CEDAR PARK POLICE DEPARTMENT
GENERAL ORDER

Required Emergency Dispatcher Training

NUMBER: 3.18.01

EFFECTIVE: 09-01-2011

APPROVED: _____
Chief of Police

I. POLICY

It shall be the policy of the Cedar Park Police Department to establish minimum standards for Emergency Dispatchers. Emergency Dispatchers are required to be in compliance with Texas Occupation Code 1701.405.

II. PURPOSE

To facilitate a dynamic training environment which provides comprehensive and effective training to prepare telecommunicators to handle a variety of situations.

III. BASIC TRAINING

1. Emergency Dispatchers shall obtain their Telecommunicator License by complying with TCOLE basic telecommunicator proficiency certification requirements within one year of appointment. In addition, Emergency Dispatchers shall maintain all necessary requirements to remain in good standing.
2. All Emergency Dispatchers are required to successfully complete the Department's Communications Training Program.
    a. Additional in-service training prior to release includes, but is not limited to, department policy and procedures, duty to intervene/conduct related policies, and mental health training.
    b. Ride-alongs or comparable training with Police and Fire personnel will be scheduled as personnel are available.

IV. ONGOING TRAINING REQUIREMENTS

All Emergency Dispatchers shall obtain a minimum of 20 hours of in-service TCOLE approved training per training cycle.

In-service training requirements include, but are not limited to:

- TCIC/NCIC/TLETS/NLETS within 1 year; recertification every 2 years
- TDD/TTY for telecommunicators (every 6 months)
- ICS 100/200/700/800 for Emergency Dispatchers and Supervisors; ICS 300/400 for Supervisors
- National Academy for Emergency Dispatch Emergency Police Dispatch Protocol training (EPD)
- Mental health refresher in compliance with GO 7.35.01 Mental Health Response
- Periodic refresher in:
    - Response to Resistance policy
    - De-escalation strategies
- Hazardous materials awareness, a minimum of biennially
- Ride-alongs or comparable training with Police and Fire personnel
- Additional training that complies with state law in topic and frequency (including CPR biennially).