

CHAPTER 7

**PUBLIC SAFETY DISPATCHER SOLID, REALISTIC, ONGOING, VERIFIABLE
TRAINING PROGRAM**

JANUARY 2014

TABLE OF CONTENTS

GENERAL 7-3
Policy 7-3
Dissemination 7-4
Local Policy 7-4
Retention 7-5
Responsibilities 7-5

ANNEXES

A – SOLID, REALISTIC, ONGOING, VERIFIABLE, TRAINING TEMPLATE 7-7
B – EXAMPLE OF A COMPLETED SOLID, REALISTIC ONGOING VERIFIABLE
TRAINING 7-9
C – LOCAL POLICY SOLID, REALISTIC, ONGOING, VERIFIABLE TRAINING
TEMPLATE 7-13

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CHAPTER 7

PUBLIC SAFETY DISPATCHER SOLID, REALISTIC, ONGOING, VERIFIABLE TRAINING PROGRAM

1. GENERAL. The purpose of the Solid, Realistic, Ongoing, Verifiable Training (SROVT) program is to provide each communications center (CC) with the opportunity to use every day as a training day through interactive training scenarios. This training shall be applied consistently statewide through the use of training scenarios applicable to the daily critical tasks, activities, and responsibilities of the Department's Public Safety Dispatcher (PSD) and Public Safety Operator (PSO) classifications. Daily, consistent exposure to the SROVTs is intended to assist in maximizing PSD/PSOs and departmental efficiency while decreasing civil liability.

a. Policy. The SROVT program shall be administered using the following guidelines:

(1) The Communications Training Program (CTP) provides oversight of the SROVT program and is responsible for reviewing and distributing SROVT bulletins. The CTP will provide CCs with a template for completing SROVT bulletins, which shall include the following elements (see Annex A for example):

(a) A specific, real-life scenario relevant to the critical tasks, activities, and responsibilities of PSD/PSOs.

(b) Critical issues, or questions the scenario raises that can be discussed in a group setting.

(c) A discussion section, which includes answers to the critical issues questions. This includes references to all relevant policies, statutes, and case law.

(d) A list of references cited in the discussion section.

(2) Each CC is responsible for completing one SROVT per quarter. The completed bulletin must be submitted to a CTP member by January 1, April 1, July 1, and October 1 of each year. The CTP member will provide each CC with a liaison to discuss topic ideas and assist with completion of the SROVT. The CTP member will review all submitted SROVTs and make edits as necessary.

(3) After review, the CTP member will confer with subject matter experts (SME) from the Office of Primary Interest (OPI) for the policy referenced in

each SROVT. The SME will certify the information contained in the SROVT is correct by signing the "Subject Matter Expert Review" portion. If inaccuracies are discovered, the SME will advise a CTP member, who will make necessary edits.

b. Dissemination. Completed and approved SROVTs will be distributed to each CC on a weekly basis through the electronic mail address ctp@chp.ca.gov.

(1) Each CC shall discuss each SROVT during shift briefing sessions. If a CC does not have briefing sessions, the SROVTs shall be shared with each employee in the same manner as other briefing items.

(2) Each SROVT shall be briefed/discussed for enough consecutive days to ensure all employees receive the information. The number of days will vary depending upon the workweek schedule of each CC.

(3) Any employee returning from scheduled days off, vacation, extended sick leave, or other time off shall review all SROVTs that were briefed/discussed during the employee's absence.

(4) Each CC should maintain a binder containing all previously-briefed SROVTs separate from a briefing binder to ensure SROVTs can be easily reviewed and researched.

c. Local policy. Communications centers are encouraged to create SROVTs focusing on local policies and Standard Operating Procedures (SOP) in addition to statewide SROVTs. This will allow employees to become better familiarized with local procedures and to differentiate between SOP and statewide policy.

(1) Local policy SRVOTs are not distributed statewide, so CCs need not submit them to a CTP member for review. However, each CC should create a system for reviewing and verifying local policy SROVTs to ensure accuracy.

(2) The CTP will provide CCs with a template similar to the statewide SROVT template for creating local policy SROVTs. The template will contain similar elements but will be formatted differently to assist employees in clearly differentiating between local and statewide SROVTs.

(3) There is no minimum or maximum number of local policy SROVTs a CC can create. However, local policy SROVTs do not count towards the required one statewide SROVT submission per quarter.

d. Retention.

- (1) The CTP will maintain original copies of all statewide SROVTs for three years.
- (2) Each CC shall maintain copies of statewide SROVTs for a minimum of one year. Similarly, local policy SROVTs should be maintained for a minimum of one year.
- (3) Each completed SROVT will be archived on the CHP Intranet "Dispatch Resource" Web page.

e. Responsibilities.

(1) Communications Training Program. The CTP is responsible for the administration, coordination, and overall management of the SROVT program, which includes, but is not limited to, the following duties:

- (a) Develop and maintain policy and procedures for the SROVT program.
- (b) Review, edit, and distribute statewide SROVT bulletins.
- (c) Provide support and feedback to CCs completing SROVTs, and assist them in the development and approval of appropriate topics.
- (d) Identify SMEs as OPIs for relevant departmental policies to review submitted SROVTs.
- (e) Serve as SME for any SROVT referencing policies for which Communications Center Support Section is the OPI, including Highway Patrol Manual (HPM) 60.1, Communications Operations Manual, and HPM 60.5, Communications Training Program Manual.
- (f) Provide CCs with templates for the creation of both statewide and local policy SROVTs.
- (g) Maintain an archive of all completed and distributed SROVTs for three years.
- (h) Annually assess the SROVT program's effectiveness and make modifications as necessary.

(2) Communications Centers.

- (a) On a quarterly basis, complete a minimum of one statewide SROVT training bulletin and submit to a CTP member.
- (b) Work closely with the assigned CTP member to develop topics.

(c) Brief and/or distribute to all employees SROVT training bulletins as described in Section 1, Solid, Realistic, Ongoing, Verifiable Training program, (b), Dissemination, of this chapter.

(d) Maintain a binder or other collection of SROVT training bulletins for a minimum of one year.

(3) Subject Matter Experts.

(a) Review each submitted training scenario for accuracy, relevancy to assigned topics, and compliance with departmental policy and procedures.

(b) Work closely with the assigned CTP member to relay any inaccuracies that need to be corrected.

ANNEX A

SOLID, REALISTIC, ONGOING, VERIFIABLE TRAINING TEMPLATE



CHP SROVT

Solid, Realistic, Ongoing, Verifiable Training
Presented by Communications Centers Support Section (048)

Number: Assigned by CTP
Week of: Assigned by CTP

Scenario

Title of scenario goes here

Include a real-life scenario that PSDs and/or PSOs would face in their daily roles. The scenario should be written in a first-person tense, e.g., "You are working the service desk position when..." instead of "A PSD/PSO is working the service desk position when..." Be specific enough to encourage discussion but general enough that the scenario is applicable statewide.

Critical Issues

- List discussion questions raised by the scenario here.
- The ideal number of questions is 2-4.
- The questions should promote a discussion between employees on how the particular scenario should be handled.

Discussion

The discussion portion is intended to answer the questions raised in the "critical issues" section. This should include the proper procedure for handling the scenario described, including references to any relevant policies, statutes, and case law.

Use short, easy to read paragraphs to discuss topics in order to maintain employee interest. Only include the minimal amount of direct policy quotation necessary to convey your point. The SROVT is designed to promote discussion, not read policy verbatim. If appropriate, include attachments to help convey your point, including pictures, screenshots, displays, etc.



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North (CHP Academy) – 3500 Reed Avenue, West Sacramento, CA 95605 – (916) 376-3455
South (Clark Training Center) - 16791 Davis Avenue, Riverside, CA 92518 – (951) 486-2854
CTP@chp.ca.gov



Reference

- List all policies, statutes, and case law referenced in the "Discussion" section, using the following formatting:
- **Policy:** Complete name of policy spelled out, followed by chapter number and name. Do not include specific page numbers. Example:
Highway Patrol Manual 60.1, Communications Operations Manual, Chapter 4, Call Answering
- **Law:** Name of code and section/subsection number. Example:
California Penal Code §647(f)
- **Website:** Title of website and URL. Example:
California Department of Human Resources website,
<http://www.calhr.ca.gov>
- **User manual or similar document:** Title of document. Example:
VESTA User's Manual

Prepared and Submitted By

Area Name and Number Your Area and Area number	Division Your Division	Date Date of submission
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Subject Matter Expert Review

Rank / Name Completed by CTP	I.D.	Area Name and Number	Date
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ANNEX B

EXAMPLE OF A COMPLETED SOLID, REALISTIC, ONGOING, VERIFIABLE TRAINING



CHP SROVT

Solid, Realistic, Ongoing, Verifiable Training
Presented by Communications Centers Support Section (048)

Number: 2011-15
Week of: April 14 – 20, 2011

Scenario

Latitude and Longitude data

You are working a service desk position when you receive a 9-1-1 call from a citizen who advises you he has been hiking in the mountains and is now lost. The citizen advises he has been searching for his vehicle but fears he is heading in the wrong direction. When you answered the call, latitude and longitude (Lat/Lon) coordinates were presented on the VESTA screen.

Critical Issues

- Can you find the caller's location using only the Lat/Lon displayed on the VESTA screen?
- How accurate will the location be?
- What are the three formats for Lat/Lon data, and how do they differ?
- How would you input the Lat/Lon coordinates to determine a location?

Discussion

You can locate the caller's approximate location by using the Lat/Lon coordinates provided on the VESTA screen. The accuracy of the location will be dependent upon many factors, including the Wireless Phase of the call (i.e., Phase 2 calls are more accurate than Phase 1, which are more accurate than W911), the strength of the triangulation signal, and the format of the Lat/Lon coordinates. The location will be approximate, because the coordinates provided are either of



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the cell tower the phone is transmitting on, or an estimated triangulation between the closest cell towers.

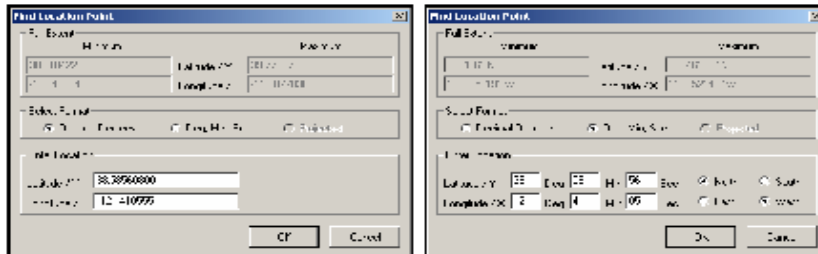
The most important key to determining a caller's location as closely as possible is to understand the three formats in which Lat/Lon data will be presented:

Decimal Degrees. This is the format in which Lat/Lon data will appear on the VESTA screen. This is the format you will deal with the majority of the time. These coordinates can be easily input into the MapStar system to display an approximate location. The latitude will always be a positive number, and the longitude will always be negative. [Example: Lat 38.585608, Lon -121.410555](#)

Degrees, Minutes, Seconds. This format will often be provided by handheld GPS devices. As the name indicates, the coordinates are split into three subsections. This data can also be input into the MapStar system. In this format, there are no positive and negative numbers, only North or South for latitude and East and West for longitude. For the geographical area CHP covers, latitude will always be North and longitude will always be West. [Example: Lat 38°58' 56" N, Lon 121°41' 05" W](#)

Degrees Decimal-Minutes. This format will also often be provided by handheld GPS devices. However, this data cannot be input into the MapStar system. This format includes location in whole numbers and minutes in decimal format. Sometimes positive and negative numbers will be used; other times N/S and E/W will appear. [Example: Lat 38°58.56' N, Lon 121°41.05' W](#)

It is important to understand the differences between these formats and to be able to recognize which you are dealing with. Any location will produce three different sets of coordinates, one for each format. If the same numbers are input using the incorrect format, an entirely different location will be displayed. Below, our example location was input using its correct format (Decimal Degrees) and then using an incorrect format (Degrees, Minutes, Seconds).



The first set of coordinates produced the correct location; the second produced an entirely different location. These two locations were entered using the same numbers, but produced results that were approximately 30 miles apart.



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To search for the location in the MapStar system, select the "Find Location Point" tool on the MapStar toolbar, indicated by a pair of binoculars with the letters "XY" underneath (). A dialog screen will appear where the latitude and longitude may be entered. Remember to select the correct format, either Decimal Degrees or Degrees, Minutes, Seconds.

If Lat/Lon data can only be provided to you in Degree Deminal-Minutes format (the format MapStar cannot read), the data can be converted into one of the other two formats. One simple online converter can be found at <http://www.directionsmag.com/site/latlong-converter>.

References

- Orion MapStar User's Guide
- Federal Communications Commission website, <http://www.fcc.gov>
- Latitude/Longitude Conversion, <http://www.directionsmag.com/site/latlong-converter>

Prepared and Submitted By

Area Name and Number	Division	Date
CCSS, 048	Information Management	03/25/2011



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ANNEX C

LOCAL POLICY SOLID, REALISTIC, ONGOING, VERIFIABLE TRAINING TEMPLATE



CHP Local Policy SROVT

Solid, Realistic, Ongoing, Verifiable Training
Presented by [Communications Center Name Here]

Number: Assign your own local number here

Scenario

Title of scenario goes here

Include a real-life scenario that PSDs and/or PSOs would face in their daily roles. The scenario should be written in a first-person tense, e.g., "You are working the service desk when..." instead of "A PSD/PSO is working the service desk..." This scenario may be general, but should be specific to a topic typical to your CC and/or a topic addressed in your local SOP.

Critical Issues

- List discussion questions raised by the scenario here.
- The ideal number of questions is 2-4.
- The questions should promote a discussion between employees on how the particular scenario should be handled.

Discussion

The discussion portion is intended to answer the questions raised in the "critical issues" section. This should include the proper procedure for handling the scenario described, including references to any relevant section of your SOP, or other policies, statutes, and case law.

Use short, easy to read paragraphs to discuss topics in order to maintain employee interest. Only include the minimal amount of direct SOP/policy quotation necessary to convey your point. The SROVT is designed to promote discussion, not read policy verbatim. If appropriate, include attachments to help convey your point, including pictures, screenshots, displays, etc.

Reference

- List all policies, statutes, and case law referenced in the "Discussion" section, using the following formatting:
- **Your local SOP:** SOP chapter and section number. Example:
Communications Center SOP, Chapter 6, Section 4(a)
- **Policy:** Complete name of policy spelled out, followed by chapter number and name. Do not include specific page numbers. Example:
Highway Patrol Manual 60.1, Communications Operations Manual, Chapter 4, Call Answering
- **Law:** Name of code and section/subsection number. Example:
California Penal Code §647(f)
- **Website:** Title of website and URL. Example:
California Department of Human Resources website,
<http://www.calhr.ca.gov>
- **User manual or similar document:** Title of document. Example:
VESTA User's Manual