associated with reported cases of sudden in-custody death.
  - A. Historical explanations for sudden death
    1. "Bell's Mania" or "exhaustive Mania"; first described by Luther Bell in 1849
      - a. Mania and fever
      - b. Exhaustion due to mental excitement
    2. Neuroleptic Malignant Syndrome (NMS) – 1960
      - a. Fatal complication of antipsychotic drugs
    3. Cocaine Psychosis – 1980's
      - a. First recognized in "crack" cocaine users
      - b. Hyperthermia
        - i. Elevated core body temperature

- c. Drug toxicity
        - i. Most commonly cocaine, PCP, methamphetamine or amphetamine
      - d. Catecholamine-induced fatal cardiac arrhythmias
    - 4. Excited Delirium – 1985
      - a. Agitated Chaotic Event™
  - B. Law enforcement tactics historically blamed for sudden in-custody deaths
    - 1. Lateral Vascular Neck Restraint (LVNR) – Choke Holds
    - 2. Positional asphyxia – Hog Tying
    - 3. Oleoresin Capsicum (OC) Spray – Pepper Spray
    - 4. Electronic Control Devices (ECD) – Taser
3. The student will list the following physical signs and behavioral cues, which may help identify a person at high risk for sudden death.
  - A. Physical Signs
    - 1. Dilated pupils
    - 2. Profuse sweating
    - 3. Hyperthermia – High core body temperature (103° F to 110° F)
    - 4. Skin discoloration (redness or flushing)
    - 5. Large belly
    - 6. Foaming at mouth (rare, but could be visible)
    - 7. Uncontrollable shaking, shivering (may indicate substance withdrawal)
    - 8. Respiratory distress (difficulty breathing)
  - B. Psychological Behaviors
    - 1. Demonstrates intense paranoia
    - 2. Demonstrates extreme agitation
    - 3. Rapid emotional changes (laughing, crying, sadness, anger, panic, etc.)
    - 4. Disoriented about place, time, purpose
    - 5. Disoriented about self (visions of grandeur)
    - 6. Hallucinations
    - 7. Delusional
    - 8. Scattered ideas about things
    - 9. Easily distracted (cannot follow commands)
    - 10. Psychotic in appearance
    - 11. Described as “just snapped” or “flipped out”
    - 12. Makes people feel uncomfortable
  - C. Communication Behaviors
    - 1. Screaming for no apparent reason
    - 2. Pressured, loud incoherent speech (mumbling)
    - 3. Grunting; guttural sounds
    - 4. Talks to invisible people
    - 5. Irrational speech
  - D. Physical Behaviors
    - 1. Demonstrates violent behavior (toward others or objects)
    - 2. Demonstrates bizarre behavior

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3. Demonstrates aggression toward inanimate objects (glass, mirrors, shiny objects)
  4. Running into traffic
  5. Running for no apparent reason
  6. Running wildly
  7. Naked or stripping off clothing (trying to get cool)
  8. Apparent super human strength
  9. Seemingly unlimited endurance (fails to get tired)
  10. Resists violently during capture, control, and restraint
  11. Resists violently after being restrained
  12. Muscle rigidity (stiff arm may not be resistance)
  13. Diminished sense of pain (OC may have no effect)
  14. Insensitivity to pain (baton strikes ineffective)
  15. Self-induced injuries (cuts self with sharp objects)
  16. Says "I can't breathe" (indicates respiratory distress leading to respiratory arrest)
4. The student will identify the following pre-disposing factors for sudden or in-custody death. (These factors will likely remain unseen and unknown until medical assessment or autopsy)
    - A. High Body Mass Index (BMI) – Obesity
    - B. Prior cardiac or respiratory problems
    - C. Past or present use of illicit drugs especially cocaine, methamphetamine, ecstasy, PCP or LSD
    - D. Failure to take prescription or overdose of prescription drugs
    - E. Dehydration
    - F. Hypoglycemic (low blood sugar)
    - G. Psychiatric disease
    - H. Head Injury
    - I. Brain Disorder – Maladapted dopamine transporter
  5. The student will list the four common phases of excited delirium leading to sudden death and list actions that should be taken to reduce the risk of sudden death.
    - A. Excited Delirium Phases
      1. Hyperthermia – elevated temperature, sweating
      2. Agitated Delirium
      3. Respiratory distress – Respiratory Arrest
      4. Cardiac Arrest – Death
    - B. Intervention
      1. Dispatcher
        - a. Recognize incident as a medical emergency – Notify responding officers
        - b. Send additional officers
        - c. Activate EMS
        - d. Send a supervisor
      2. Responding Officers
        - a. Recognize incident as a medical emergency
        - b. Plan response on scene with other officers and EMS providers

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- c. Capture subject rapidly as possible to stop physical activity and minimize physical stress to subject
- d. Consider:
  - i. Multiple officer response
  - ii. Pepper spray (may not be effective)
  - iii. Electronic control devices – Taser
- e. Restrain the Subject
  - i. Restrain while under power of ECD if necessary
- f. Move to non-prone position soon as possible
- 3. EMS – Emergency medical treatment on-scene by properly trained and authorized providers
  - a. Chemical sedation where authorized
  - b. Monitor/support airway and breathing
  - c. Control body temperature
  - d. Oximetry (measure of blood oxygen level)
  - e. Cardiac monitoring
  - f. Check blood glucose
  - g. Fluid support
  - h. Treatment for rhabdomyolysis
- 4. Ambulance – Immediate transport to medical facility
  - a. Transport by Ambulance
  - b. Non-prone position
  - c. Do not transport to a law enforcement or correctional facility prior to a complete evaluation at a medical facility
  - d. Transport in law enforcement vehicle only if ambulance is unavailable and a second officer accompanies to constantly monitor the subject
- C. Sudden cessation of struggling should be seen as a significant warning sign as it may immediately precede respiratory arrest

*References: Agitated Chaotic Event is a registered trademark of the Institute for the Prevention of In Custody Deaths, INC. John G. Peters, President.*

*Material in this curriculum provided by the Institute for the Prevention of In-Custody Deaths, INC. John G. Peters, President*

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# *Unit 13 - Performance Objectives*

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## **HEALTH AND WELLNESS – STRESS MANAGEMENT**

**Minimum Training Time: 1.75 hours**

### **Unit Goals:**

The goal of this unit is to help the student develop an understanding of the dispatcher's responsibility toward health and wellness during their career.

### **Enabling Objectives:**

1. The student will identify characteristics of individuals who are typically attracted to public safety dispatcher positions. Awareness of these characteristics is the best method of dealing successfully with stress factors.
  - A. Common characteristics of a dispatcher
    - Obsessive compulsive
    1. Controllers
    2. Action oriented
    3. Risk takers
    4. Highly dedicated
    5. Stimulation junkie
    6. Histrionic/driven by internal motivation
  - B. The job – What it is like
    1. Multi tasking
      - a. Call taker
      - b. Radio dispatcher
    2. Receptionist
    3. Complaint desk person
    4. Little or no closure
    5. Customer service
2. Identify typical stress factors which might be experienced in the work environment.
  - A. Physical environment
  - B. Work demand
  - C. Management style
  - D. Excess audio stimulation
  - E. Ready alert status
  - F. Media coverage

- G. Physical demands
  - H. Emotional involvement
  - I. Interpersonal relationships
3. The student will explain the differences between eustress and distress.
    - A. Eustress – positive stress
      1. Motivates
      2. Short term
      3. Exciting
      4. Improves performance
    - B. Distress negative stress
      1. Anxiety or concern
      2. Long term or short term
      3. Unpleasant
      4. Decreases performance
      5. Mental or physical problems
  4. The student will explain five different forms of stress that may affect dispatchers.
    - A. Acute stress
    - B. Delayed stress
    - C. Cumulative stress
    - D. Critical incident stress
    - E. Post Traumatic Stress Disorder (PTSD)
  5. The student will identify warning signs and symptoms of stress.
    - A. Physical
    - B. Cognitive
    - C. Emotional
    - D. Behavioral
  6. The student will identify three stages of a body's response to stress.
    - A. Alarm stage
    - B. Exhaustion stage
    - C. Resistance stage
  7. The student will list ways to reduce stress through coping strategies.
    - A. There are many coping mechanisms to handle stress, most are good, but some can be as dangerous as the stress itself.
      1. Positive coping mechanisms
      2. Negative coping mechanisms
  8. The student will list ways to relieve stress while working at their console.
    - A. Exercise at your desk/console
    - B. Office Yoga

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- C. Getting more active – take breaks
  - D. Eating sensibly
  - E. Preventative measures
  - F. Breathing exercises
  - G. Humor
9. The student will identify outside resources available for stress management.
- A. Employee Assistance Program (EAP)
    - 1. What is it
    - 2. Where do I find a program
  - B. Healthy lifestyle programs offered by agencies
  - C. Peer support
  - D. On line resources
10. The student will explain and define Critical Incident Stress Management (CISM), and what a Critical Incident Stress Debriefing (CISD) is.
- A. CISM – Mental health professionals and peer support personnel who are trained to assist emergency responders in dealing with the stress of their profession
  - B. CISM is both a psychological and educational group process designed to:
    - 1. Lessen the impact of critical incidents to which emergency personnel respond
    - 2. Accelerate the recovery process of emergency personnel who suffer from stress related injuries
  - C. CISD – Debriefing conducted by a team of two to four people at least one of whom is a mental health professional, other team members are experienced emergency responder “peers”
    - 1. Group setting
    - 2. One-on-one assistance
    - 3. On-site defusing – highly emotional extended responses
  - D. Contact CISM through the Clearfield Dispatch Center at (801) 779-2865
11. The student will identify self-care methods to manage stress
- S – Sensible eating
  - T – Time to enjoy life
  - R – Rest and relaxation
  - E – Exercise and education
  - S – Social support or family, colleagues and friends
  - S – Satisfying expression of self and spirituality

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# **POST Basic Public Safety Dispatcher** **Training Manual Glossary**

## **General Dispatch Terminology**

The following are terms, abbreviations and acronyms commonly used in public safety – law enforcement, firefighting and emergency medical services. Some terms may not be used by all agencies, but dispatchers should still be familiar with these terms, their use and meaning. Some terms have multiple meanings and the meaning will be determined by its use in context.

### **A**

**ABANDONMENT:** Leaving a patient who is known to be in a life-threatening condition. This includes starting treatment and then letting someone with less training take over resulting in further injury or decline in the patient's condition.

**ADA:** Americans with Disabilities Act.

**ADVANCED LIFE SUPPORT (ALS):** Includes basic life support (BLS), airway, breathing and circulation (the ABC's) and definitive therapy such as advanced airway techniques; including endotracheal intubation, cardiac monitoring, administration of cardiac medications, and use of defibrillation as invasive procedures.

**AEMT:** Advanced Emergency Medical Technician

**AFFIDAVIT:** A written statement, made signed under oath, usually before a notary public or other authorized person, making a declaration of fact.

**AFIS:** Automated Fingerprint Identification System.

**AGGRAVATED ASSAULT:** Any person intentionally causes serious bodily injury to another or uses a dangerous weapon or other means or force likely to produce death or seriously bodily injury.

**AIR OR BREATHING SUPPORT UNIT:** Carries replacement air cylinders for firefighter's breathing apparatus.

**ALARM:** An audible or visual signal indicating the existence of a supposed fire or emergency.

**ALERT TONES:** Electronic tones preceding a radio message, broadcast or dispatch to advise personnel of the type of information being dispatched.

**ALI:** Automatic Location Identification.

**ALS UNIT or MEDIC UNIT:** A team capable of performing Advanced Life Support.

**ALTERNATE ROUTING:** The capability of automatically rerouting 9-1-1 calls to a designated alternate location if all 9-1-1 trunks are busy, out of service, or not answered in a pre-determined time. May also be activated upon request, or automatically if detectable, when 9-1-1 equipment fails or the PSAP itself is disabled.

**AMBER ALERT:** A program that is a voluntary partnership between law enforcement agencies, broadcasters, transportation agencies, and the wireless industry, to activate an urgent bulletin in the most serious child-abduction cases. The goal of an AMBER Alert is to instantly galvanize the entire community to assist in the search for and the safe recovery of the child.

**ANI:** Automatic Number Identification. Specific to 9-1-1 calls.

**AOA:** Angle of Arrival, a technology used in locating cell phones.

**AP&P:** Adult Probation and Parole.

**APPARATUS:** A motorized machine used to transport men and equipment to the scene of any emergency.

**ARFF:** Aircraft Rescue and Fire Fighting units distribute or deliver foam or chemical extinguishing agents. Typically located at airports, these units are used during aircraft incidents and have water, foam and dry chemical capabilities that are distributed through turrets and nozzles mounted on the vehicle.

**ARSON:** The intentional setting of a fire to a building or other property to defraud or for any other illegal or malicious purpose.

**ASPHYXIATION:** A loss of consciousness due to the presence of too little oxygen or too much carbon dioxide in the blood.

**ASSAULT:** An attempt with unlawful force or violence to do bodily injury to another.

**ATL:** Attempt To Locate.

**AUTOMATIC AID:** A pre-determined area in which two or more fire departments have agreed, in advance, to protect by dual initial response and will automatically be dispatched by the appropriate agency without requiring a request from either agency.

**AVL:** Automatic Vehicle Location. A means of determining the location of public-safety vehicles, usually utilizing GPS.

## **B**

**BA or BAC:** Blood Alcohol; Blood Alcohol Content

**BACKDRAFT:** An explosion or rapid burning of heated gases resulting from the introduction of oxygen when air is admitted to a building heavily charged with smoke from a fire which has depleted the oxygen content in a building.

**BACKFIRE:** Sometimes termed "Control Fire" – a deliberate setting of fire in the path of a spreading wild land fire in order to stop the spread of the main fire.

**BACK UP:** Officer sent to support another.

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**BAIL:** Monetary guarantee that the arrested individual will appear in court. If they do not, money is forfeited.

**BALIFF:** A court executive officer, usually a deputy sheriff.

**BASE STATION:** A receiver, transmitter and power supply assembled as a unit and installed at a fixed location to communicate with mobile stations.

**BASIC 9-1-1:** A system allowing 9-1-1 calls to be connected to a PSAP via dedicated facilities; provides the 10-digit number that the call is being made from.

**BASIC LIFE SUPPORT (BLS):** Provides support for airway, breathing and circulation. Evaluates and manages a victim in these areas without the aid of invasive equipment. (Generally described as First Aid.)

**BCI:** Bureau of Criminal Identification.

**BENCH WARRANT:** A document issued by the court directing a law enforcement officer to bring the person named before the court, after failure to obey a court order or notice to appear.

**BLACK OUT:** To suppress flames so that the area is "darkened out".

**B.L.E.V.E. (pronounced BLEVEE):** Boiling liquid evaporating vapor explosion (propane tank exposed to heat). Liquid expands to vapors, tank explodes.

**BLS UNIT:** An engine, truck or ambulance team capable of performing Basic Life Support.

**BLUE ALERT:** A system to help provide Law Enforcement the means to speed the apprehension of violent criminals who kill or seriously injure local, state, or federal law enforcement officers.

**BOILOVER:** Overflow of flammable liquid from a container due to heating from a fire. The excessive application of water which will cause the flammable liquid to flow out of the container.

**BOLO:** Be On the Look Out.

**BOMB THREAT:** A statement, usually by telephone, indicating the intention of placing or detonating an explosive device.

**BOOKING:** The process to record charges on an individual arrest.

**BRANDISHING:** Exhibiting a firearm (loaded or unloaded) or other deadly weapon in a rude, angry, or threatening manner, except in self-defense.

**BROADCAST:** A radio transmission.

**BRUSH FIRE:** A fire in wild vegetation growth, which is denser and higher than grass, but not as large as trees.

**BRUSH TRUCK:** An apparatus for fighting wild land or grass fires. Typically, a brush truck is a tank and a pump mounted on a four-wheel drive pick-up.

**BURGLARY:** The act of entering an enclosed area for the purpose of committing

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a felony, and/or taking what does not belong to them.

## **C**

**CAD** – Computer Aided, or Computer Assisted Dispatch.

**CALL BACK:** The assignment of apparatus to standby in an area that is without sufficient fire suppression coverage due to an emergency in the area to which the normally assigned apparatus has been committed. It can also be the result of the apparatus being out of service because of mechanical or manpower problems.

**CARJACKING:** The taking of a vehicle by force or fear.

**CARRYING A CONCEALED WEAPON:** Any unauthorized person who carries, concealed upon their person, or concealed within a vehicle under their control, any firearm capable of being concealed.

**CFP:** Concealed Firearm Permit.

**CHAIN OF COMMAND:** A series of management positions in order of authority.

**CHAIN OF CUSTODY or CHAIN OF EVIDENCE:** Persons handling evidence from collection to final disposition.

**CHEMTREC:** Agency sponsored by chemical manufacturer to provide emergency responders with information and support in the event of a hazardous materials incident.

**CHRONIC EXPOSURE:** A mild exposure, over a long period of time.

**CI:** Confidential Informant.

**CIVIL:** Having to do with enforcing or protecting an individual's personal or private rights.

**CLASS "A" FIRES:** Fires occurring in ordinary combustibles that are usually extinguished by water. Examples include wood, paper, and cloth.

**CLASS "C" FIRES:** Fires involving energized electrical equipment.

**CLASS "D" FIRES:** Fires involving metals that contain their own oxygen.

**CLASS "E" FIRES:** Fires involving flammable liquids, usually extinguished by a smothering method or through the introduction of a halogenated agent (breaking the chain reaction). Examples include gasoline, kerosene, and alcohol.

**CO (CARBON MONOXIDE):** A colorless, odorless, poisonous gas found mainly in exhaust fumes of gasoline powered motors.

**CO:** Central Office of the phone company.

**COMBUSTIBLE:** A material or structure that ignites and burns at temperatures ordinarily encountered in fires. A material that, when heated, gives off vapors that in the presence of oxygen (air) may be oxidized and consumed by fire. A material that can burn, such as wood, paper or cloth.

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**COMBUSTIBLE LIQUID:** Those liquids with a flash point of 100 degrees Fahrenheit, and less than 200 degrees Fahrenheit.

**COMMAND POST (CP):** Temporary field headquarters for special events or operations.

**COMMITTED (in firefighting):** The status of a piece of equipment at an emergency indicating the equipment is not able to be released from the scene to respond to any other location.

**COMMUNITY PROPERTY:** The co-tenancy held by husband and wife in property acquired during their marriage under the law of some of the states.

**COMPANY:** The basic firefighting unit, usually consisting of five men.

**COMPUTER CRIMES:** Crimes that are committed with the aid of a computer or that exist because of computers.

**CONCEAL:** Withholding or hiding something which one has a duty to reveal.

**CONFIDENTIALITY:** Information obtained within the scope of employment cannot be discussed outside of work.

**CONFINED SPACE RESCUE:** A space that is large enough for a person to enter but has limited or restricted means for entry or exit, and is not designed for continuous human occupancy (tanks, silos, bins, vaults, pits, tunnels, sewers, etc.)

**CONFLAGRATION:** A major fire usually covering a combustible area and one that crosses natural barriers such as streets and

which usually covers many buildings in more than one block.

**CONSENT:** Refers to permission to treat the sick or injured. Usually includes two (2) types:

Implied consent refers to situations where patients are unconscious and/or unresponsive; it is assumed they would consent to treatment if they were capable.

Actual consent is a direct verbal or non-verbal communication to someone giving aid.

**CONTROLLED BURN:** A fire set for the purpose of abating hazards or removing undesirable growth. Also a “backfire” set to remove fuel from the path of an uncontrolled fire.

**CPR:** Cardiopulmonary Resuscitation. A combination of rescue breathing and chest compressions delivered to victims thought to be in cardiac arrest.

**CRIMINAL MISCHIEF:** Any person who maliciously defaces, damages, or destroys any real or personal property of another. Also, referred to as vandalism.

**CRITICAL INCIDENT STRESS:** Caused by exposure to overwhelming events beyond ordinary experiences. A normal, but painful response of a normal healthy person to an abnormal event.

**CTA:** Control Terminal Agency.

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CTO: Communications Training Officer.

C.Y.M.B.A.L.: Acronym for the method of describing a vehicle – color, year, make, body type, anything else, license of vehicle.

## **D**

**DAMAGES:** Anything awarded to plaintiffs. In negligence lawsuits, damages can be both:

Compensatory damages – those that involve repaying plaintiffs for money they have lost – i.e. wages due to lost workdays, hospital/medical bills, etc.

Punitive damages – those used to punish the defendant.

**DATA:** Supporting facts.

**DECONTAMINATION:** A system for removing contaminants from individuals who are exposed to or are working a hazardous materials spill.

**DEFENDANT:** A person against whom a suit or charge is brought.

**DISMEMBER:** To cut off body limbs.

**DISORDERLY CONDUCT:** To knowingly and intentionally disturb the peace or harass.

**DISPATCH:** To send or relay message from the public to public-safety personnel via radio or telephone. The implementation of a command decision to move a resource or resources from one place to another.

**DISTURBING THE PEACE:** Willfully and maliciously causing noise to disrupt the peace of the surrounding community.

**DL:** Driver License.

**DLD:** Driver License Division.

**DMV:** Department of Motor Vehicles.

**DOA:** Dead on Arrival.

**DOB:** Date of Birth.

**DOE:** Date of Emancipation. The date when a juvenile turns 18 or is declared emancipated by a court.

**DOT:** 1. Direction of Travel  
2. Department of Transportation.

**DRAFT:** To lift water from a static source, such as a swimming pool, cistern, lake, etc., into a pump above the water.

**DRILL:** Practice of fire fighting techniques such as laying hose, raising ladders, and operating pumps in order to develop teamwork and proficiency.

**DRIVE BY or DRIVE BY SHOOTING:** An individual or group of people who shoot at a home, business or individual while driving by in a vehicle.

**DUE PROCESS:** Law in its regular course of administration through the courts. The guarantee of due process requires that every person have the protection of a fair trial.

**DUI:** Driving Under the Influence.

**DWR:** Department of Wildlife Resources.

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## **E**

**ECHO PROCEDURE:** Repeating or “parroting” important parts of the radio transmission.

**EGRESS:** Routes of escape via road systems, which enable quick and safe evacuations.

**EMBEZZLEMENT:** The fraudulent appropriation of property by a person to whom it has been entrusted.

**EMD:** Emergency Medical Dispatcher.

**EMERGENCY OPERATIONS CENTER (EOC):** A location that centralized emergency management can be performed. Facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**EMERGENCY RULE:** One who is faced with an emergency cannot be held to the same standard of conduct that s/he would otherwise be held to when not faced with such a situation.” When faced with an emergency, a person cannot be expected to act the same as they would if the emergency situation was not there. Also, a sudden high-call volume, in which it may be impossible to perform tasks or duties to the same standard as would be expected under normal circumstances.

**EMS:** Emergency Medical Services.

**EMT:** Emergency Medical Technician.

**ENDANGER PERSON ADVISORY:** A voluntary partnership between law enforcement and local broadcasters to rapidly disseminate information about a missing and endangered person to law enforcement agencies, broadcasters, and the public.

**ENGINES:** An apparatus designed for fire attack and is the most recognized apparatus in the fire service. It has a self-contained, self-propelled water pump. Its primary function is to provide pressurized water.

**ENHANCED 9-1-1 or E9-1-1:** An expanded or enhanced 9-1-1 system using selective routing, ANI, and/or ALI to provide information to the receiving agency.

**ESN:** Emergency Service Number. A three-digit number which identifies jurisdictional boundaries. The 9-1-1 router associates the ESN with the address and routes the call to the appropriate PSAP.

**ETA:** Estimated Time of Arrival.

**ETOH:** Chemical abbreviation for Ethyl Alcohol used to indicate intoxication.

**EVICTION:** Expulsion of an occupant off real property.

**EXPOSURE:** An object, such as a building or structure, in the proximity of a fire and in danger of becoming ignited by the fire's extension.

**EXTENSION OF FIRE:** The spread of fire, due to the course of fire fighting operations, to areas not previously involved.

**EXTINGUISH:** To quench, to put out flames, to control the fire so that no heat or smoke remains.

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**EXTRADITION:** The surrender of a person charged with a crime by one jurisdiction to another.

**EXTRICATION TOOLS:** Equipment used to pry open vehicles to free trapped victims and to prevent further injury by allowing easier access to victims for medical care.

## **F**

**FAILURE TO YIELD:** When a vehicle fails to stop for an officer's emergency lights and siren.

**FAST ATTACK:** A process where the first arriving engine company attacks the fire using water carried in the booster tank, relying on the second company to secure a water supply.

**FBI:** Federal Bureau of Investigation.

**FEEDBACK:** The return transmission of a radio when two radios are too close together and have their volume up, resulting in a high-pitched squeal.

**FELONY:** A criminal offense punishable by death or imprisonment and expressly stated by statute to be a felony.

**FI:** Field Interview or Field Interrogation.

**FILL IN:** The assignment of apparatus to standby in an area that is without sufficient fire suppression coverage due to an emergency in the area to which the normally

assigned apparatus has been committed due to the normally assigned apparatus being out.

**FIRE BEHAVIOR:** The manner in which fuel ignites, flames develop and fire spreads.

**FIRE CONFINEMENT:** The stage in fire fighting when there is no more possibility of fire extension.

**FIRE CONTROL:** The state in fire fighting when the fire is no longer spreading or eventual extinguishment is certain.

**FIRE DRILL:** In common usage, practice in evacuating buildings or in other operations that might be necessary in case of fire.

**FIRE FIGHTING TACTICS:** Methods of employing fire companies in an efficient, coordinated manner in the field so as to get satisfactory results.

**FIRE PREVENTION:** Refers to that part of fire fighting activities used to prevent the inception of fire.

**FIRE PROTECTION:** Refers to those methods used to provide fire control and fire extinguishment, and those methods used to protect human life.

**FIRE SERVICE:** The organization that supplies fire prevention and fire fighting services to the community, its members, individually and collectively. Sometimes used in a broad sense to include all persons involved in fire protection.

**FIRST-IN:** The apparatus assigned basic responsibility for an area.

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**FIRST RESPONDER:** A person capable of performing First Aid and C.P.R.

**FLAME CONSTRUCTION:** A building made of wood; even if the outside is covered with brick or stone, if the inside is of wood construction.

**FLAMMABLE LIQUID:** Those liquids with a flash point below 100 degrees Fahrenheit.

**FLASH FIRE:** A type of fire that spreads with almost explosive rapidity.

**FLASHOVER:** Material in room reaches ignition point and explodes into flame.

**FLASHPOINT:** The lowest temperature a substance must reach to cause it to combust. The lower the flashpoint, the easier a substance will ignite; the higher the flashpoint, the more flame resistant the material.

**FORCIBLE ENTRY:** The gaining entry into an area by other than normal means.

**FORESEEABILITY:** The reasonable anticipation that harm or injury is a likely result of acts or omission. The wrong-doer is responsible only for the consequence which is responsible according to ordinary and usual experience. (Black's Law)

**FORGERY:** The fraudulent making or altering of an instrument or document that apparently creates or alters the legal liability of another.

**FRAUD:** The making of a false statement of a past or existing fact with knowledge of its falsity or with reckless indifference as to

its truth with the intent to cause another to rely thereon, and the other is injured by relying thereon.

**FREQUENCY:** Radio carrier wave or number of occurrences.

**FTA:** Failure to Appear.

**FTO:** Field Training Officer.

**FULL ARREST:** No heart or lung function (this term is normally interchangeable with "Cardiac Arrest").

**FULLY INVOLVED:** Completely engulfed in flames.

**FUMES:** Vapor or gas passed off by a material due to normal vaporization or by heating.

**FUSION CENTER:** Focal point within the state and local environment for the receipt, analysis, gathering, and sharing of threat-related information.

## **G**

**GARBLED:** Unable to understand a particular radio transmission.

**GEOGRAPHICAL INFORMATION SYSTEM or GIS:** Computer based mapping system.

**GLOBAL POSITIONING SYSTEM or GPS:** Satellite based location system.

**GOOD FAITH:** Honesty or lawfulness of purpose.

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**GOVERNMENTAL IMMUNITY:** Acting within course and scope of employment and following standard operating procedures a governmental employee or agent is immune from litigation.

**GRID:** Horizontal and vertical lines on a map forming square areas to be searched.

## **H**

**HAND LINES:** A firefighting hose with a stream of water less than 350 gallons per minute (GPM); normally with a nozzle tip of 1 1/4 inches or less.

**HAZMAT:** Hazardous Material or a substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when transported in commerce.

**HAZMAT UNIT:** Manages the identification and containment of hazardous materials incidents. These units may carry computers, protective suits and decontamination equipment, etc.

**HEAT CONDUCTOR:** Material capable of transmitting heat rapidly.

**HIGH ANGLE RESCUE:** Victims either above or below ground level beyond the reach of ladders or other access.

**HIPAA:** Health Insurance Portability and Accountability Act of 1996. May restrict health information from being shared or broadcast.

**HISTORY:** Past record.

**HIT:** Positive response to a computerized database check of property, persons or vehicles.

**HIT AND RUN:** Vehicle accident where a driver does not stop after the collision.

**HOOKING UP:** Connecting a pumper to a hydrant and connecting hose lines.

**HOT CALL:** High priority incident, usually of a serious or emergency nature.

**HOT ZONE:** The designated perimeter that encompasses an actual hazardous material spill area. This area is considered highly contaminated.

**HYSTERIA THRESHOLD:** The point at which a person changes from hysterical behavior to calm, cooperative action. (Principles of Emergency Medical Dispatch Clawson/Dernoceour)

## **I**

**IA:** Internal Affairs.

**ICS:** Incident Command System.

**III:** Interstate Identification Index (FBI records).

**INCENDIARY:** Pertaining to arson or the willful setting of a fire; one who sets fires; a substance or weapon (such as a bomb) used to start fires.

**INCIDENT:** An occurrence or event.

**INDECENT EXPOSURE:** Any person who exposes their private parts, willfully and

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lewdly in a public place when others are present.

**INDEMNIFICATION:** To secure against hurt, loss or damage; to make compensation to for incurred hurt, loss or damage.

**INFLAMMABLE:** Anything that will not burn readily, as certain gases and liquids; does not mean nonflammable.

**INFRACTION:** A criminal offense with no imprisonment, no jury trial, no private defender. Fines, suspension or revocation of license or revocation of parole or probation.

**INGESTION:** The taking in of food or other substances through the mouth.

**INITIAL ATTACK:** The first point of attack on a fire. The point where hose lines are used to prevent further extension of the fire and to safeguard life while additional lines are being placed in position.

**INJUNCTION:** A judicial order or decree forbidding the doing of a certain act.

**INTEROPERABILITY:** The ability for agencies to communicate to each other in a 'networked' fashion.

**INVOLVED:** The building, area, room, or structure actually enveloped in the flame and smoke of a fire.

## **J**

**JURISDICTION:** Extent of authority or control.

**JUVENILE:** An individual under the age of 18 and has not been legally emancipated.

## **K**

**KIDNAPPING:** Any person who forcibly, or by other means of instilling fear, steals or takes any person, and carries that person to another part of the county, state or country.

**KNOCK DOWN:** To reduce flame and heat, usually by the use of hose lines, in order to prevent further extension of fire.

## **L**

**LACERATION:** A wound made by tearing or cutting of body tissues.

**LANDLINE:** To call by a "wired" telephone.

**LANDMARK:** Prominent feature within an area or community.

**LAT/LONG:** Latitude and Longitude. Gradients on a map.

**LAY-A-LINE:** Order given by commander to stretch hose from a water source to the fire scene.

**LEEWARD SIDE:** The opposite side from which the wind is blowing.

**LIABILITY:** An obligation wherein one is bound in law or justice to perform; also a condition of being actually or potentially subject to an obligation, or being responsible for a possible or actual loss. Liability implies a possibility or probability of incurring an obligation or responsibility because of a position, nature, or particular situation.

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LONG HOSE LAY: A hose lay of at least 900 feet.

## **M**

MANSLAUGHTER: The unlawful killing of a human being without malice and without deliberation.

MCI: Mass Casualty Incident. Usually an incident involving more than 5 patients, it will be declared by the first in unit and a level given. Based on the Level of MCI, additional units will be sent to the scene.

MDT: Mobile Data Terminal. More correctly called MDC (Mobile Digital Computer) as fully functional computers have replaced dumb terminals in vehicles.

ME: Medical Examiner.

MEDIUM HOSE LAY: A stretch of hose more than 300 feet, but less than 900 feet.

MHZ: Megahertz; used to describe radio frequency.

MISDEMEANOR: A criminal offense, which is neither treason nor a felony, and punishable by fine and/or imprisonment in a city or county jail.

MO: Modus Operandi (method of operation).

MOBILE: 1. A generic term used to describe a radio that is permanently installed in a vehicle. 2. To move around.

MONITOR: To listen. A receiving device.

MOP-UP: A late stage of fire fighting in which remaining hot spots are quenched and a search is made for concealed fires, used in connection with brush fires.

MSAG: Master Street Address Guide; a database that describes the exact spelling of streets, street number ranges, and other address elements to determine the proper ESN to direct the 9-1-1 call to.

MUNICIPAL LIABILITY: A responsibility, which the city has for a possible or actual loss caused by its employee to another person. Usually this is financial responsibility.

MURDER: Unlawful killing of a human being with malice and forethought.

MUSHROOMING: A term used to describe a fire that has traveled upwards and when it reaches the ceiling level spreads out in a horizontal direction.

MUTUAL AID: The assistance of one fire department to another when specific equipment is requested after the initial dispatch has been completed.

## **N**

NA or N/A: Not applicable.

NCIC: National Crime Information Center.

NCMEC: National Center for Missing and Exploited Children.

NEGATIVE: Correct radio term for no.

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**NEGLIGENCE:** The failure to do what a reasonable, prudent person would do, or doing what such a person would not have done.

**Next Generation 911 (NG911):** An initiative aimed at updating the 9-1-1 service infrastructure to improve public emergency communications services in a growingly wireless mobile society.

**NFPA:** National Fire Protection Agency.

**NIMS:** National Incident Management System.

**NLETS:** International Justice and Public Safety Network (formerly known as National Law Enforcement Telecommunications System)

**NTSB:** National Traffic Safety Board.  
**NUIFC:** Northern Utah Inter-Agency Fire Center.

**NUISANCE:** Something, which wrongfully disturbs, annoys, or injures another.

## **O**

**OD:** Overdose.

**OIC:** Officer in Charge.

**OLN:** Owner License Number (Driver License Number).

**OMISSION:** A failure to act when there is a legal duty to act and the actor is capable of acting.

**OMNI LINK:** A type of trunked radio system capable of linking multiple systems

together to provide radio coverage for agencies with large geographic areas.

**OPEN UP:** To ventilate a building filled with smoke and heat so that hose streams may be advanced to extinguish the fire. Also, to enter forcibly into a closed, burning building.

**OR:** Own Recognizance – being released on one's own personal promise to appear in court.

**ORDINANCE:** A rule of law passed by the legislative body of a city or county.

**ORI:** Originating Agency Identifier.

**OTN:** Offense Tracking Number.

**OVER MODULATION:** Distorted radio transmission when the mouth is too close to the microphone.

**OVERDOSE:** The giving or taking of too much medication or narcotics whether intentional or not.

**OVERHAULING:** Final operation at a fire during which the areas involved are carefully scrutinized for any remaining trace of fire embers and hot spots are cooled. It also includes an effort to protect the property against further damage from the elements.

## **P**

**PAGE:** A method of dispatching agencies where pagers are activated by a tone encoder.

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**PANIC ALARM:** Alarm system whereby activation means a problem at the location. Frequently a robbery, prowler, medical problem or disturbance.

**PAR:** Personnel Accountability Report; system used to assess the risk or status of personnel at a fire scene.

**PARAMEDIC:** Medical responder trained in advanced cardiac life support, EKG interpretation, and certified to establish intravenous lines and administer medications under the direction of medical control.

**PARAMEDIC ENGINE COMPANY:** Fire Department apparatus partially or fully manned by paramedics capable of performing ALS protocols.

**PAROLE:** Supervision of a convicted offender who has been released from a penal institution under set conditions.

**PERIMETER:** Boundary enclosing a specific area.

**PIO:** Public Information Officer.

**PLAIN CLOTHES:** Sworn officer not in uniform.

**PLAINTIFF:** One who brings an action in a court.

**PMA:** Paramedic Aboard. The ambulance is transporting and a paramedic is riding with the EMTs. For critical patients, the ambulance may go en route to the hospital “double PMA” which means both paramedics from the rig are in the

ambulance and someone else must drive the rescue truck to the hospital for them.

**POB:** Place of Birth.

**POSSESSION OF STOLEN PROPERTY:** Person, who buys, holds or receives property that has been obtained in any manner constituting theft and knows, or should know the property was stolen.

**POST:** Peace Officer Standards and Training.

**POST TRAUMATIC STRESS DISORDER or PTSD:** A debilitating condition that often follows a terrifying physical or emotional event causing the person who survived the event to have persistent, frightening thoughts and memories, or flashbacks, of the ordeal.

**POWER OF ATTORNEY:** A written authorization to an agent by the principal.

**PRECEDENT:** Based on an event that has happened before.

**PRE-FIRE PLANNING:** Surveys of special hazards and plans to possible fire fighting operations.

**PREMEDITATION:** Plan or design to do before actually doing or acting out.

**PRIMARY PSAP:** A facility at which emergency calls are first answered and triaged. The primary PSAP may also be the point from which calls are dispatched.

**PRINCIPLE OF REASONABLENESS:** What a reasonable person would do when faced with the same or similar situation.

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**PRIORITY:** Preferential-rating determining the order a call should be handled.

**PROBABLE CAUSE or PC:** When all the facts and circumstances indicate a crime has been committed and the accused committed it.

**PROBATION:** Freedom granted to a convicted offender by a judicial official with certain conditions and restrictions. Convicted offense is usually a misdemeanor.

**PROCEDURE:** Series of steps, guidelines or established rules.

**PROPERTY:** The rights and interests one has in anything subject to ownership.

**PUBLIC SAFETY AGENCY:** A public agency or functional division of one that provides fire, police, medical, or other emergency services.

**PUBLIC SAFETY ANSWERING POINT (PSAP):** Where 9-1-1 calls are received and/or dispatched. A facility equipped and staffed to receive emergency calls requesting police, fire, emergency medical and other public safety services via telephone and other communication devices.

**PUNITIVE:** Designed to punish.

**PURSUIT:** A chase either on foot, by car, motorcycle or helicopter.

**PYROMANIAC:** A person with a compulsion to start fires for the thrill.

## **Q**

**QA:** Quality Assurance. To review medical, fire or police calls.

**QUAD:** A fire apparatus consisting of a pump, hose bed, water tank, and ladders.

## **R**

**RAPE:** An act of sexual intercourse accomplished against the will or knowledge of the victim.

**REASONABLE CARE:** That degree of care that a reasonable person would take under all the circumstances then known.

**RECEIVER:** A device capable of converting radio signals into a form usable by man or machine. For example, it converts a radio signal to voice or data.

**RECORD:** An individual's criminal history.

**REKINDLE:** A fire, which appears to have been extinguished and after a time, ignites again, resulting in additional response.

**REPEATER:** A combination transmitter and receiver that is used in a fixed location to increase the strength or coverage of a radio signal.

**REPETITIVE PERSISTENCE:** The method of breaking the hysteria threshold by continuing to repeat a phrase in a continual manner until you get a response.

**REPOSSESS OR REPO:** To take possession of property that is in default of a contract, either written or verbal.

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**RESCUE:** The saving of life and removal of endangered person(s) to a place of safety.

**RESCUE UNIT:** A vehicle equipped primarily for emergency medical services and physical rescues.

**RESISTING ARREST:** Resisting, delaying, or obstructing any officer in the discharge of his or her duties.

**RESPOND:** To proceed to the scene of the fire or alarm.

**RESTRAINING ORDER:** A court document limiting or restricting the actions of another person.

**ROBBERY:** Felonious taking away from the person, or immediate presence of another, real property against their will by force or fear.

**ROOF LADDER:** A ladder with folding roof hooks for stability.

**RP:** Reporting party.

## **S**

**S.C.B.A.:** Self Contained Breathing Apparatus.

**SECONDARY PSAP:** The point to which a primary PSAP transfers calls for service for dispatch or further processing.

**SECONDARY TRAUMA EXPOSURE:** Exposure to traumatic events experienced by others as the result of your work (counselor, emergency/A&E employee, public safety telecommunicator, etc.)

**SELECTIVE ROUTING:** A feature that automatically routes the 9-1-1 call to the proper PSAP serving its community regardless of municipal and telephone company wire center boundary alignments.

**SHORT HOSE LAY:** A hose lay up to 300 feet in length.

**SID:** State Identification Number.

**SIDS:** Sudden Infant Death Syndrome.

**SIMULCAST:** In trunked radio, the rebroadcast of a radio signal across multiple sites simultaneously to increase area covered by the signal. In dispatch, the process of selecting multiple talk groups across one or more agencies for the purpose of disseminating information quickly to many field units.

**SITE-TRUNKING:** In trunked radio, the locking on of a radio to a specific tower when a simulcast network is not available. Radios in site-trunking can only talk to other radios locked on to the same tower.

**SMALL CLAIMS COURT:** Trial court only, amounts in controversy must be less than \$5,000.

**SMT'S:** Scars, Marks, Tattoos.

**SPECIAL RELATIONSHIP:** A promise or agreement to do something for someone. The public's expectation of service does not establish a "special relationship".

**SPONTANEOUS IGNITION:** Ignition produced by the slow building up of heat from oxidation; usually occurs from drying oils.

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**SQUELCH:** To prevent or suppress or an open carrier sound on a radio frequency.

**SR:** State Route.

**SSN:** Social Security Number.

**STAKEOUT:** Surveillance of a person, building or place.

**STANDBY:** Wait; Remain.

**STANDPIPE:** A pipe placed in a building filled with water and an outlet on each floor to be used to combat fires.

**STATIC:** Crackling radio noise.

**STATUS:** Condition or progress.

**STATUTE:** A law passed by a State Legislature.

**STATUTORY LAW:** Law that is written.

**STOP:** Detention of persons and/or vehicles for investigation.

**SUBJECT:** Referring to a person or individual.

**SUBPOENA:** A writ commanding a person to appear as a witness.

**SURVEILLANCE:** To keep under observation.

**SUSPECT:** Individual who may have committed an offense but has not been formally charged.

**SUSPICIOUS:** Person or occurrence that does not appear to be legitimate or appropriate.

**SWW:** Statewide Wants and Warrant.

## **T**

**TAC:** Terminal Agency Coordinator.

**TAG OR TAGGER:** Graffiti or person who does graffiti.

**TALK AROUND:** Also referred to as Simplex. A radio channel used for non-repeated, radio-to-radio communications. Effective distance of the radio signal is usually limited to a few miles or less.

**TALK GROUP:** A virtual channel made up of individual users that need to communicate with a specific function or responsibility.

**TDOA:** Time Distance of Arrival, a technology used in locating cell phones.

**TELEMATICS:** The integrated use of communications systems in vehicles, including GPS navigation, crash notification, and voice communication with an operator for emergency use.

**THEFT:** Taking another property without the owner's consent with the intent to wrongfully deprive the owner of the property

**THIRD PARTY:** A party other than the one who is directly involved who receive information third hand.

**THREE WAY:** Radio communications permitting dispatch-to-car, car-to-dispatcher, and car-to-car traffic.

## UTAH PEACE OFFICER STANDARDS AND TRAINING BASIC DISPATCHER TRAINING

**TILL TAP:** The commission of a robbery whereby the suspect reaches into a cash register, removing the money and fleeing from the scene.

**TIME ELEMENT:** Difference between when something occurred and when a call was made.

**TOXIC:** Poisonous.

**TRAFFIC:** 1. Exchange of information over the radio. 2. Motor vehicles moving on the street. 3. Division for officers assigned to the enforcement of vehicle codes and accident investigations.

**TRANSMITTER:** A device capable of emitting radio signals containing voice or data.

**TRAUMA:** An injury (physical, emotional or psychological) inflicted by some violence or external force.

**TRAX:** Light rail system for passenger transportation.

**TRESPASS:** Unwarranted invasion of another's rights. Person who refuses or fails to leave lands upon being requested by the owner or their agent.

**TRIPLE COMBINATION:** A pumper apparatus consisting of a hose bed, water tank, and a pump.

**TRUNK:** A physical line reserved for the transmission of 9-1-1 audio from the phone company's office to the PSAP.

**TTY:** Telephone Text Teletype, Telecommunications Device for Deaf or Hearing Impaired (Also referred to as TDD).

**TWO WAY:** Radio communications limited to dispatcher-to-car or car-to-dispatcher, but not car-to-car.

**TWX:** Teletypewriter Exchange Service.

## **U**

**UCA:** Utah Code Annotated.

**UCA:** Utah Communications Authority

**UTAH COMMUNICATIONS AUTHORITY:** An independent state agency tasked with supporting infrastructure and maintenance of the radio networks, promoting inter-operable emergency communications and managing the 911 program.

**UCH:** Utah Criminal History.

**UCJIS:** Utah Criminal Justice Information System.

**UNINCORPORATED:** Rural, area outside city limits.

**UNLAWFUL ENTRY:** Any person who enters and remains in any non-commercial dwelling without consent of the owner or their agent.

**UTAH RELAY SERVICES:** A state service for relaying calls from hearing impaired persons to others.

## **V**

### **UTAH PEACE OFFICER STANDARDS AND TRAINING BASIC DISPATCHER TRAINING**

**VACATE QUARTERS:** Process of moving apparatus outside a station due to the possibility of building collapse during a natural disaster or earthquake.

**VANDALISM:** Any person who maliciously defaces, damages, or destroys any real or personal property of another. Also referred to as criminal mischief.

**VENTILATION:** A planned and systematic removal of smoke, heated air, and gases and the replacement with cooler air. To ventilate would be to cut a hole in a roof to release pent-up smoke, heat and gas.

**VICARIOUS LIABILITY:** Indirect legal responsibility; for example, the liability of an employer for the acts of the employee.

**VICTIM:** One that is injured, destroyed, oppressed, or has sacrificed under any condition.

**VIDEO RELAY:** A video telecommunication service that allows deaf, hard-of-hearing, and speech-impaired individuals to communicate over video telephones with hearing people in real-time, via a sign language interpreter.

**VIN:** Vehicle Identification Number.

**VoIP:** Voice over Internet Protocol. A method of phone communications that use broadband internet connections as opposed to traditional phone circuits.

**WALK THROUGH:** The interior search of a building.

**WANTON:** When an act, which causes injury, is done with a reckless, malicious disregard of the rights or safety of other persons.

**WANTS:** Having warrants or request for detention from a law enforcement agency.

**WARRANT CHECK:** Determine if an individual has a warrant issued for their arrest.

**WARRANT OF ARREST:** A written order issued and signed by a judge or magistrate, which allows the police to make a search or arrest a person.

**WASH DOWN –** Hosing off an area by the fire department usually due to a gas spill.

**WELFARE CHECK:** To check on the status of an individual or an officer in the field who has not been heard from recently.

**WIRELESS:** The provision of voice and data communications over wireless networks, which allows the customer to be mobile. Wireless is the proper, generic term to describe all services such as cellular, Personal Communication System (PCS) and Specialized Mobile Radio Service (SMRS).

**WIRELESS SERVICE PROVIDER:** A private telecommunications entity providing the wireless telephone service to customers.

## **W**

### UTAH PEACE OFFICER STANDARDS AND TRAINING BASIC DISPATCHER TRAINING

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