

# HELP DRIVER TRAINING AGENDA

## DAY 1 (FOR ALL CURRENT MEMBERS)

4 hours (1 hour for I-VII, 3 hours for VIII)

- I. Introduction
  - a. Purpose of the Program
  - b. ITS and How HELP Fits In
  - c. Role of the NYSP
  - d. Driver Certification
- II. Complaint History and Complaint Process
- III. Vehicle & Equipment Maintenance
- IV. Communications (NEXTEL)
- V. Record Keeping
  - a. Daily Logs, MDT entries (Posts, new screen), Survey Cards
  - b. Overtime
- VI. Incident Management (including moving posts)
  - a. Working With Other Agencies
  - b. Police
  - c. Fire
  - d. DOT
  - e. Tows
- VII. Who's In Charge: (NYSP for operations, Vendor for personnel administration)
- VIII. HELP Manual

## DAY 2 (MDT TRAINING/REFESHER)

4 HRS

CAD and MDTs

## FOR TRAIN THE TRAINER

DAY 1 (8 HOURS)

Day 1 will include all items in Day 1 of original agenda, however times will be increased and there will be 3 hours of practical exercises.

DAY 2 (4 HOURS)

Will be the same as Day 2 in refresher training