



San Andreas Communications Division  
**Dispatch Training Officer Program**  
*Standard Operating Procedures*

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## **1.00 - Introduction**

### **1.10 - Mission Statement**

The Dispatch Training Officer Program consists of select members who work with and assist in training San Andreas Communications Division members by creating an intense, yet achievable and manageable program that fosters growth for our dispatchers.

### **1.20 - Vision Statement**

While maintaining the highest level of professionalism and excellence, we conduct sit-alongs and provide resources and additional training for those who need it.

### **1.30 - Core Values**

We value truth and honesty in word and deed. We embrace new dispatchers with kindness and patience. We always hold ourselves accountable for our actions inside and outside of community assets.

### **1.40 - Scope of Authority**

Operating similarly to a subdivision of the San Andreas Communications Division, Dispatch Training Officers (DTOs) are responsible for abiding by policies and procedures, which shall function as an independent entity of the San Andreas Communications Division. Sections of this SOP are enforceable to current DTO members. Policies and guidelines set herein must be followed by anyone utilizing DTO resources and documentation, including but not limited to dispatchers conducting first Sit-Alongs.



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## **2.00 - Definitions**

### **2.10 - Dispatch Training Officer (DTO)**

Dispatch Training Officers are the members of the DTO Program, which operates under the San Andreas Communications Division.

### **2.20 - Zulu-Cadet**

A trained member of the Communications Division that has not yet completed DTO requirements to certify them as a full time control dispatcher. They are identified with a “Z” callsign.

### **2.30 - DTO Chain of Command**

A separate Chain of Command that is determined by the Command Staff of the San Andreas Communications Division with assistance from the DTO Coordinator. DTO Chain of Command is primarily in charge of the enforcement of this SOP and DTO materials.

### **2.40 - Sit-Along**

A supervised patrol between a certified dispatcher, and Zulu-Cadet.

### **2.50 - Advanced Communications Program (ACP)**

A program coordinated with SACD Chain of Command to assist Zulu-Cadets in formulating the skills required to be a dispatcher. DTO works closely with ACP as a continuing education program.



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## **3.00 - Division Organization**

### **3.10 - DTO Chain of Command**

#### **3.11 - DTO Coordinator**

The DTO Coordinator oversees all operations within DTO. They consult with the Manager to ensure day to day operations are flowing smoothly and efficiently. The DTO Coordinator is responsible for guiding members of DTO to follow Communication's mission statement, and leads by example. The Coordinator is also responsible for the upkeep of the department's Recruits & Zedets.

#### **3.12 - DTO Manager**

The DTO Manager works closely with the DTO Coordinator to ensure smooth day to day operations. They handle daily roster updates and assist with applications and interviews. The DTO manager supervises the DTO Supervisor.

#### **3.13 - DTO Supervisor**

The DTO Supervisor works as a liaison between SACD Command Staff and DTO Chain of Command. Their primary purpose is to ensure DTO aligns itself with larger Division goals and objectives. The DTO Supervisor oversees the DTO Leads and reports directly to the DTO Manager.

#### **3.14 - DTO Lead**

The DTO Lead assists with oversight over the DTO members. DTO Leads will monitor the progress of all DTO members to ensure effectiveness.

There are two levels of DTO Leads. The administrative DTO Lead, known as the Alpha Lead and the Field Lead, known as the Bravo Lead.

DTO Leads are the first line of Coc within the DTO Coordinator program.

### **3.20 - Membership**

#### **3.21 - DTO Applicant**

A member of the Communications Division (including reserves) who has submitted an application for membership into the DTO program, and is pending a response from DTO Chain of Command. Applicants are required to meet eligibility ([§ 4.00](#)).



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### **3.22 - DTO Trainer**

DTO Applicants who successfully complete the application and onboarding process will receive the rank of DTO Trainer. DTO Trainers are responsible for conducting sit-alongs. They must meet activity requirements unless exempt.



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## 4.00 - Eligibility

### 4.10 - DTO Membership Criteria

In order to apply for DTO Applicant you must,

- Be at minimum Dispatch I / Dispatch Reserve +.
- Have no 10-90s or 10-93s in the past 30 days.
- Not have received an inactivity strike within the past cycle.
- Be in good standing with SACD CoC.
- Not submitted a DTO application within the past 30 days.
- Has been fully qualified (attain their C-number) for a minimum of 30 days.

### 4.20 - DTO CoC - Coordinator

*\*\*Selected at the discretion of San Andreas Communications Command Staff\*\**

- Displays professionalism at all times.
- Able to operate the program effectively.
- Aligns themselves with MWRP values.

### 4.30 - Display of Skill

All applicants of DTO are subject to approval by SACD Command Staff and DTO Chain of Command based on previous performance as a dispatcher. Both governing bodies reserve the right to deny an applicant, or remove a trainer for an inadequate display of skills.

## 5.00 - Application Process

### 5.10 - Application

#### 5.11 - Form

The Dispatch Training Officer Application can be found by clicking [here](#).

#### 5.12 - Interview

All DTO Applicants are required to complete an interview with a member of DTO Chain of Command. You will be contacted after the submission of your form. Please be patient after submitting.



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## **5.20 - Application Exemptions**

SACD CoC reserves the right to provide an exception to this application process for unique circumstances. Exempted trainers will still be required to complete an onboarding and will be responsible for abiding by all policies.





## 6.00 - Trainer Responsibilities

### 6.10 - Patrol Expectations

While conducting a Sit-Along, you are required to use the following name format.

First L. | C-### [P] \*DTO SA\*

You are expected to remain professional over RTO at all times, and are to provide the Zulu-Cadet with all the necessary documents.

A First and Second Sit-Along must be conducted by different people. Unless approved by SACD Admins or DTO Command.

The number of dispatchers during a first or second Sit-Along is limited to two (2) controllers, a DTO and a Zulu Cadet. It can only exceed the amount with a second DTO, and only if DTO Command approves and deems it as intensively helpful to mentor a Zulu Cadet.

The requirement to conduct first and second Sit-Alongs is set to a minimum of 15 members inside of any active roleplay server within the two of MidwestRP. The DTO or certified dispatcher is to make sure that all aspects of dispatching are reasonably covered.

### 6.20 - Sit-Along Documentation

#### 6.21 - Sit Along Guide #1

The first Sit-Along Guide can be found [here](#). You are required to review this document with the Zulu-Cadet and follow guidelines set in the document.

#### 6.22 - Sit Along Guide #2

The second Sit Along Guide can be found [here](#). You are required to review this document with the Zulu-Cadet and follow guidelines set in the document.

#### 6.23 - Sit Along Logging Form

The Sit Along Logging Form can be found [here](#). You are required to submit this document immediately after the completion of a Sit Along.

#### 6.24 - Sit Along Feedback Form

The Sit Along Feedback Form can be found [here](#). You are required to have the Zulu-Cadet submit this document immediately after the completion of a Sit Along.



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## **6.25 - DTO Exam**

The DTO Exam can be found [here](#). You are required to have the Zulu-Cadet complete and pass this exam with a score of at least 70% to be considered passing. The cadet will have two attempts during their sit-along 2 to take this exam.

## **6.30 - Activity Requirements**

DTOs are required to complete two (2) second Sit Alongs per month, equivalent to one per cycle. Regardless if the Zulu-Cadet passes or fails, credit will be given. Failure to meet requirements will result in one (1) warning. If requirements are not met the next cycle, you will face removal from DTO.

Activity Requirement exemptions are given at the discretion of DTO Chain of Command with the approval of SACD Command Staff exclusively.

## **6.40 - Activity Incentives**

The purpose of DTO Of The Month is to make an incentive for Dispatch Training Officers who go above and beyond regular duties of a training officer. By doing this, they would receive a reward for their hard work. The second purpose of this incentive is to not only increase activity in the subdivision but also the San Andreas Communications Division itself, by motivating DTOs to conduct sit-alongs more often, as well as to increase the amount of applications to join DTO.

## **6.41 - DTO of the Month Rewards**

- Ability to AFK in the DTO Office on the MidwestRP® Teamspeak
- Activity requirements waived for the entirety of a month after the reward has been given
- Award posted within SACD announcements to acknowledge the training officer's hard work and dedication to the subdivision
- Receiving the Dispatch Training Officer of the Month role on the MidwestRP® Teamspeak

# **7.00 - Policies and Procedures**

## **7.10 - Communication Standards**

All Communication between the DTO and Zulu-Cadet must be done through an official MidwestRP owned asset. There should be no favoritism between a DTO and Zulu-Cadet, and everyone should have an equal opportunity to complete a Sit Along.



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DTOs should utilize the @Sitalong-Notified role when available to conduct a Sit Along.

## **7.20 - DTO TeamSpeak Office**

The DTO Office is for official DTO business only. The password is posted in pinned messages within the #sacd-dto channel on the MidwestRP® Official Discord and should be used to conduct pre-dispatch meetings and feedback after the completion of the Sit Along. At no time should anyone be AFK in this office. You are allowed to set yourself as channel commander if preparing to dispatch, but should remove it once the patrol is completed.

Non-DTOs will be allowed to use the waiting room for preparation of first Sit Alongs.

## **7.30 - Professional Conduct**

At all times as a DTO, you are to remain professional. You are expected to assist Zulu-Cadets in the process of learning, and we will not tolerate any blatant disrespect or harassment of Zulu-Cadets or any member.

## **7.40 - Form Submissions & Patrol Time Bonus**

All forms mentioned in [§6.20](#) must be submitted immediately after patrol. This includes the SACD Patrol Log.

As a DTO, you will receive the privilege of double hours on any patrol in which you complete a Sit Along. The bonus will be limited to 3 submissions per month. The bonus will be calculated automatically by our log system.

This bonus started in September 2020.

## **7.50 - Recruit/Zadet Obligations**

**Recruit:** The recruit is required to complete his/her training within 60 days of their join date. After 60 days have passed, said recruit will be subject to removal.

**Member:** As a communication member (after receiving the initial recruit training), said member is required to complete both stages of the sit-along program within 30 days. After 30 days, said member will face the following:

Full-Time: Members will face removal from the Community.

Part-Time: Members will face removal from the Communications Division



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## 7.60 -**DTO Google Group**

The DTO Google Group will be accessed by SACD DTO's, SACD Command, and SACD CoC. Anyone found using the group or any of its containings will be issued with disciplinary action. The forum to add your emails can be found [here](#)



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## **8.00 - Documentation**

### **8.10 - Adequate Detail**

Follow the below guidelines when submitting a form. Any questions about form submission shall be directed to a DTO Coordinator.

- I. Must be longer than two (2) sentences.
- II. Must have proper grammar/punctuation.
- III. Must include accurate responses.

We look at responses in order to track Zulu-Cadet's progress within the Communications Division. The more detail you provide grants us the opportunity to more closely evaluate progress.

### **8.20 - Accurate Assessment**

All documentation should accurately reflect in a truthful and fair way the performance of a Zulu-Cadet. During the meeting after a patrol, you should provide constructive criticism so the Zulu-Cadet can improve.

You are required to notify the Zulu-Cadet of a pass or fail upon the completion of a Sit Along.



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## 9.00 - Conduct

### 9.10 - General Conduct

DTO's should adhere to [SACD SOP guidelines on conduct](#). Any disciplinary action taken against you from SACD CoC can have bearing on your standing as a DTO.

### 9.20 - Discipline

Discipline will be handled on a case-to-case basis. Investigations will be done through the SACD IA. Violations of policies and procedures, and failure to adhere to DTO SOP can result in discipline including, but not limited to - (i) No Action Taken, (ii) Verbal Warning, (iii) 10-90, (iv) Suspension from DTO,<sup>1</sup> (v) Termination from DTO.

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<sup>1</sup> Suspension/Termination from DTO may only be issued after consultation with SACD Command Staff.



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## 10.00 - DTO Patrol Clause

### 10.01 - [Memorandum](#)

The purpose of this memorandum is to address the attention given to the Communications Zadet seeking to get their sit-alongs done.

## 11.00 - Condition Yellow Regulations

### 11.01 - Condition Yellow Regulation

To ensure a complete dispatching experience, we have determined that condition yellow may only be activated during an active sit-along, if the server has exceeded 40 online personnel.

## 12.00 - DTO Evaluation

### 12.01 - Dispatch Training Officer Evaluation

The following procedures have been implemented to ensure that incoming training officers have the necessary knowledge before training other personnel.

- During this process, SACD DTO COC members will be able to fill out a patrol log for a minimum of 15 minutes.
- Before any DTO member can conduct a sit-along, a member of the SACD DTO COC must be present during their first "starting" and "ending" segment within the DTO Office. Only if they are new and it is their first SA2 they will be hosting.
  - Members who are deemed to need additional guidance must sit-in with a certified DTO member to ensure they are directed in the right direction.
    - An SACD DTO COC member will not have to sit-in on their next "starting" and "ending" segment of their next SA2.



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## 13.00 - Important Links

### 13.01 - DTO Portal

The Dispatch Training Officer's Portal is found on the main SACD Portal. Here, you will find all information related to Dispatch Training Officers.

[DTO Portal](#)

### 13.02 - Other Important Documents

Below are links to the many important documents within the Dispatch Training Officer's Division.

[DTO Application](#)

[First SA Guide](#)

[Second SA Guide](#)

[Sit Along  
Logging Form](#)





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**SACD DTO Program Standard Operating Procedure, Issue I**

This document is subject to change with the approval of the sitting SACD Command Staff and DTO Command, and with approval from MidwestRP Head Administration. Edits are announced before being applied. This does not apply to edits to the title page in case of promotions, and rephrasal.

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