

STATEWIDE EMERGENCY SERVICE PATROL
New Hire (ESP Apprentice) Training Curriculum

**This document will serve as a guide for the ESP Crew Supervisor to use
when training an ESP Apprentice**

Newly hired ESP Apprentices will go through a 4 week training period. Depending upon the individual, this training period can be extended or minimized as required.

Within the first 2-4 weeks on the job, a Shift Supervisor ESP shall provide the ESP Apprentice with the following initial training(Items 1-6):

1. Orientation with Crew Supervisor: The Crew Supervisor and ESP Apprentice will review the existing ESP Manual and Policies and Procedures. The ESP Apprentice will be encouraged to ask questions while training is in progress. An ESP Apprentice will learn that by performing the work of an ESP employee, he/she is providing a valuable service to the motoring public.

**2. Training in the use of ESP equipment and tools and techniques of operating -
The Crew Supervisor will train an ESP Apprentice in the following:**

Proper use of Safety Devices on the ESP Vehicle

How to use PDA's

Proper use of all Tools (Power and Hand) located on an ESP Vehicle

Proper use of Fire Extinguishers

How to tag an abandoned vehicle

When to call AAA and the NJSP TOW

Where to locate the New Jersey State Police Barracks

Proper use of Radios in the ESP Vehicle and when a Cell Phone can be used to assist a motorist

Review of the Daily Vehicle Checklist that an ESP Apprentice must use prior to starting his/her tour of duty

(Note: Training will include the review of other daily duties and activities required of an ESP Driver)

3. Traffic Control - The Crew Supervisor will train the ESP Apprentice on the following:

Proper use of Safety Cones, Flares and E-Flares

Proper Safety Set-up for shoulder/lane closure which includes short-term shoulder or lane closure utilizing vehicle lights, arrow boards and Variable Message Signs (VMS) and long-term shoulder or lane closure involving the set-up of tapers utilizing safety cones.

4. Working Safely - The Crew Supervisor will train the ESP Apprentice on the following:

How to push a disabled vehicle to the shoulder

How to initiate a request for a slow down and once the slowdown is provided by the New Jersey State Police, relocate a disabled vehicle to a safer location.

How to dress appropriately for work as an ESP Apprentice – Proper Uniform, Safety Vest, Goggles & Gloves

How to operate an ESP Wrecker

Review Emergency Action Plan which includes instruction in identifying hazardous materials and learning to reposition oneself to a safe distance from the hazardous material

5. Emergency Response Guidebooks:

- All new hires will be instructed in the proper use of the Emergency Response Guidebook and a copy of this Guidebook will be maintained in each ESP vehicle.

6. "On the job" Practice and Experience:

- An ESP Apprentice will ride along with an ESP Shift Supervisor, as well as other experienced ESP Drivers. The Crew Supervisor will be responsible for scheduling the appropriate shift to the Apprentice so he/she can learn all aspects of the job. The trainee will have the opportunity to see how both ESP Shifts operate and will

be able to learn best practices, safety tips, how to handle ESP calls, how to deal with the motorists, how to provide good customer service, the importance of ESP Response Cards and the distribution of these cards to customers.

7. Classes Required – Training will be provided within the first 2 years on the following:

- ICS-100 and/or ICS 700
- ICS 200
- NIMS (also known as ICS 800)
- Hazmat Awareness
- Blood Borne Pathogens
- Basic Auto Repair
- Weapons of Mass Destruction
- Customer Service Classes – Will attend one of the following 3 classes:
Dealing With Difficult People (GM.0916)

How to Handle Difficult Customers (GG.1278)

Producing Customer Service (GG.1056)

8. Visit to the Statewide Traffic Management Center and the Central Dispatch Unit:

- An ESP Apprentice will visit the Statewide Traffic Management Center in Woodbridge to learn how the Traffic Management Center operates. In addition, he/she will visit the Central Dispatch Unit (CDU) in Hamilton to learn how ESP is dispatched and how emergency calls are handled and processed.

9. Evaluation:

- Once an ESP Apprentice receives proper training and is well versed in the above, he/she will be approved by the Crew Supervisor to work their assigned shift.

Additional Training will be provided as it becomes available.