

- Ability to find answers to questions
- Ability to prioritize in progress versus “cold calls”
- Able to properly enter missing person report info into timely NCIC event

Note from Kevin, remember to only use test records from the NCIS manual!

Also, though this entry says missing kids, you can test:

Vehicle entry (don't forget entry modifications also)

Warrant

Abduction associated with a suspect

Basically ANY entry that your team is expected to make.

- Accuracy
- Accurate NCIC entry
- Address verification
- Agency polices/mission statements/core values
- ANI ALI rebid procedure
- ANI/ALI re-transmit
- Answering the phone and radio at the same time
- Appropriate response/prioritization of calls
- Ask basic questions on all calls
- Backup center policies (continuity of service during equipment failure or relocation of ctr.)
- Backup radio usage
- Bank Alarms
- Basic call entry requirements i.e. location call back etc
- Basic call taking skills
- Boundary calls – geo- adjacent transfer – jurisdictional boundaries
- CAD

- CAD functions
- CAD skills entry
- Call answering standards
- Call delivery transfer
- Call interrogation skills
- Call taking
- Call xfer tech
- Caller questions
- Civil defense monthly testing
  - Community notification usage
- Clear communication on the radio
- Confirmation of address
- Core skills
- Correctly transfer a call to state police
- Courteous and helpful to callers and officers with correct information
- Courts
- Customer service
- Demonstrate service weather notification
- Dispatch of specific call type
- Dispatch skills
- Dispatch times responder notification
- Do a Mabas box alarm activation (Illinois and a few other states)
- Effective call taking questioning
- Efficiency on CAD basic functions
- EMD EFD policies

- EMD standards ability within call tracking
- Emergency evac contingency plan
- Emergency notification system
- EMS protocols call answering paging
- Entering vehicle into LEADS/NCIC
- Equipment failure – know the steps to recover
- Equipment usage
- Equipment usage radio/paging
- Evacuation of comm ctr w/o loss svc geo
- Evacuation procedure
- Evacuations
- Five most important question to ask caller – who, what, where, why, weapons
- Geo adjoining and jurisdiction
- Geography/Jurisdiction
- Have knowledge of geo jurisdiction
- Hazmat – looking up a placard, warning to responders
- Hazmat spell notification
- High risk low frequency – phase II verification
- How to react and interpret NCIC and Homeland Security returns
- Identifying permit information from call – officer-2<sup>nd</sup> caller
- Infrequently used codes
- Interview skills
- Know CAD SOP's for various incidents
- Knowledge of Amber alert missing children policy
- Knowledge of entries

- Knowledge of responder locations
- Knowledge of CAD commands & functions
- Knowledge of evac and emergency procedures
- Knowledge of GEO jurisdiction
- Knowledge of geography of post
- Knowledge of operation of emergency notification systems
- Knowledge of SOP
- Knowledge to all court systems (different)
- Language line or other interpreter services
- Lat/Long – turn a lat/lon into an address
- Location / Address verification from the caller
- Locations
- MABAS
- MABAS box alarm paging
- Make appropriate notifications for major incidents
- Maneuvering around a map (both paper and electronic)
- Map a non-standard address
- Map systems
- Maps of coordinates
- Missing kids
- Missing person reviewing
- Most important question asked of the caller. Where?
- Most important questions to ask caller
- Move-up
- Multi tasking

- Multi tasking with radio/call and typing
- Multi-taking capabilities
- Mutual Aid
- Mutual aid calls
- Mutual aid procedures
- NCIC entries appropriate entries
- NCIC entries/cross checks
- NCIC entry/notification
- NCIC hit response and hit request
- NCIC protocols
- NLETS proficiency
- Non emergency calls
- Notifications
- Notifying agencies
- Operate TTY TDD effectively
- Policy & Procedure
- Paging Mabas box alarm
- Patch of call knowledge
- Perform EMD protocol correctly
- Phase I/Phase 2 cell calls
- Phone operating skills
- Plotting GPS coordinates
- Policy and procedure knowledge and adherence
- Proficient knowledge of policies
- Prioritizing

- Problem Solving
- Procedures for priority traffic difficult callers
- Processing types of calls (fire and police)
- Proficient in handling radio paging system and polices
- Proper ability of receiving call and entering into CAD
- Properly dispatch fire ems police unit via radio
- Properly process wireless 911 call re-bid and subscriber info
- Radio capabilities
- Radio etiquette and joking over the air
- Radio over IP operators including talk around
- Radio procedures and language
- Radio Protocols
- Rebidding phase one and two
- Recognizing and processing a valid TDD call
- Recover equipment failure
- Resources
- Road closer monitors
- RS w/customer service
- Send emergency notification via mobile NCIC entries missing person
- Sex offender entry – modify
- SOP's for weather related events
- Spelling /Grammar
- Starting generators
- State and NCIC entries
- System

- Taking on too much – when and how to delegate or ask for help
- TDD calls
- TDD usages and communicate with them
- Tech procedures needed to reboot varied computer systems
- Technical computer sops
- Test for knowledge of move-up's relocations
- Test on response plan
- Test on sex offender entries
- Test on weather waving sys alert
- Tests on CAD proficiency as it relates to calls
- Tests on Caller calming and interrogation techniques
- Tests on Radio protocol for pursuits
- The ability to find locations using latitude and longitude
- The ability to use mapping
- The ability to use the radio
- Toning out various sounds
- Tornado siren and cable TV process
- Troubleshoot CAD when apparatus assignments malfunction
- TTY
- TTY Function
- TTY functions
- TTY/TDD
- Type 35 – 40 wpm
- Typing
- Use of alarm system

- Use of backup consoles
- Use of TTY machine
- Use the 800 mhz remote paging system
- Verify call taking address on call taking
- Verify phase II data by re-building
- Warrant entry
- Warrant entry and cancellation
- Warrant and entries
- Warrants "hit" confirmation process
- Weapon involved incidents – involving multiple responders and scene safety and notification procedures
- Weather sirens
- Wireless phase 2 rebid for current EMD protocol
- Write the stages for notifying agencies on an accident involving HAZ materials