

RIPA

Call For Service Subcommittee

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Learning Domain 104: Telephone Technology and Procedures

Workshop hosted in January 2022

II. LEARNING OBJECTIVES

A. Obtaining information from victims, witnesses, or personnel from other agencies

1. Primary Questions
 - a. Where
 - b. What
 - c. When
 - d. Who
 - e. Weapons
2. Descriptions
 - a. Vehicle (CYMBALS: color, year, make, body, anything else, license, state)
 - b. Persons (head to toe, outside to inside)
3. Secondary Questions
 - a. Why
 - b. How
 - c. Supplemental Information
4. Effectively Managing a Call
 - a. Build Rapport
 - b. Control the flow of information
5. Implicit and Explicit Bias Consideration
 - a. Addressing caller by name
 - b. Proper use of pronouns
 - c. Protected classes

Please Note -

Section A-5:

- Implicit and Explicit Bias Considerations for Call Takers – dispatchers need to be aware that interactions with callers should be free from bias.

With multiple different groups of subject matter experts, bias is a theme that has been added throughout the entire course

Learning Domain 110: Radio Technology and Procedures

Workshop hosted in January 2022

- E. **Importance of clear voice projection, good diction and proper modulation in radiocommunications**
1. It is critical for the public safety dispatcher to be understood by field units
 2. Techniques to enhance communication
 - Speaking slowly/distinctly
 - Not telegraphing emotions (i.e., anger, frustration, sarcasm, and humor)
 - Speaking with conviction and confidence
 - Conveying a positive attitude
 - Avoiding superfluous transmissions
 - Including enough information in the first transmission to get the point across
 - Anticipating questions
 - Controlling multiple units transmitting
 3. Refrain from bias implications based on tone, pitch of voice, inflection or word selection
 - Repeat Callers
 - Repeat Locations

Please Note -

Section E-3:

- Bias considerations for Radio Dispatchers – touching on the concept of dispatch priming and how dispatchers' word selection, tone and pitch can influence a peace officers' response technique(s)

Learning Domain 100: Professional Orientation and Ethics

Workshop hosted in May 2022

- E. Professional demeanor and ethical behavior, including:
1. Impact of conduct both on and off duty (Dispatcher Code of Ethics)
 2. Sexual harassment
 3. Ethical and/or character-based dilemmas
 4. Awareness of personal biases (e.g., implicit and explicit)
 5. Personal and professional values (6 pillars of character)
 6. Agency values and expectations (the Tenets of Procedural Justice)
 7. Inclusion within the communications center
- F. Developing a community service mindset
1. Community expectations of public safety services
 2. Serving varying stakeholders (officers, etc)
 3. The Tenets of Procedural Justice

Please Note -

Section E-4:

- Dispatchers need to be aware of implicit and explicit bias

Section F-3:

- Introducing the Tenets of Procedural Justice

Future Basic Course Workshops Will Cover

- Wellness Management
 - Community Policing and Tenets of Procedural Justice
- Cultural Diversity
 - Hate Crimes
 - Gang Awareness
- Critical Incidents
 - Terrorism and Extremist Group Awareness
- Mental Health, Crisis Intervention and De-Escalation

Subject Matter Experts

- Supervisors, Training Officers, Managers
- Basic Course Instructors/Academy Coordinators
- Sherman Block Leadership Institute Graduates
- Professional Organizations
- Legislative
- Public Members





Thank You

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