



HS Intro to Public Services

Tuesday, May 19, 2020



HS Intro to Public Services

Overall Lesson: **Public Safety Pathway**

Sub lesson for Tuesday, May 19, 2020: Daily expectations for Sugar Creek, MO police and fire dispatcher.

Learning Target:

Students will identify and explain the duties of a local dispatcher.



911 Dispatcher

- The size of communications departments for public safety agencies vary across the country, but their duties are similar, for the most part. In this lesson, we'll use the Sugar Creek, MO dispatchers as an example, covering various aspect of their job and training before we hear directly from a dispatcher in the next lesson.



Sugar Creek (MO) 911 Dispatcher

- Training
 - Minimum 40 hours
 - On the job
 - Required classes
- 3 Shifts
 - 1st : 2300-0700 (11pm - 7am)
 - 2nd : 0700-1500 (7am - 3pm)
 - 3rd : 1500-2300 (3pm - 11pm)





Sugar Creek (MO) 911 Dispatcher

- 6 full-time
 - 5 days a week
 - Alone 2 days a week
 - Make own schedule
 - 2 per shift
- Part-time/reserves
 - Cover days off, sick days, vacation
 - Always work alone



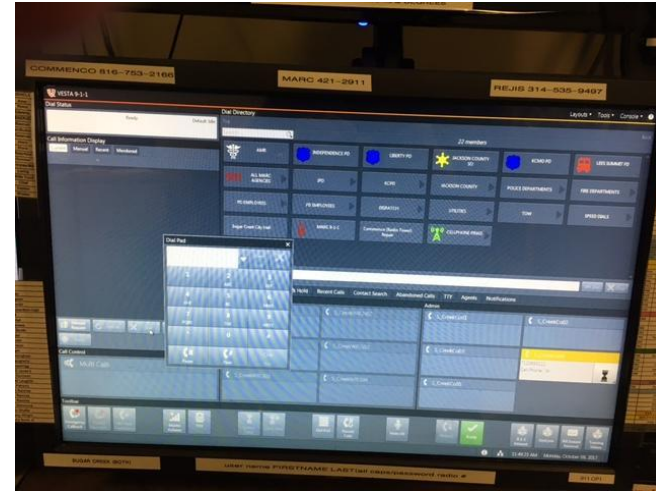
Sugar Creek (MO) 911 Dispatcher

- CAD (Computer Aided Dispatch)
 - Method of dispatching in which the dispatcher is aided by a computer
 - Information available to dispatcher with CAD:
 - Unit List
 - Calls for Service
 - Reports
 - Name Files
 - Vehicle Files
 - Business Files
 - Arrest Records



Sugar Creek (MO) 911 Dispatcher

- Dispatchers' phones
 - Touch Screen
 - 6 lines for 9-1-1 (6 lines)
 - 5 lines for administration
 - Ability to transfer calls
 - TDD (*Telecommunication Device for the Deaf*)
 - Mapping
 - Instant Retrieval





Check for Understanding #1

1. What are the three shifts for Sugar Creek dispatchers?
2. How many full time dispatchers are on duty at SC dispatch?
3. What does CAD stand for? What are some things a dispatcher can access while using a CAD?
4. How many 9-1-1 lines are available? How many administration lines are available?



Check for Understanding #1 - ANSWERS

1. What are the three shifts for Sugar Creek dispatchers?
1st : 2300-0700 (11pm - 7am)
2nd : 0700-1500 (7am - 3pm)
3rd : 1500-2300 (3pm - 11pm)
2. How many full time dispatchers work for SC dispatch?
6
3. What does CAD stand for? What are some things a dispatcher can access while using a CAD?
Computer Aided Dispatch; Can access Unit List, Calls for Service, Reports, Name Files, Vehicle Files, Business Files, Arrest Records
4. How many 9-1-1 lines are available? How many administration lines are available?
Six 9-1-1 lines; Five admin lines

Sugar Creek (MO) 911 Dispatcher

- Taking calls
 - Dispatchers have to get specific information from callers
 - Location!
 - 5 W's
 - Where, What, When, Who, Weapons
 - Caller's Name and Number
 - People Descriptions
 - Top to Bottom
 - Out to In
 - Vehicle Descriptions
 - CYMBALS (Color, Year, Make, Body Style, Accessories, License Plate, State)



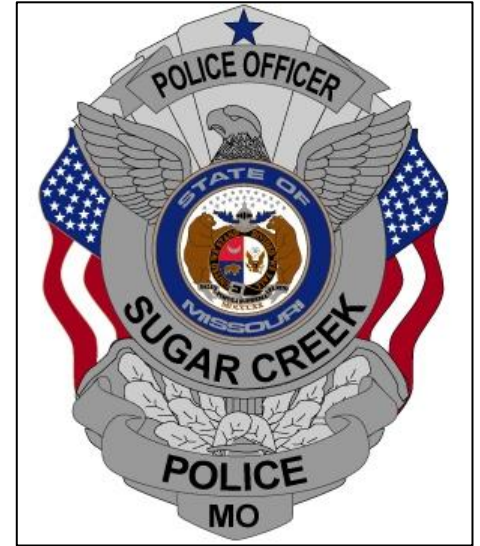
Sugar Creek (MO) 911 Dispatcher

- Radio system
 - Main Frequencies
 - Sugar Creek Public Safety
 - Public Safety Dispatch
 - Pursuit Channel
 - Additional Frequencies
 - Independence PD North
 - Scanner
 - SCPD/SCFD Tactical
 - 98 saved frequency channels



Sugar Creek (MO) 911 Dispatcher

- Dispatch services provided to **police**
 - Handle radio traffic
 - Assign units
 - Keep updated
 - Run subjects
 - Lifeline





Sugar Creek (MO) 911 Dispatcher

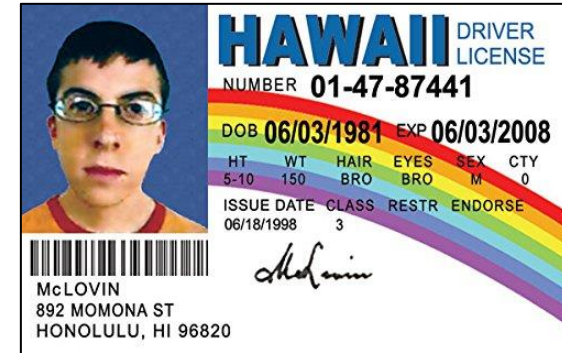
- REJIS (Regional Justice Information Services)
 - Local Warrants
 - Missing Persons
 - Local Stop Order
 - Local Stolen Auto
 - Ex parte (Immediate)/Full Orders of Protection
 - Investigative Searches





Sugar Creek (MO) 911 Dispatcher

- Inquiries dispatchers can make/run
 - Drivers License Checks
 - Name
 - SSN
 - OLN
 - Vehicle Info Checks
 - License Plates
 - VIN
 - Wants/Warrants
 - Address Checks



Sugar Creek (MO) 911 Dispatcher

- Inquiry tools at a dispatcher's disposal:
 - **MULES** (*Missouri Uniform Law Enforcement System*)
 - State Information Only
 - Warrants
 - Stolen Autos
 - Stolen Property
 - Registered Sex Offenders
 - Probation
 - Caution Indicators
 - 1, 2 and 3





Sugar Creek (MO) 911 Dispatcher

- Inquiry tools at a dispatcher's disposal:
 - **NCIC** (*National Crime Information Center*)
 - Out of State Information
 - Warrants
 - Stolen Autos
 - Stolen Guns
 - Stolen Property
 - Probation Information
 - Gang Files
 - Terrorist Information





Check for Understanding #2

1. What are the 5 W's a dispatcher utilizes when answering calls?
2. What are the three main frequencies used with the radio system?
3. What does REJIS stand for? What can a dispatcher learn utilizing REJIS?
4. What information can a dispatcher learn when doing an inquiry?
5. What does MULES stand for? What can a dispatcher learn utilizing MULES?
6. What does NCIC stand for? What can a dispatcher learn utilizing NCIC?



Check for Understanding #2 - ANSWERS

1. What are the 5 W's a dispatcher utilizes when answering calls?
Where, What, When, Who, Weapons
2. What are the three main frequencies used with the radio system?
Sugar Creek Public Safety, Public Safety Dispatch, Pursuit Channel
3. What does REJIS stand for? What can a dispatcher learn utilizing REJIS?
Regional Justice Information Services - Local Warrants, Missing Persons, Local Stop Order, Local Stolen Auto, Ex parte (Immediate)/Full Orders of Protection, Investigative Searches
4. What information can a dispatcher learn when doing an inquiry?
Drivers License Checks, Vehicle Info Checks, Wants/Warrants, Address Checks
5. What does MULES stand for? What can a dispatcher learn utilizing MULES?
Missouri Uniform Law Enforcement System - State Information about Warrants, Stolen Autos, Stolen Property, Registered Sex Offenders, Probation, Caution Indicators
6. What does NCIC stand for? What can a dispatcher learn utilizing NCIC?
National Crime Information Center - Out of State Information (Warrants, Stolen Autos, Stolen Guns, Stolen Property, Probation Information, Gang Files, Terrorist Information)

Sugar Creek (MO) 911 Dispatcher

- Dispatch services provided to fire
 - 2 ways of dispatching FD
 - Main page - On-duty firefighters
 - All Call page - All firefighters
 - Medical
 - Transfer to AMR (ambulance service)
 - Keep updated
 - Safety
 - Working fire
 - Notify AMR, MGE (gas company), KCPL (power company), etc.
 - Safety



Sugar Creek (MO) 911 Dispatcher

- Dispatch services provided to **administration**
 - Warrant, missing person, stolen vehicle and property entry, confirmation & cancellation
 - Bonding paperwork
 - Report dissemination
 - Fingerprints
 - Log and file reports
 - Entry of accidents
 - Maintain alarm/business/nightcall information
 - Crime report to citizens
 - Sending driver's license and tow reports to state



Sugar Creek (MO) 911 Dispatcher

- Dispatch services provided to **administration**
 - Blasting reports
 - Vacation/security forms
 - Racial profiling statistics
 - Officer activity reports
 - Transcribe interviews
 - Ordinance violation letters
 - Uniform Crime Reporting to state
 - Verifying Ex parte/Orders of Protection



All while answering the phone and radio calls!

Sugar Creek (MO) 911 Dispatcher

- Duties you might not expect:
 - Trigger tornado sirens
 - Update the City's Channel 7
 - Train officers on fingerprint machine
 - Minor Court Clerk duties
 - Schedule gun range and training room



Sugar Creek (MO) 911 Dispatcher

- Community Relations
 - Customer service expectations
 - Participate in events
 - School activities
 - Festivals
 - Checking on elderly
 - Send cards to sick
 - Listen



Sugar Creek (MO) 911 Dispatcher

- Community Relations
 - 9-1-1 for Kids
 - K-4th Grades





Check for Understanding #3

1. What duties does a dispatcher perform for the fire department?
2. What are 5 duties a dispatcher performs as part of its administrative expectations?
3. What duties do Sugar Creek dispatchers perform you may not be aware of?



Check for Understanding #3 - ANSWERS

1. What duties does a dispatcher perform for the fire department?
Dispatch for medical or working fires
2. What are 5 duties a dispatcher performs as part of its administrative expectations?
Warrant, missing person, stolen vehicle and property entry, confirmation & cancellation; Bonding paperwork; Report dissemination; Fingerprints; Log and file reports; Entry of accidents; Maintain alarm/business/nightcall information; Crime report to citizens; Sending driver's license and tow reports to state; Blasting reports; Vacation/security forms; Racial profiling statistics; Officer activity reports; Transcribe interviews; Ordinance violation letters; Uniform Crime Reporting to state; Verifying Ex parte/Orders of Protection
3. What duties do Sugar Creek dispatchers perform you may not be aware of?
Trigger tornado sirens, Update the City's Channel 7, Train officers on fingerprint machine, Minor Court Clerk duties, Schedule gun range and training room



Additional Resources

- [Sugar Creek Police](#)
- [Sugar Creek Fire](#)

- [CDC First Responders & Law Enforcement Guidance during COVID-19 pandemic](#)