



COMMUNICATIONS

TRAINING MANUAL

Communications Dispatcher **Call-taking and Back-up**

Redwood City Police Department

Revised October 2018

THIS TRAINING WORKBOOK
BELONGS TO:

NAME

ID #

**Communications Dispatcher
Training Workbook
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Welcome

Congratulations on being selected to begin the Redwood City Communications Training Officer (CTO) Program. We are excited to mentor you through this challenging process. This program is presented in very specific rotations in order to ensure that training is consistent, thorough, and delivered in a logical sequence.

The CTO Program philosophy is progressive, innovative, and employee oriented. It is our belief that people are our most valuable resource and, for that reason, we strive to provide an atmosphere that promotes learning, as well as a work environment that inspires excellence and success.

The CTO Program is based upon the concept that given knowledge, understanding, necessary resources and an internal support structure, each trainee is provided with the opportunity to succeed. Our primary goal is to make each and every trainee at Redwood City Police Communications successful in completing the training program.

“Providing Excellent Service with Integrity and Respect”

Training Overview

The CTO Program for a Communications Call-taker and Back-up dispatcher generally consists of at least four separate rotations that are usually completed within a twenty-six week training period. Each rotation is generally five weeks long. On an individual basis, this timeline may be extended due to absences or for remediation purposes. It is possible to complete the program earlier than the normal time frame as long as the trainee has been exposed to the three primary shifts. Generalized guidelines for training rotations are as follows:

FIRST ROTATION

Week 1 Observation Period: The trainee observes the CTO performing job tasks, and/or performs job tasks on their own, on a non-evaluation basis. Training will be provided during this period. A DOR without ratings, containing assignments and signatures only, is completed for each day.

Whenever possible within the first 2 weeks the CTO will provide a complete overview of the CAD software. Ideally, this is done without interruption of the communications center. Also, Human Resources will set up an employee orientation for benefits and paperwork.

Included within the first 2 weeks should be a facility tour, orientation with records and the administrative staff and some geography awareness training.

Week 2-4 DORs with ratings are completed by the CTO and bi-weekly (every two weeks) reports are completed by the CTO. Training is provided and applicable parts of the workbook are reviewed and signed.

SECOND ROTATION

Weeks 5-10 DORs with ratings are completed by the CTO and bi-weekly reports are completed by the CTO. Training is provided and applicable parts of the workbook are reviewed and signed.

THIRD ROTATION

Weeks 10-16 DORs with ratings are completed by the CTO and bi-weekly reports are completed by the CTO. Training is provided and applicable parts of the workbook are reviewed and signed.

FOURTH ROTATION

Weeks 17-22 Once the trainee enters the fourth rotation of trainee, they should be able to work independently from the CTO for most of their shift. During this rotation, the CTO should be preparing the trainee for the final evaluation stage. Verbal and written testing should be completed on a regular basis and trainee should have experience with high-risk incidents from exposure in the communications center or through scenario training. The DORs with ratings

are completed by the CTO and bi-weekly reports are completed by the CTO. Training is provided and applicable parts of the workbook are reviewed and signed. Near the end of this rotation, the trainee will likely be recommended for advancement to the Evaluation Stage of training. This is normally done after two weeks of all Meets Standard or higher performance ratings and/or at the discretion of the Communications Supervisor.

EVALUATION STAGE

- Weeks 23-25 *Evaluation Phase.* The trainee is fully monitored daily by the CTO. The CTO acts strictly as an evaluator and DORs with ratings are still completed. In order to pass to the second phase of the Evaluation Stage, the trainee must receive solo-phase ratings in all categories of the DOR for each day of the two-week period.
- Week 26 *Observation Phase.* The trainee operates in a solo capacity and is monitored by an alternate communications training officer. During the last part of the shift, the trainee has an opportunity to clarify any issues as well as review shortcuts and ways to improve. DORs are completed for each shift worked, indicating that the trainee performed at a solo-phase. The CTO will complete a final summary of the trainee's performance. The DORs and final summary will address each day of observation, indicating the date, assignment, and whether or not the CTO concurs with solo rating. At the successful completion of this phase, the trainee receives final certification for all call-taking.

Daily Observation Reports (DOR)

Trainees are evaluated by their Communications Training Officer (CTO) based upon the performance criteria set forth in the statewide Standardized Evaluation Guidelines (SEGs). The trainee's performance and progress are evaluated on a daily basis utilizing SEGs and recorded on a Daily Observation Report (DOR) form. In addition, each time a trainee rotates to a different CTO, a progress report shall also be completed by the current CTO, which will contain an up-to-date record of the trainee's strengths and weaknesses.

Bi-Weekly Report

On a bi-weekly basis, the Communications Training Officer shall complete a report that consists of the CTO's observations and a summary of the progress and training of the trainee for the entire two-week period. The DORs for the period are compiled with the bi-weekly report and forwarded through the chain of command. These are ultimately stored in the employee's training file.

A self-evaluation will also be completed by the trainee every two-weeks and reviewed with

the CTO.

Phases

The purpose of phases during training is to assist in tracking the trainee's proficiency in various skills, in order to ensure the trainee is progressing appropriately toward qualification of the call-taking position. The expected time frame for each phase is roughly equivalent to each training rotation. In other words, at the end of First Rotation a trainee would be expected to be proficient at all the skills listed in Phase One. If the trainee attains Phase One proficiency before the end of First Rotation this shows good progress by the trainee. If the trainee does not attain Phase One proficiency before the end of First Rotation then additional and/or remedial training should be considered to help correct any deficiencies. These statements should likewise be applied to Phase Two and Phase Three.

Throughout training the Communications Training Officer (CTO) will assess the trainee's proficiency at the various skills delineated for each phase on the following pages and check off each skill as proficiency is attained. Once the trainee is proficient in all skills for a particular phase the CTO will sign-off on that particular phase, certifying that the trainee is performing at or above that particular skill level.

The trainee may become proficient in some more advanced skills earlier than others and CTOs are encouraged to check off those skills as they are mastered. Likewise, if a trainee appears to be lacking in some skills additional training may be required in those areas.

Remedial Training Guide

Remedial training should not be construed as a negative development, but rather as an additional tool to help the trainee succeed.

Informal Remedial Training

Whenever a trainee's performance in a particular area is lacking after normal training efforts, and the deficiency has been documented on several Daily Observation Reports (DORs), then Informal Remedial Training should be initiated. Informal Remedial Training consists of additional training focused on the particular area of the deficiency. Examples might include time set aside to review the Policy and Procedure Manual, type code review, role playing activities, etc. A narrative describing the additional training shall be recorded on the current DOR in the category section dealing with the area of concern. The amount of time spent shall also be recorded in the appropriate field.

Formal Remedial Training

When both normal training efforts and Informal Remedial Training have failed to correct a trainee's deficiency in a particular area, then Formal Remedial Training should be initiated. As the name suggests, Formal Remedial Training is a much more structured and formal approach to correcting a particular performance deficiency. Each Remedial Training Plan should address only one area of concern, with additional Remedial Training Plans established for other areas.

Using the Remedial Training Plan Form a training plan shall be formulated and spelled out. The form shall document the deficiency, previous training efforts, and the amount of time already spent on those efforts.

A corrective action plan, with measurable results, and a reasonable goal and time frame to achieve success shall be delineated. For example, if the trainee is having difficulty accurately recalling and using type codes, the plan might state: "During the next four (4) shifts trainee will spend one (1) hour per shift practicing type codes using self-made flash cards. After each flash card session the CTO will administer a type code test to the trainee with a goal of 95% correct."

It is important that the CTO clearly explain the purpose behind the methods outlined in the Remedial Training Plan. The additional training is unlikely to correct the performance deficiency if the trainee does not fully understand the reason(s) for the necessity of remedial training.

At the end of the training period prescribed by the Remedial Training Plan the CTO shall document on the form whether or not the plan was completed, whether or not the trainee met the goals of the plan, and whether or not an additional plan has been established.

About Check-Off Sheets

Training Material

Each of the three training rotations contains specific topics in the workbook that should be reviewed during that rotation. Each topic contains multiple sub-sections of training material to be covered.

After each sub-section there are boxes labeled "CTO", "Trainee", and "Date". Once the CTO has provided training in the listed sub-section, both the CTO and the trainee shall initial in the appropriate boxes and record the date.

Each CTO providing training in a particular topic shall also complete the CTO information at the bottom of the page. Once all the sub-sections of a particular training topic have been reviewed, the trainee shall also sign and date in the space provided at the bottom of the page.

Level/Phases Certification

As discussed previously, phases are used to assist in tracking the trainee's proficiency in various skills, in order to ensure the trainee is progressing appropriately toward sign-off. The phase certification pages can be found preceding First Rotation in this workbook.

Completion of Call-taking & Radio Back-Up

Once the trainee is performing at a competent solo phase in all call-taking assignments and has successfully completed the final Evaluation and Observation phases of training, the trainee should receive their final qualification summary and certification. This is the final stage of the training program. The certification requires the signatures of the CTO and Communications Supervisor, and verifies that the trainee is able to work as a solo call-taker and can perform some back-up functions for the radio dispatcher. The final summary and certification form can be found on the last page of the Evaluation Stage section of this workbook.

PHASE ONE CERTIFICATION Communications Dispatcher

TRAINEE: _____ CTO: _____

- Asks for and uses complete suspect/vehicle descriptions and appropriate abbreviations.
- Includes directions of travel and time element, as appropriate.
- Speaks in a clear voice with adequate volume.
- Maintains control of the conversation with a reasonable caller.
- Uses simple CAD commands and moves about the incident mask without assistance.
- Uses the SunRidge Systems (RIMS) software for common inquiries (phone numbers, unit identifiers, etc.)
- Reads and accurately interprets system returns associated with a vehicle license plate.
- Consistently asks officer safety questions.
- Able to talk and type simultaneously while handling routine calls (10-33s, 415's, etc.).
- Able to move about the incident mask while talking to a caller.
- Makes independent decisions regarding when to transfer a call to fire or medical dispatch.
- Uses "one-liner" text on priority incidents, as appropriate.
- Uses the Policies and Procedure manuals appropriately.
- Consistently asks for callers' names, addresses, phone numbers, and contact information.
- Consistently confirms the location of the incidents.
- Uses RIMS, the Intrado phone system and associated equipment with minimal assistance (Log On/Log Off; Ready/Not Ready; Transfer/Conference; identification of incoming calls; mute switch, etc.).
- Correctly uses the fax machine to transmit exigent circumstance forms
- Correctly verifies (geo-codes) street addresses and recognizes correct jurisdiction.
- Correctly verifies (geo-codes) premise names to find the address.

PHASE ONE CERTIFICATION
Communications Dispatcher

- Accurately use and interpret the Map View screen.
- Able to identify common unit identifiers and knows where to find information on less common ones.
- Processes alarm calls (10-33s), music disturbances (415N), and 9-1-1 hang-ups, both landline and wireless without CTO assistance.

PHASE ONE CERTIFICATION

Trainee Name/ID#: _____ ***is currently performing at or above Phase ONE proficiency.***

Comm. Training Officer (CTO): _____ Date: _____

Communications Supervisor: _____ Date: _____

PHASE TWO CERTIFICATION
Communications Dispatcher

TRAINEE: _____ **CTO:** _____

- Incident text includes a complete statement of facts in a logical order.
- Incident text has specific crime elements delineated and includes a time element.
- Adds comments to working events in a timely manner.
- Maintains control of the conversation with most callers.
- Maintains controlled voice inflection.
- Uses appropriate type codes and priorities on the majority of incidents created.
- Reads and accurately interprets RIMS Person returns.
- Able to create a "forced" incident.
- Accurately obtains suspect location, description, vehicle, and direction of travel in a timely manner.
- Able to talk and type simultaneously with minimal prompting.
- Accurately screens incoming calls prior to transferring without prompting.
- Recognizes when to ask the CTO for assistance.
- Accurately applies most policies and procedures on routine calls.
- Knows or can locate information regarding common referrals, including: Jail Humane Society (SPCA) ,Vehicle Abatement, Records, etc.
- Accurately uses the Intrado phone system without CTO assistance.
- Familiar with major landmarks, hospitals, parks, and freeways.
- Familiar with primary radio channels and tactical channels and terminal designations.
- Processes family disturbances (415), fights (415F), and vehicle accident calls with little or no assistance from the CTO

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PHASE TWO CERTIFICATION
Communications Dispatcher

PHASE TWO CERTIFICATION

Trainee Name/ID#: _____ *is currently performing at or above Phase TWO proficiency.*

Comm. Training Officer (CTO): _____ Date: _____

Communications Supervisor : _____ Date: _____

**PHASE THREE CERTIFICATION
Communications Dispatcher**

TRAINEE: _____ **CTO:** _____

- Call processing times conform to policy requirements (Policy and Procedure 800 Communications Operations).
- Processes priority1 incidents without assistance.
- Uses knowledge and available resources to assist callers, rather than relying on the CTO.
- Constructs concise, logical, and complete incident text.
- Accurately uses the LAWNET and associated functions.
- Accurately uses CAL Photo, Coplink and CJI
- In accordance with policies, is able to differentiate between reports that need to be made in person, and those that may be made via mail or the online reporting process.
- Is able to handle up to 3 phone lines simultaneously with minimal disruption to the callers
- Able to assist the radio dispatcher with requests for wants and warrants searches
- Attempts to find any available information on known suspects for incidents
- Is able to handle a wants and warrants request via the radio as the back-up dispatcher
- Is able to conduct back-up responsibilities such as calling for a cab, blood technician, or tow trucks.
- Is able to successful finish requests for the on-call judge, narcotics officer , parole or probation.

PHASE THREE CERTIFICATION

Trainee Name/ID# _____ *is currently performing at or above Phase THREE proficiency.*

Comm. Training Officer (CTO): _____ Date: _____

Communications Supervisor: _____ Date: _____

FIRST PHASE



FIRST PHASE

Orientation

Review administrative aspects of the Control Room and differences between shifts.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Facility Tour/City Hall			
2. Time Sheets			
3. Time-off Requests			
4. Shift Trades			
5. Sick Leave			
6. Employee Introductions/Briefing			
7. Mailbox Assignments			
8. Regular Chain-of-Command			
9. Equipment/Headset Issue			
10. Break Schedule			
11. Locker Assignment			
12. Shift Differences			

The above training material on **First Rotation: Orientation** (#1-12) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ Badge	_____ Shift
_____ Initials	_____ CTO	_____ Badge	_____ Shift
_____ Initials	_____ CTO	_____ Badge	_____ Shift

FIRST PHASE
Intrado Phone System

Review the screen and technical aspects of the virtual phone.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Logging on and off			
2. Interpreting ANI/ALI information			
3. "Clear Card" button (eraser icon)			
4. One-button vs. two-button transfers			
5. Raw Data Panel			
6. Ali Fixes Panel			
7. "Redial" button			
8. Dial Entry Box			
9. Dial Entry Keypad			
10. 911 Panel			
11. 7-Digit Emergency Panel			
12. Admin Panel			
13. Ringdown Panel			
14. Intercom Panel			
15. "CONF" and "Transf" buttons			
16. Cancel Conference / Cancel Transfer (red X icon)			
17. Release Button			
18. "HOLD" button			
19. "Active Calls"			

FIRST PHASE

Training Material Reviewed	CTO	TRAINEE	DATE
20. "Abandoned Calls"			
21. "Agent Calls"			
22. "History Calls"			
23. "Call Query"			
24. Agency Buttons			
25. Agency Lists			
26. "TTY" (Teletype) panel <i>(refer also to TTY section in Second Rotation)</i>			
27. ALI Lookup panel (DBR) (magnifying glass icon)			
28. Media Player (voice playback)			
29. Contact List			
30. "RTX" (Retransmit ALI) button			
31. Print results button (printer icon)			
32. Volume Control panel (speaker icon)			
33. "Flag ALI Discrepancy" button			
34. "Show/Hide Details" panel (arrow icon)			

The above training material on **First Rotation: Telephone Equipment (#1-42)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
_____ Initials	_____ CTO	_____ ID #	_____ Shift
_____ Initials	_____ CTO	_____ ID #	_____ Shift
_____ Initials	_____ CTO	_____ ID #	_____ Shift

FIRST PHASE

Telephone Equipment

Review other equipment used with the Phone and Radio Consoles and the process for transferring and conferencing calls.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Headset			
2. Mute Switch			
3. Volume Control/console			
4. Volumeter/Radio			
5. Business Lines			
6. Direct Lines			
7. Emergency / 9-1-1 Lines			
8. Non Emergency			
9. Handset / 9-1-1 Backup Phones			
10. Transfer versus Conference			

The above training material on **First Rotation: Telephone Equipment** (#1-10) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID #	_____ Shift
_____ Initials	_____ CTO	_____ ID #	_____ Shift
_____ Initials	_____ CTO	_____ ID #	_____ Shift

FIRST PHASE

Rim Messages and Alerts

Review the section of the CAD screen where the majority of messages are received.

Training Material Reviewed	CTO	TRAINEE	DATE
1. New Message			
2. To: Selection			
3. Group Selection			
4. Message Priority (Norm/Crit/Urgent)			
5. Cancel a Message			
6. Message Acknowledgement			
7. Message other agency users			
8. All Mobiles			
9. All Users			
10. All RIMS users			
11. Spell Check			
12. Add attachment			
13. OK/Accept			

The above training material on **First Rotation: RIMS messages & Alerts (#1-13)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Message Commands

Review various types and methods of sending messages in CAD.

Training Material Reviewed	CTO	TRAINEE	DATE
1. View Message Log			
2. Print Messages			
3. View Incoming Message			
4. Delete Incoming Message			
5. Reply to Incoming Message			
6. Forward Incoming Message			

The above training material on **First Rotation: Message Commands (#1-7)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
CAD Commands RIMS Menus

Review of CAD commands

Training Material Reviewed	CTO	TRAINEE	DATE
1. Logging On/Off RIMS			
2. Admin			
3. System Management			
4. Utilities			
5. Shift Bulletin			
6. 24-Hr Incident Summary			
7. Incident Summary			
8. End of Shift Officer Report			
9. Scheduled Incidents			
10. House Watch			
11. Crime Log			
12. Change Printer			
13. Media Bulletin			
14. Exit			

The above training material on **First Rotation: CAD Commands (#1-14)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS People Mask

Review how to access information in the RIMS people file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Name or ID Search			
2. Date of Birth Search			
3. Phone Number Search			
4. Driver's License Search			
5. Outside Agency Collaborate Search			
6. All Collaborate Agencies Search			
7. Add Person			
8. Mug Book			
9. Scars/Tattoos Search			

The above training material on **First Rotation: RIMS People (1-9)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Case Search

Review how to search for cases by case number or by officer

Training Material Reviewed	CTO	TRAINEE	DATE
1. Case Log			
2. Case Number Search			
3. Search by Officer ID			
4. Position to Date			
5. Sort Case Log			
6. Search Collaborate Cases			

The above training material on **First Rotation: RIMS Case Search** (#1-6) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Citation Search

Review how to search for cases by case number or by officer

Training Material Reviewed	CTO	TRAINEE	DATE
1. Citation Log			
2. Citation Number Search			
3. Searching By Officer			
4. Position to Date			
5. Sort Citation Log			
6. Search Moving Citations Only			
7. Search Parking Citations Only			

The above training material on **First Rotation: RIMS Citation Search (#1-7)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Database Menu

Review all the available options within the database menu

Training Material Reviewed	CTO	TRAINEE	DATE
1. Streets Database			
2. Premise Database			
3. Officers Database			
4. User Database			
5. Units Database			
6. Divisions Database			
7. Incident Response Types			
8. Tow Companies			
9. Paging			
10. Narrative Text			
11. Incident Reference Documents			
12. Agency Attachment Forms			

The above training material on **First Rotation: RIMS Database Menu (#1-12)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Property Search

Searching Property Database

Training Material Reviewed	CTO	TRAINEE	DATE
1. Display Property			
2. Add Property			
3. Property Log			
4. Display Pawn			
5. Add Pawn			
6. Pawn Log			

The above training material on **First Rotation: RIMS Property Search (#1-6)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Records Menu

Searching within multiple records menu options

Training Material Reviewed	CTO	TRAINEE	DATE
1. Arrest Log			
2. Stolen Vehicle Log			
3. Approved Cases Log			
4. Accident Log			
5. Case Investigation			
6. Officer Case Investigation			
7. Follow Up Log			
8. Officer Follow Up Log			
9. Field Interview Log			
10. Warrants Log			
11. Search Warrants Log			

The above training material on **First Rotation: RIMS Records** (#1-11) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Records Menu Continued

Searching within multiple records menu options

Training Material Reviewed	CTO	TRAINEE	DATE
12. Civil Subpoenas			
13. Agency Subpoenas			
14. Subpoenas for Citizens			
15. Protection Orders			
16. Missing Persons			
17. BOLO Log			
18. CCW Permits Log			
19. Firearm Purchase Denials			
20. Document Release Log			
21. Press Release Log			
22. Notifications Request Log			

The above training material on **First Rotation: RIMS Records Menu Cont.** (#12-22) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS Offender File

Searching within multiple offender menu options

Training Material Reviewed	CTO	TRAINEE	DATE
1. Known Offender Search			
2. Sex Offender Search			
3. Narcotics Offender Search			
4. Parolee Search			
5. Probationers Search			
6. Arsonists Search			
7. Gang Member Search			
8. Trespass File Search			
9. PRCS Search			

The above training material on **First Rotation: RIMS Offender File Searches.** (#1-9) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

RIMS CAD Search

Searching within multiple CAD fields

Training Material Reviewed	CTO	TRAINEE	DATE
1. CAD Search			
2. Incidents Search			
3. Tow Log Search			
4. Premise Search			
5. House Watch Search			
6. State Messages Log			

The above training material on **First Rotation: RIMS CAD searches** (#1-6) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS Case and Property Search

Searching within multiple CASE fields

Training Material Reviewed	CTO	TRAINEE	DATE
1. Cases			
2. Case Persons Search			
3. Case Narrative Search			
4. Case Routing Search			
5. Accidents Search			
6. Case Arrest Search			
7. NIBRS Search (case offense details)			
8. Case Investigation Search			
9. Officer Case Investigation Search			
10. Property Search			
11. Property Log Search			
12. Pawn Log Search			

The above training material on **First Rotation: RIMS CASE/Property searches (#1-12)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS People Search
 Searching within the people file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Persons Search			
2. Persons History Search			
3. Persons Notes Search			
4. Persons Flag Search			
5. Persons Scars, Marks & Tattoos			

The above training material on **First Rotation: RIMS People searches** (#1-5) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS Vehicle Search
 Searching within the people file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Vehicle Search			
2. Vehicle History Search			
3. Vehicle Permits Search			
4. Parking Permits Search			
5. Vehicle Maint Search			
6. Vehicle Maint History Search			

The above training material on **First Rotation: CAD searches (#1-6)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS Other RMS Search

Searching within the other file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Citation Search			
2. Field Interview Search			
3. Concealed Weapons Search			
4. Document Release Log			
5. Visitor Pass Log			
6. Bicycle Search			
7. Pets Search			

The above training material on **First Rotation: RIMS other RMS searches (#1-7)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Warrants, Civil, Agency Subpoena Search

Searching within the warrants/civil/subpoena file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Warrants Search			
2. Warrant Service Search			
3. Search Warrants			
4. Civil Subpoenas			
5. Agency Subpoenas			
6. Citizen Subpoenas			
7. Protection Subpoenas			

The above training material on **First Rotation: RIMS searches warrants/civil/subpoena (#1-7)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
RIMS System Audit Search

Searching within the systems/audit file

Training Material Reviewed	CTO	TRAINEE	DATE
1. Officers			
2. Units			
3. Users			
4. Collaborate Search			

The above training material on **First Rotation: RIMS system/audit search (#1-4)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Other Search

Searching within records/other fields

Training Material Reviewed	CTO	TRAINEE	DATE
1. Location Search			
2. Ready Reference Search			
3. Phone List Search			
4. Who's Signed on			
5. Beat Assignments			
6. User Directory			
7. Unit Equip List			
8. Log			
9. Tow Log			
10. State Queries Log			
11. Criminal History Log			
12. Display Mail Message			

The above training material on **First Rotation: RIMS records/other** (#1-12) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Other Search Continued

Searching within multiple CAD fields

Training Material Reviewed	CTO	TRAINEE	DATE
13. Send Mail Message			
14. Send Pager Message			
15. Reset Unit Timers			
16. Find Officer			
17. Reverse Telephone Number Search			
18. Inter-Agency Who's On			

The above training material on **First Rotation: RIMS records/other searches (#13-18)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Help Mask

Searching within the help mask

Training Material Reviewed	CTO	TRAINEE	DATE
1. Help Contents			
2. About RIMS			
3. Release Notes			
4. What's New (latest version)			
5. Start Remote Session with RIMS			
6. F1 Key shortcut			

The above training material on **First Rotation: RIMS Help searches (#1-6)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Keyboard Functions

Review keyboard shortcuts for commands and navigation.

Training Material Reviewed	CTO	TRAINEE	DATE
1. F1 Key – Help Menu			
2. F3 Key - CLETS Query Person			
3. F4 Key – CLETS Query Vehicle			
4. F5 Key - Officer Initiated Activity			
5. F6 Key – Incident Entry			
6. F7 Key – Fire/Police Toggle			
7. F8 Key – State Message Review			
8. F9 Key – CLETS Message Masks			
9. F11Key – Briefing Screen			
10. F12 Key – Command Line			

The above training material on **First Rotation: Keyboard Functions** (#1-10) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Keyboard Functions Continued

Review keyboard shortcuts for commands and navigation.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Mouse Click Right/Left			
2. Alt + Letter			
3. Ctrl + Letter			
4. Command Line Cheat Sheet			
5. Arrows			
6. Tab and Shift + Tab			
7. Home / End			
8. Page Up / Page Down			

The above training material on **First Rotation: Keyboard Functions (#1-8)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Command Line Icon Functions
 Review command line icon shortcuts for CAD navigation.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Badge			
2. Incident Screen			
3. Driver's License			
4. License Plate			
5. Binoculars			
6. Bar Code			
7. Handcuffs			
8. Folder			
9. Telephone			
10. Notepad			
11. Mailbox			
12. Envelope			

The above training material on **First Rotation: CAD ICON Functions (#1-12)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Pending Incident Screen

Review keyboard shortcuts for commands and navigation

Training Material Reviewed	CTO	TRAINEE	DATE
1. Pending Incident Screen overview			
2. Incident			
3. Time			
4. Beat			
5. Type			
6. Location			
7. Configure Screen			
8. Clone Screen			

The above training material on **First Rotation: RIMS Pending Incidents** (#1-8) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Unit Status Monitor

Review Unit Status screen dropdowns and adjustments

Training Material Reviewed	CTO	TRAINEE	DATE
1. Unit Status Screen Overview			
2. Unit/Officer			
3. Incident Type			
4. Location			
5. Incident Number			
6. Beats			
7. Timer			
8. Status			
9. Different Profiles			
10. Clone Profile			
11. Configure New Profile			

The above training material on **First Rotation: RIMS Unit Status Monitor (#1-11)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Basic Questions

Review basic questions necessary for screening calls and obtaining information from callers.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Who			
2. What			
3. Where			
4. When			
5. Why			
6. Weapons / Drugs / Alcohol			
7. Vehicles			
8. Location of Occurrence / Loc Info			
9. RP's Location			
10. Descriptions			
11. Direction of Travel			
12. Contact			
13. Phone Numbers			

The above training material on **First Rotation: Basic Questions (#1-13)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
Initials	CTO	ID#	Shift
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

FIRST PHASE

Incident Mask Page 1

Review the layout and functions of the various buttons and fields in the Incident Mask by Tab Order – Page 1

Training Material Reviewed	CTO	TRAINEE	DATE
1. Location			
2. Apartment			
3. City			
4. Type (drop down menu)			
5. Place			
6. Priority			
6. Caller Name			
7. Caller Address			
8. Caller Apartment			
9. Caller Phone			
10. Caller City & State			
11. Caller Location			
12. Description			
13. License Plate			
14. License State			
15. License Year			
16. Vehicle Make			
17. Vehicle Model			
18. Vehicle Colors			
19. Weapons			
20. Beat, Run Card, Source (auto pop)			
21. Reporting Party Contact Y/N/X			

FIRST PHASE

The above training material on **First Rotation: RIMS CAD Incident Mask (#1-21)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
Initials	CTO	ID#	Shift
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

FIRST PHASE

Incident Mask Page 2 & Tabs

Review basic questions necessary for screening calls and obtaining information from callers.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Page 2			
2. Additional Persons			
3. Additional Vehicles			
4. Incident Times			
5. CLETS Messages			
6. Collaborate Messages			
7. Audit Trail			
8. Questions			
9. Attachments			
10. Duplicate Incident			
11. Contact Info			
12. Send Page			
13. Schedule an Incident			

The above training material on **First Rotation: CAD Incident Mask Page 2 & tabs (#1-13)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
Initials	CTO	ID#	Shift
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

FIRST PHASE
Incident Creation

Review procedures related to the initial creation of an event.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Location Validation			
2. Wildcards (also used with EVS, Broadcast, Supp)			
3. Scheduled Incidents			
4. Commonplace Names			
5. Abbreviations and Acronyms			
6. Notifications			
7. Sensitive Information			
8. Nearby Incidents			
9. Adding Comments			
10. More to Follow button			

The above training material on **First Rotation: RIMS Event Creation (#1-10)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Incident Modifications

Review common ways to modify incidents after creation.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Pursuit Mode			
2. Cross Referencing Incidents			
3. Canceling			
4. Re-opening Incidents			
5. Changes to Agency Control Box			

The above training material on **First Rotation: RIMS Event Modifications (#1-5)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
TYPE CODES 10-33 TO 10-65J

Review of type codes available for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
10-33B Bank Alarm			
10-33C Commercial Alarm			
10-33HU Hold Up Alarm			
10-33P Panic Alarm			
10-33R Residential Alarm			
10-33V Vehicle Alarm			
10-34 Open Door Window			
10-51 Intoxicated Subject			
10-53 Person down			
10-54 Possible Dead Body			
10-55 Coroners Case			
10-56 Suicide			
10-56A Suicide Attempt			
10-57 Gun Shots Heard			
10-58 Dumping Complaint			
10-62 Meet the Citizen			
10-65 Missing Person			
10-65J Missing Juvenile			

The above training material on **First Rotation: Police Type Codes 10-33 to 1065J** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
TYPE CODES 10-65R TO 10852

Review of type codes available for CAD entry

10-65R Missing Person Returned			
10-66 Suspicious Person			
10-66C Suspicious Circumstances			
10-66P Suspicious Package			
10-67 Person Calling for Help			
10-70 Prowler			
10-71 Shooting			
10-72 Stabbing			
10-80 Explosion			
10-91 Stray Animal			
10-91A Vicious Animal			
10-91B Noisy Animal			
10-91E Animal Bite			
10-95 Person Stop			
10851 Stolen Vehicle			
10851ATT Attempted Stolen Vehicle			
10851REC Recovered Stolen Vehicle			
10852 Tamper With Vehicle			

The above training material on **First Rotation: Police Type Codes 10-65R to 10852** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

TYPE CODES 11-23 TO 20002

Review of type codes available for CAD entry

11-23 Vehicle – Traffic Hazard			
11-24 Abandon Vehicle			
11-25 Traffic Hazard			
11-26 Found Bicycle			
11-54 Suspicious Vehicle P			
11-54OC Occupied Suspicious Vehicle			
11-80 Accident Major Injury			
11-81 Accident/Minor Injury			
11-82 Accident/Property Damage			
11-83 Accident/Unknown Injuries			
11-84 Traffic Control			
11590 Drug Registrant			
166 Court Order Violation			
186.30 Gang Registrant			
187 Homicide			
187ATT Attempted Murder			
20001 Hit and Run with Injuries			
20002 Hit and Run No Injuries			

The above training material on **First Rotation: Police Type Codes 11-23 to 20002** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
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_____ Initials	_____ CTO	_____ ID#	_____ Shift
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_____ Initials	_____ CTO	_____ ID#	_____ Shift
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FIRST PHASE

TYPE CODES 207 to 23152

Review of type codes available for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
207 Kidnapping			
207ATT Attempted Kidnap			
207R Kidnapping Report			
211A Armed 211			
211ATT Attempted Robbery			
211BANK – Bank Robbery			
211R Robbery Report			
211RES Robbery Residential			
211SA Robbery Strong Armed			
215 Carjacking			
220 Assault with Intent to Rape			
220R Assault with Intent to Rape Report			
22651 Towed Vehicle			
23103 Reckless Drivers			
23152 DUI			

The above training material on **First Rotation: Police Type Codes 207PC to 23152VC** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

TYPE CODES 273.6R to 422

Review of type codes available for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
273.6R Viol of Court Order DV Report			
288 Lewd Act with Child			
288R Lewd Act with Child Report			
290 Sex Registrant			
300WI Protective Custody of Child			
3056 Parole Violation			
314 Indecent Exposure			
415 Disturbance			
415DV Disturbance Domestic Violence			
415DVR Disturbance Domestic Viol Report			
415F Disturbance Fight			
415J Disturbance involving Juvenile			
415N Disturbance Noise			
417 Brandish Weapon			
417R Brandish Weapon Report			
422 Terrorists Threats			

The above training material on **First Rotation: Police Type Codes 273.6R - 422** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
TYPE CODES 459C to 653M
 Review of type codes available for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
459C Burglary – Commercial			
459RR Burglary – Residential Report			
459V Burglary – Vehicle			
459VR Burglary – Vehicle Report			
470 Forgery			
476 Insufficient Funds			
487 Grand Theft			
488 Petty Theft			
488SHOP Shoplifting			
5150 Insane Person			
530.5 ID Theft			
594 Vandalism			
596G Graffiti			
602 Trespass			
647B Prostitution			
647F Disorderly Conduct – Public Drunkenness			
653M Annoying/Obscene Phone Calls			

The above training material on **First Rotation: Police Type Codes 459C to 653M** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
TYPE CODES 777 to BOMB
 Review of type codes available for CAD entry

777 Juvenile Probation Violation (W&I)			
911HU 9-1-1 Hang up			
AAS Adopt a School			
AOD Assist Other Agency			
APS Adult Protective Service Referral			
ARSON Arson Fire			
ARSONREG Arson Registrant			
ATC Attempt to Contact			
ATL Attempt to Locate			
AUTOMECH Auto Shop Call Out			
BLDCK Building Check			
BOL Be On The Lookout Information			
BOMB Bomb Threat			

The above training material on **First Rotation: Police Type Codes 777 W&I to BOMB** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

TYPE CODES BUSCK to FLAG

Training Material Reviewed	CTO	TRAINEE	DATE
BUSCK Business Check			
CITASST Citizen Assist			
CITE Citation Sign Off			
CIVIL Any Civil Situation			
CIVILSTA Civil Standby			
CODE5 Stakeout			
CODE1000 Plane Crash			
CODE666 Observation Post Procedures			
COUNTER Counter Report			
CPS Child Protective Services Referral			
F/UP Follow Up			
FIRE Generic Fire Call			
FIREWORK Fireworks Discharge			
FLAG Citizen Flag Down			

The above training material on **First Rotation: Police Type Codes BUSCK to FLAG** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Type Code FoundP to Other

Training Material Reviewed	CTO	TRAINEE	DATE
FoundP Found Property			
FP Foot Pursuit			
FTY Failure to Yield			
HS ACT Drug Activity			
HUNT Illegal Hunting			
INFO Log Information			
LOSTP Lost Property			
MAIL Mail Report Requested			
MAINT Building Maintenance Call Out			
MANW/GUN Subject with a Gun			
MEDICAL Medical Call			
MFF Crowd Control Team Activated			
MISC Miscellaneous Information			
OTHER Unclassified			

The above training material on **First Rotation: Police Type Codes FOUNDP TO OTHER** were reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
Type Codes Pal to SWAT
 Review of type codes for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
PAL Police Activities League Incidents			
PARKING Parking Complaint			
PC Patrol Check			
PEDCK Pedestrian Check			
PPT Private Property Tow			
REPO Repossessed Vehicle			
RT Radar Trailer Location			
SEARCH Parole/Probation Search			
SEARCHWR Search Warrant			
SEWER DPW Sewer Call			
STREET Street Department Call Out			
SUBSERVE Subpoena Service			
SWAT SWAT Activation			

The above training material on **First Rotation: Police Type Codes PAL to SWAT** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE
TYPE CODES TEST to WLK

Review of type codes for CAD entry

Training Material Reviewed	CTO	TRAINEE	DATE
TEST Test Incident			
TREE Tree Down or Hanging			
TRUANT Truancy Abatement			
TSTOP Traffic Stop			
VEHREL Vehicle Release			
VINVER VIN Verification			
VOID Voided Case Number			
WARR Warrant Service Attempt			
WARRCF Warrant Confirmation Request			
WATER DPW Water Call Out			
WEAPON Possession of a Dangerous Weapon			
WELFCHK Welfare Check			
WINFO Wireless 9-1-1 Hang up			
WLK On Foot Checking Location			

The above training material on **First Rotation: Police Type Codes TEST to WLK** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

FIRST PHASE

Resources and Reference Materials

Review the following procedure manuals and sources of information

Training Material Reviewed	CTO	TRAINEE	DATE
1. Communications Policy Manual			
2. Communications Procedure Manual			
3. Internet			
4. Intranet (City of Redwood City)			
5. Shot Spotter			
6. 3SI procedures			
7. Online Reporting			
8. LAWNET (More Detail Phase 3)			
9. CLEW			
10. SMC Law Mutual Aid P&Ps			
11. Video Chat			
12. Police Department Website			
13. MyRWC Application			

The above training material on **First Rotation: Resources & Reference Materials** (#1-13) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift



**Redwood City
Police
Communications
Training
Phase 2**

Map View/Geography

Review the Map View screen in CAD and major local landmarks.

Training Material Reviewed	CTO	TRAINEE	DATE
1. File/Print/Export			
2. View/Map Mode			
3. View Incidents			
4. View Units			
5. Cell phone radius			
6. Pin Maps			
7. Plots/Lat/Long			
8. Show Location Sensor			
9. Show ARC GIS tools			
10. Show Map Items			
11. Auto-Start with RIMS sign on			
12. Show Map Layers			

The above training material on **First Rotation: RIMS Map View/Geography (#1-12)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift

Map View /Geography Continued

Review the Map View screen in CAD and major local landmarks.

Training Material Reviewed	CTO	TRAINEE	DATE
13. External Map Data			
14. Show Google			
15. Show Bing Maps			
16. Collaborate Incidents			
17. Collaborate Units			
18. Reset Maps			
19. Previous			
20. Zoom In			
21. Zoom Out			
22. Next			

The above training material on **First Rotation: RIMS Map View/Geography (#13-22)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)			
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Map View Geography Continued

Review the Map View screen in CAD and major local landmarks.

Training Material Reviewed	CTO	TRAINEE	DATE
23. Unit/Follow & Find			
24. Mapping a Location			
25. Info			
26. Routing			
27. Select and Search			

The above training material on **First Rotation: RIMS Map View/Geography (#23-27)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Records Unit

Review the functions and hours of the Records Division and Lobby

Training Material Reviewed	CTO	TRAINEE	DATE
1. Lobby - Hours of operation			
2. Lobby - Types of incidents handled			
3. Fingerprints			
4. Copies of reports			
5. Citizen contact at lobby			
6. Vehicle Releases			
7. Live Scan			
8. Registrants			
9. Switchboard/rollover			

The above training material on **Second Rotation: Records Unit (#1-9)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Police Administration/Command Staff & Support

Training Material Reviewed	CTO	TRAINEE	DATE
1. Chief			
2. Deputy Chief			
3. Patrol Captain			
4. Admin Captain			
5. Patrol Lieutenants			
6. Admin/Investigation Lieutenants			
7. Admin Assistant COP			
8. Admin Assistant Patrol Division			
9. Admin Assistant Admin Division			

The above training material on **Second Rotation: Police Administration/Command Staff & Support** (#1-9) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Police Admin/Command Staff & Support Continued

Review the functions of the police administrative division

Training Material Reviewed	CTO	TRAINEE	DATE
1. Timecards and payroll processing			
2. Accounts Payable/Receivable			
3. Liaison to HR/FMLA & Benefits			
4. Liaison to Finance			
5. Personnel Action Forms/Pay Changes			
6. Work Orders for Building Maintenance			
7. Hiring and Recruitment Processing			
8. Liaison to City Manager			

The above training material on **Second Rotation: Police Admin/Command Staff & Support (#1 – 8)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Police Admin/Command Staff & Support Continued

Review the functions of the police administrative division

Training Material Reviewed	CTO	TRAINEE	DATE
9. Special Requests from City Council			
10. Complaint Processing IA Intake			
11. Assists with Public Records Requests			
12. Social Media Support			
13. Permits/Street Closure/Vendors			
14. Massage Permits			
15. Retirement Planning			
16. Awards Ceremony Planning			
17. Swearing In Ceremony Planning			
18. Incoming Mail			

The above training material on **Second Rotation: Police Admin/Command Staff & Support (#9-18)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

TDD For Hearing and Speech Impaired Calls

Review procedures and equipment relating to calls with hearing or speech-impaired callers.

Training Material Reviewed	CTO	TRAINEE	DATE
1. TTY challenge of silent calls			
2. Preprogrammed text			
3. Common terminology & abbreviations			
4. Calling back			
5. TTY Tones (ASCII vs. Baudot)			
6. Abort Transmission			
7. Buffered Typing			
8. Hearing Carryover (HCO)			
9. Voice Carryover (VCO)			
10. Disconnect TTY			
11. Print TTY conversation			
12. Relay Services			

The above training material on **Second Rotation: TTY Calls (#1-12)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Customer Service

Review policies & procedures, methods, and tools used when interacting with citizens.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Confidentiality			
2. Do not give ETAs			
3. Avoid giving advice			
4. Avoid counseling			
5. Avoid commitments			
6. Citizens requesting contact			
7. Mentally disturbed callers			
8. Rude or angry callers			
9. Dealing with complaints			
10. Supervisor assistance			

The above training material on **Second Rotation: Customer Service (#1-10)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Manual Mode

Review procedures and equipment used when the CAD system is not functioning.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Beat / Cross Streets / Map Coord.			
2. Dispatch Cards			
3. Assignment of Incident numbers			
4. Adding comments			
5. System Configuration Next Numbers			

The above training material on **Second Rotation: Manual Mode (#1-5)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

SECOND PHASE

Public Works

Review the following Public works type codes and associated policies and procedures.

Training Material Reviewed	CTO	TRAINEE	DATE
1. Water			
2. Sewer			
3. Tree			
4. Streets			
5. Maint			
6. Automech			

The above training material on **Second Rotation: Public Works Type Codes (#1-6)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift



**Redwood City
Police
Communications
Training
Phase 3**

THIRD PHASE

Type Code Comparisons

Review associated policies and procedures, and clarifying questions that can be asked, that can help differentiate between these similar type codes, which are often confused.

Training Material Reviewed	CTO	TRAINEE	DATE
1. 415F vs. 415DV vs. 242			
2. 488SHOP vs 488 vs. 211			
3. 10851 vs. 215			
4. WELCK vs. 10-56A			
5. WEAPON vs. MANW/GUN vs. 417			
6. 10-70 vs. 459R vs. 10-66			
7. 647F vs. 10-53 vs 10-51			
8. 11-82 vs 11-81 vs. 11-83 vs 11-80			
9. 220 vs. 261 vs. 288			
10. Civil vs. Criminal issues			
11. 10-66C vs 10-66			

The above training material on **Third Rotation: Type Code Comparisons** (#1-11) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

THIRD PHASE

Common Referrals

Contacts to which callers are frequently referred

Training Material Reviewed	CTO	TRAINEE	DATE
1. Truancy Officer			
2. Warrants			
3. Records			
4. Booking/Jail			
5. Code Enforcement/CCAT			
6. Drug Activity/NTF			
7. Abandon Vehicle			
8. Crime Hotline			
9. Traffic Complaint Hotline			
10. Special Events Hotline 4 th of July			
11. Humane Society SPCA			
12. Property Room			

The above training material on **Third Rotation: Common Referrals** (#1-12) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

Forms

Other common forms not covered elsewhere in this workbook.

Training Material Reviewed	CTO	TRAINEE	DATE
1. 9-1-1 Misroutes			
2. PD-RIMS issues email			
3. IT Hits Tickets			
4. Avoid the 23 Details			
5. 9-1-1 Fax Transmittal Coversheet			
6. SVS forms for recoveries			

The above training material on **Third Rotation: Forms** (#1-6) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

CopLogic Overview

Review of on-line reporting system

Training Material Reviewed	CTO	TRAINEE	DATE
1. Online access			
2. Crime Tip			
3. Hit and Run			
4. Lost Property			
5. Vandalism Graffiti			
6. Vehicle Tampering			
7. Harassing Phone Calls			
8. Identity Theft			
9. Theft			
10. Theft from a vehicle			

The above training material on **Third Rotation: CopLogic Overview (#1-10)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____ DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift
_____ Initials	_____ CTO	_____ ID#	_____ Shift

LAWNET DOJ

Overview of DOJ Resources on LAWNET

Training Material Reviewed	CTO	TRAINEE	DATE
1. Cal-Photo			
2. Megan's Law			
3. Cal-Gang			
4. Parole/LEADS			
5. DOJ Hate Crimes			
6. CSAR/VCIN			
7. CLEW			
8. E-CARS			
9. E-CARS Juvenile			
10. CDCR Inmate Locator			
11. Smart Justice			

The above training material on **Third Rotation: LAWNET DOJ (#1-11)** was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift

LAWNET LOCAL

Overview of local resources on LAWNET

Training Material Reviewed	CTO	TRAINEE	DATE
1. sRIMS			
2. Mug Shots			
3. 10851 Hot Sheet			
4. Jail Booking Lawnet			
5. Jail Booking External			
6. Coplink			
7. NCRIC			
8. Agency Directory			
9. Tax Assessor			
10. Sheriff's Forensic Lab			
11. 911 Misroute			
13. APC Message Log			
14. APBnet TRAK			

The above training material on **Third Rotation: LAWNET LOCAL** (#1-14) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift

LAWNET Local Continued

Overview of local resources on LAWNET

Training Material Reviewed	CTO	TRAINEE	DATE
15. CORA Referral			
16. Lawnet Secure Server			
17. Web EOC (beta site)			
18. Police Radio			
19. Documents			
20. CAD systems			
21. Translation Cards			
22. Miscellaneous			
23. Traffic			
24. Crime Analysis			
25. Technical			
26. Crime Graphs			

The above training material on **Third Rotation: LAWNET Local**(#15-26) was reviewed with me and I acknowledge receipt of the training.

TRAINEE: _____

DATE: _____

CTO INFORMATION (All Trainers who have initialed in the boxes above.)

Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift
Initials	CTO	ID#	Shift

Evaluation Stage

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency: Performance - Written Skills

Competent

- The written communication produced by the trainee is generally concise and organized.
- The trainee produces accurate written documentation in a timely manner.
- Written communication resembles that of an experienced dispatcher with standard writing skills.
- The trainee's CAD incidents generally:
 - Contain specific facts to support the incident type.
 - Use correct verbiage.
 - Contain suspect descriptions that are complete, accurately documented, and properly formatted (including suspects when descriptions have been provided).
 - Contain vehicle descriptions that are complete, accurately documented, and properly formatted (when descriptions have been provided).
 - Contain complete weapon information when available and appropriate.
 - Contain drug or alcohol information when available and appropriate.
 - Includes all necessary information for officer safety, citizen safety and the apprehension of the suspect.
- Avoids personal opinions or editorial comments.
- Reflects the comments and needs of field units accurately.
- The trainee understands and can follow written directions.
- The trainee's written work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Expectations

- The written communication produced by the trainee is routinely well written, concise and organized.
- The trainee's CAD incidents consistently:
 - Contain specific facts supporting the incident type.
 - Use appropriate verbiage.
 - Contain suspect descriptions that are accurately documented and properly formatted (when the descriptions have been provided).
 - Contain vehicle descriptions that are complete, accurately documented, and properly formatted (when descriptions have been provided).
 - Contain complete weapon information when available and appropriate.
 - Contain drug or alcohol information when available and appropriate.
 - Include all necessary information for officer safety, citizen safety and the apprehension of the suspect.
- Avoid personal opinions or editorial comments.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Reflect the comments and needs of field units accurately.
- The trainee produces written documentation quickly while maintaining accuracy.
- The trainee understands and can follow written directions.

Progressing Satisfactorily

- The trainee is generally able to produce understandable written communications using appropriate public safety language.
- The documentation in the trainee's CAD incidents is continuing to improve in detail, verbiage, and formatting.
- The trainee's written communication is equivalent to work products created by trainees with similar level of experience and training.
- The trainee is not experiencing any recurring difficulties in this area.

Needs Improvement

- The written communication produced by the trainee is deficient in one or more of the following areas:
 - Accuracy
 - Disorganized
 - Inappropriate verbiage
 - Concise
 - Understandable
 - Grammar
 - Spelling
- The CAD incidents created by the trainee contain one or more of the following:
 - Omissions or misstatements of facts provided by sources.
 - Elements of crime missing.
 - Spelling errors.
 - Confusing or misleading narrative.
 - Provided suspect or vehicle information is missing, incomplete, or inaccurate.
- The trainee spends an excessive amount of time formatting and reformatting information for their training and experience.
- The trainee's written communication is lacking and not equivalent to work products created by trainees with similar level of experience and training.
- The trainee is experiencing recurring difficulties in this area.

Not Observed

- This specific skill was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee's performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency: Performance – Verbal Skills

Competent

- The trainee:
 - Accurately relays necessary information.
 - Can convey thoughts in a clear, understandable manner.
 - Is able to speak at the level the listener can understand.
 - Uses proper voice inflection and enunciation.
 - Is able to explain policy and procedures.
 - Does not let personal opinions influence professional communications or conversations.
- When conducting an interview, the trainee:
 - Uses the proper salutation when answering the various telephone lines.
 - Is able to quickly establish a rapport with the caller.
 - Uses the caller's name if provided.
 - Uses appropriate calming techniques when needed.
 - Asks appropriate questions in a logical sequence to determine the scope and nature of the incident being reported.
 - Is able to redirect questioning when necessary as information is provided.
 - Able to direct the conversation tactfully.
 - Keeps the caller focused.
- The trainee is able to communicate confidently, commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee has exceptional verbal skills. The trainee is:
 - Extremely articulate.
 - Conversant in public safety terms.
 - Consistently able to use the proper cadence for the listener.
 - Able to use the most appropriate verbiage for the listener.
 - Succinct in their conversations and interviews.
 - Able to accurately relay information without altering content or meaning.
 - Able to enunciate without sounding condescending.
 - Easily understood.
 - Able to demonstrate a personal understanding of information received and clarifies missing or confusing content.
- The trainee's voice is comfortable to listen to and loud enough to be heard but does not disrupt the workplace.
- The trainee sounds confident and controlled while allowing an appropriate amount of voice inflection.

EVALUATION STAGE

Public Safety Communications Dispatcher

Progressing Satisfactorily

- The trainee is generally able to communicate at the appropriate level of the listener.
- The trainee sounds more confident as success is achieved.
- The trainee is managing appropriate voice inflections.
- The trainee's verbal communication is becoming more succinct.
- The trainee is replacing terms with more appropriate public safety verbiage.
- The trainee's verbal communication is equivalent to a peer with similar experience and training.
- The trainee is not experiencing any reoccurring difficulties in this area.

Needs Improvement

- The trainee has poor conversational skills, which may be demonstrated by:
 - Inappropriate voice inflection.
 - Body language inconsistent with verbiage.
 - Using slang or jargon inappropriately.
 - Using the wrong verbiage.
 - Mispronouncing words routinely.
 - Rambling when trying to explain.
 - Inability to relay information correctly, may misinterpret, embellish, or leave out key information.
 - Speaking too softly to be heard.
 - Speaking too loudly and disrupting the workplace.
- When conducting an interview, the trainee:
 - Uses confusing or misleading language.
 - Fails to clarify confusing or ambiguous statements.
 - Fails to use the caller's name if provided.
 - Uses slang or police jargon with non-law enforcement personnel.
 - Does not attempt to calm excited callers.
 - Causes the speaker to repeat unnecessarily (see Listening Skills, below).
 - Fails to respond or react to the speaker.
 - Verbal expression inconsistent and inappropriate to the situation.
 - Allows inappropriate silence.

Not Observed

- This specific skill was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency: Performance – Listening Skills

Competent

The trainee accurately hears, comprehends, and documents information relayed verbally.

- Reacts and responds appropriately to information received
- Infrequently asks for information to be repeated.
- Uses active listening techniques.
- Responds appropriately to verbal communications within the center.
- Follows verbal instructions.
- Refrains from distractions that may impact listening
- While conducting an interview the trainee:
- Actively listens to the caller.
 - Responds appropriately to what is said.
 - Rarely has information repeated.
 - Listens for background sounds on the radio and telephone.
 - Recognizes and identifies pertinent facts.
 - Clarifies confusing information.
- The trainee exhibits listening skills commensurate with those of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee:
 - Demonstrates the ability to actively listen, comprehend, and document information received verbally.
 - Consistently reacts and responds appropriately to information received.
 - Rarely needs information to be repeated.
- The trainee pays attention to the totality of the calls for service, including:
 - The choice of verbiage of the caller.
 - The voice inflection of the caller.
 - Background sounds.

Progressing Satisfactorily

- The trainee's understanding and comprehension of information received verbally are continuing to improve.
- The trainee is demonstrating listening and comprehension at a level similar to trainees with the same level of training and experience.

Needs Improvement

- The trainee
 - Frequently demonstrates an inability to accurately hear and comprehend information received verbally.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Misses important information.
- Does not respond appropriately to verbal communications within the center.
- Frequently needs information repeated.
- Is distracted by unrelated activity, not focused on the conversation at hand.
- Distorts, misstates, or misinterprets the message the client expressed.
- Fails to clarify confusing or unclear statements.

Not Observed

- This skill was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance: Accuracy/Thoroughness:

Competent

- The trainee is able to follow through on dispatch tasks and accurately obtain, relay and provide information.
- When processing CAD incidents, the trainee:
 - Ensures the content is complete based on the information provided by the caller or field unit.
 - Clarifies missing or confusing content.
 - Explains what information is unclear and why.
 - Paraphrases without changing the content.
 - Does not change, delete or embellish facts.
 - Follows through with reporting parties, other agencies, supervisors and/or field units.
- The trainee completes tasks before or on time.
- The trainee's work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is consistently:
 - Thorough and accurate when completing tasks.
 - Follows through on even the most minor assigned tasks.
 - Strives for 100 percent accuracy in all areas.
- The trainee completes tasks before the due date.

Progressing Satisfactorily

- The trainee's work product is completed quicker as the task is repeated.
- The trainee requires less CTO intervention as training progresses.
- The trainee's ability to follow through with reporting parties, other agencies, supervisors, and/or field units is improving.
- The trainee's performance and work products are similar to trainees with similar levels of experience.

Needs Improvement

- The trainee demonstrates an inability to follow through on tasks.
- The trainee:
 - Does not accurately document information provided by callers or field units.
 - Embellishes, changes, or deletes information provided by callers or field units.
 - Does not clarify missing or confusing incident content.
 - Is unable to paraphrase without changing the meaning of the message.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Fails to follow through with reporting parties, other agencies, supervisors, and/or field units.
- Fails to complete assigned tasks.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance / CAD Skills:

Competent

- The trainee is able to:
 - Utilize CAD to its fullest capabilities.
 - Use the appropriate CAD commands accurately and in timely manner.
 - Access all databases in CAD.
 - Populate the various data fields quickly.
 - Able to reboot the CAD work station after a lockup.
- The trainee exhibits CAD skills and knowledge commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee has mastered all aspects of CAD.
- The trainee:
 - Is able to quickly and accurately populate the CAD fields.
 - Does not need to refer to notes to manipulate the CAD system.
 - Is proficient in CAD maintenance areas.

Progressing Satisfactorily

- The trainee continues to expand their knowledge of:
 - CAD commands as they learn more of the public safety dispatcher functions.
 - CAD inquiries and responses.
 - CAD protocols.
- The trainee's skills continue to increase in accuracy and speed while:
 - Entering calls for service.
 - Documenting field-initiated activities
- The trainee's performance is similar to trainees with similar experience and training.

Needs Improvement

- The trainee is unable to retain frequently used CAD commands or inquiries.
- The trainee has difficulty:
 - Determining correct commands.
 - Locating information in CAD.
 - Entering information in proper format or location.
 - Restarting the CAD workstation after a lockup.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

Competency Performance/Stress Control:

Competent

- The trainee exhibits calm self-control when confronted with a frustrating situation or personality.
- During critical incidents or emergency situations, the trainee:
 - Sounds confident, controlling voice inflections and volume.
 - Follows procedures.
 - Manages radio traffic or the interview with the caller while providing timely updates to the field units.
 - Controls temper.
 - Remains visibly calm.
 - Understands and accepts limitations of control.
 - Is able to act, making conscious decisions based on the shifting nature of the incident.
- The trainee is able to explain their decisions.
- When confronted with potentially stressful situations, the trainee responds professionally and appropriately.

Exceeds Training Expectation

- The trainee demonstrates professionalism, courtesy and composure regardless of the situation.
- The trainee maintains self-control during all interactions.
- Progressing Satisfactorily
- The trainee exhibits a controlled attitude and is able to maintain order in most instances with each continued success.
- New incidents that have not been experienced before may cause some issues with maintaining composure.
- Performance is similar to trainees with a similar level of training and experience.
- The trainee has not experienced serious or reoccurring problems.

Needs Improvement

- The trainee is outwardly emotional and unable to maintain composure, which may be demonstrated by:
 - Losing their temper, or

EVALUATION STAGE

Public Safety Communications Dispatcher

- Verbally responding inappropriately,
- Crying,
- Becoming physically aggressive,
- Yelling or cursing.
- During potentially stressful situations, the trainee:
 - Panics,
 - Freezes,
 - Leaves the assigned position,
 - Fails to respond to directions, or
 - Becomes visibly nervous and agitated and it is apparent on the audio recording.
- With several opportunities for success, the trainee continues to have difficulty managing interviews or radio traffic.

Not Observed

- The ability to manage stress was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance/Decision-Making/Critical Thinking:

Competent

- The trainee makes independent, sound decisions based on policy or procedures and the dynamics of a fluid situation.
- The trainee:
 - Is able to explain their decisions.
 - Anticipates potential problems and prepares solutions.
 - Consistently arrives at the most logical approach to a situation quickly and follows through.
 - Is able to prioritize and handle multiple calls/requests accurately.
- The trainee is:
 - Analytical
 - Perceptive
 - Able to acknowledge errors and self corrects.
 - Continually reevaluating the situation, possible options and potential consequences as facts are revealed.
- The trainee exhibits decision-making skills commensurate with those of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee generally demonstrates ability to make independent, ethical decisions and solve problems by:
 - Reasoning out the situation.
 - Considering options, alternatives, and consequences.
 - Soliciting other opinions/views when appropriate.
 - Being flexible.
- The trainee demonstrates an increasing ability to prioritize multiple calls or requests based on sound critical thinking.

Progressing Satisfactorily

- The trainee's ability to make independent, logical, ethical decisions and solve problems continues to improve.
- The trainee has demonstrated the ability to:
 - Retain each experience and apply that knowledge to similar experiences.
 - Ask questions to achieve an understanding of situations.
 - Solicit feedback.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or recurring problems in this area.

EVALUATION STAGE

Public Safety Communications Dispatcher

Needs Improvement

- The trainee is generally unable or unwilling to make independent decisions or solve problems.
- The trainee:
 - Does not reason out problems.
 - Fails to consider options/alternatives.
 - Fails to solicit other opinions/views.
 - Relies on the CTO to provide solutions to situations that the trainee has handled on prior occasions.
- The trainee makes decisions but is unable to explain their thought process.
- The trainee cannot prioritize and/or handle multiple calls/requests.
- The trainee fails to reevaluate a fluid situation with each piece of information provided.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance/Initiative:

Competent

- The trainee shows ongoing interest in increasing efficiency and job knowledge.
- The trainee:
 - Documents and reviews key information in a well-organized notebook.
 - Examines resources.
 - Researches information and answers.
 - Utilizes free time to study or review information.
- The trainee shows an interest in continued learning and improving performance.

Exceeds Training Expectation

- Generally uses all free time to learn and perfect their craft:
 - Does extra to increase job knowledge, efficiency and job performance.
 - Offers suggestions that may improve performance of the Communications Center.
 - Follows through and completes projects without the prompting of the CTO.
 - Continuously reviews material.
 - Researches independently before seeking assistance or confirmation.

Progressing Satisfactorily

- The trainee requires less and less prompting by the CTO to increase efficiency and job knowledge.
- The trainee generally fills down time with job-related material.
- The trainee may make suggestions to assist in their learning.
- The trainee arrives prepared and ready for the next lesson.
- Performance is similar to trainees with a similar level of training and experience.
- The trainee has not experienced any serious or recurring problems

Needs Improvement

- The trainee is either unable or unwilling to initiate activities that would increase their knowledge or efficiency, which may be demonstrated by:
 - Asking for answers instead of researching as time allows.
 - Failing to use computer/resources efficiently.
 - Expecting the CTO to provide everything.
 - Attempting to conduct personal business while on duty.
 - Becoming more interested in peers' personal business than job requirements.
 - Remaining idle during free time, wasting time.
- The trainee overall is:
 - Doing less than the minimum acceptable standard for required tasks and may or may not routinely offer excuses.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Failing to complete assignments on time.
- Demonstrating poor time management on the job.
- Failing to follow through on suggestions for improvement.
- Continuing to seek direction from the CTO after having several opportunities to process the same or very similar incidents.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance/Call Taker and/or Radio Public Safety Dispatcher:

Competent

- The trainee is able to process all but very unique incidents without assistance.
- The trainee is able to recognize and respond to calls for service and/or radio traffic appropriately.
- The trainee, when conducting an interview:
 - Accurately copies and verifies addresses.
 - Asks questions in a logical sequence.
 - Asks appropriate questions in a manner to elicit a response.
 - Documents all key information.
 - Handles calls in a timely manner.
 - Gathers proper information for officer safety and probable cause.
 - Properly codes and prioritizes calls for service.
 - Explains what action will be taken i.e., an officer will be sent out, etc.
 - Recognizes and correctly processes duplicate calls for service.
 - Hears, acknowledges and responds to other dispatchers and/or supervisors in the Communications Center.
 - The trainee, while working the radio:
 - Is understandable and concise.
 - Rarely misses radio transmissions.
 - Comprehends radio transmissions.
 - Retains information received.
 - Sounds confident.
 - Properly uses radio codes and police terminology.
 - Does not cut off their transmissions.
 - Is able to keep pace with radio traffic.
 - Uses proper unit identifiers.
 - Prioritizes radio traffic and dispatches calls correctly.
 - Makes timely broadcasts of critical information.
 - Hears, acknowledges and responds to other dispatchers and/or supervisors in the Communications Center.
 - Recognizes and correctly processes duplicate calls for service
- The performance and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee's performance and work product is superior to the performance and work product of most trainees with similar training and experience.

EVALUATION STAGE

Public Safety Communications Dispatcher

- The trainee is able to process unique calls or calls they have not been exposed to with little CTO intervention.
- The trainee makes appropriate decisions and processes calls for service without waiting for cues or prompts from the CTO.

Progressing Satisfactorily

- The trainee continues to improve while requiring less CTO intervention as experience and knowledge increases.
- The trainee's understanding and application of radio codes and priorities are increasing with experience.
- Performance is similar to trainees with a similar level of training and experience.
- The trainee has not experienced any serious or reoccurring problems.

Needs Improvement

- The trainee displays a general inability to accurately recognize and respond to calls for service and/or radio traffic.
- While conducting an interview, the trainee frequently:
 - Fails to ask all appropriate questions.
 - Fails to recognize or document important information.
 - Has the caller repeat information.
 - Uses an inappropriate priority or radio code.
 - Mistakes facts.
 - Uses confusing or misleading language.
 - Does not accurately relay facts or details.
 - Fails to clarify confusing or ambiguous statements.
 - Rambles when trying to explain.
 - Uses codes and phonetic alphabet with callers.
- While working as a radio dispatcher, the trainee frequently:
 - Trainee radio transmissions are confusing or lengthy.
 - Misses radio transmissions.
 - Does not comprehend radio transmissions.
 - Does not retain information received.
 - Uses poor voice inflections.
 - Does not properly use radio codes and police terminology.
 - Does not use unit identifiers or uses them inappropriately.
 - Has field units standby unnecessarily.
 - Does not differentiate between high and low priority calls.
 - Fails to rebroadcast key information or directions.
 - Fails to relay officers' / citizens' information.
 - Fails to hear, acknowledge or respond to other dispatchers and/or supervisors in the Communications Center.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency: Performance/ Versatility or Adaptability:

Competent

- The trainee is able to:
 - Fluidly move from one situation to another.
 - Work efficiently during both slow and busy periods.
 - Consistently apply knowledge and experience to new situations.
 - Readily adjust to new duties and challenges.
- The trainee consistently exhibits a level of flexibility and adaptability commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is able to:
 - Adapt to changing incidents and information with little difficulty.
 - Properly apply acquired knowledge to similar or new situations.
 - Accept change without criticism or complaint.
 - Apply the most current laws, policies or procedures to the situation at hand.

Progressing Satisfactorily

- The trainee is generally able to:
 - Understand the differences and similarities in situations which cause different outcomes.
 - Adapt to change and new experiences.
 - Apply knowledge in a variety of situations and is able to do so in an increasing number of instances.
- Performance is similar to trainees with a similar level of training and experience.
- No serious problems have been detected.

Needs Improvement

- The trainee is unable to adjust decisions to changing information.
- The trainee is generally unable to adequately resolve incidents by applying their knowledge and experience to new but similar situations.
- The trainee complains and criticizes change.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance/Retention of Information:

Competent

- The trainee is able to retain information such as descriptions and incidents from prior workdays.
- The trainee can recall transmissions or conversations from prior workdays.
- The trainee recalls and applies:
 - Prior experience and instruction.
 - New or acquired knowledge appropriately.
 - Current policies and procedures.
- The trainee's ability to retain and recall information is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is able to accurately recall and apply information regarding prior incidents.
- The trainee retains descriptions, details, and incidents for an extended amount of time and uses that information when needed.
- The trainee continually increases their ability to accurately recall policies and procedures.

Progressing Satisfactorily

- The trainee is able to retain information such as policies and procedures with continued application.
- The trainee is able to recall training information and apply it to similar incidents.
- The trainee's performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring adaptability issues.
- Needs Improvement
- General inability to retain information received:
 - Does not retain information recently received.
 - Does not recall recent calls for service.
 - Cannot recall prior repeated instruction.
 - Cannot recall or apply policies or procedures after several applications.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Performance/Officer and Citizen Safety:

Competent

- As a call taker the trainee consistently:
 - Asks for complete locations and descriptions.
 - Gathers proper information for officer safety and probable cause.
 - Actively listens in a fully engaged manner.
 - Processes calls quickly without neglecting information.
 - Asks the caller to remain on the telephone when it is advantageous to the public safety response and will not jeopardize the caller's safety.
- As a radio dispatcher, the trainee consistently:
 - Keeps status monitor updated.
 - Understands and properly prioritizes radio traffic.
 - Understands the need for specific information on incidents.
 - Sends appropriate number of officers on calls.
 - Responds in a timely manner.
 - Makes timely broadcast of critical information.
 - Actively listens in a fully engaged manner.
 - Is prepared for the next transmission.
 - Is concise in their communications.
- The trainee's conduct and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Expectation

- The trainee continues to improve their ability to:
 - Recognize potential officer and citizen safety risks and takes necessary precautions.
 - Quickly and accurately relays officer safety information.
 - Asks all of the appropriate questions pertaining to officer and citizen safety for the situation.
- The trainee initiates and participates in discussions of various scenarios involving officer and citizen safety and various actions and consequences that could occur.
- The trainee understands the need to be concise on the radio and the consequences of monopolizing the air waves.

Progressing Satisfactorily

- The trainee is increasing their ability to:
 - Recognize situations or issues which may compromise officer and citizen safety, and
 - Offer alternatives that mitigate and enhance the safety of all principals.

EVALUATION STAGE

Public Safety Communications Dispatcher

- The trainee continues to improve their understanding of the consequences their actions may have on officer and citizen safety.
- The trainee's knowledge and performance is similar to most trainees with similar training and experience.
- The trainee has not demonstrated any serious or continuing performance problems related to officer or citizen safety.

Needs Improvement

- The trainee is unable to recognize and respond effectively to officer safety issues after repeated exposure to similar incidents.
- During interviews, the trainee may demonstrate one or more of the following issues:
 - Does not ask all the appropriate questions pertaining to officer safety (weapons, drugs, alcohol, number and location of suspects, etc).
 - Fails to document or relay officer safety information.
 - Does not understand the need for specific information on incidents.
- While on the radio, the trainee may demonstrate one or more of the following issues:
 - Fails to maintain accurate unit status.
 - Fails to prioritize radio traffic.
 - Does not understand the need for specific information on incidents.
 - Is slow to react and/or does not send appropriate number of officers on calls.
 - Does not ask all the appropriate questions pertaining to officer safety (weapons, drugs, alcohol, number and location of suspects, etc).
 - Monopolizes the radio.
 - Fails to rebroadcast key information or direction.
 - Fails to document or relay officer safety information.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Interpersonal/Conduct Toward Citizens:

Competent

- The trainee establishes competent, courteous interpersonal contacts.
- The trainee is always:
 - Empathetic
 - Non-discriminatory
 - Objective
 - Professional
 - Patient
- The trainee exhibits interpersonal skills commensurate with those of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is professional and courteous.
- The trainee attempts to understand the emotions and reactions of the callers.
- The trainee utilizes defusing techniques when confronted with an emotional caller, i.e., offering to help or apologizing when appropriate.

Progressing Satisfactorily

- The trainee understands the range of emotions victims may feel and display and is continuing to learn how to best defuse the emotions.
- The trainee's ability to build rapport with callers is improving.

Needs Improvement

- The trainee's poor interpersonal skill hampers their ability to conduct effective interviews. They frequently sound:
 - Abrupt and/or belligerent
 - Overbearing
 - Discriminatory
 - Patronizing
 - Impatient
 - Aggressive
 - Rude

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The

EVALUATION STAGE

Public Safety Communications Dispatcher

reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Interpersonal/Conduct Towards Co-Workers:

Competent

- The trainee respects and supports the duties, roles and responsibilities of other agency personnel.
- The trainee is:
 - Considerate of the workload of others.
 - Sincere.
 - A team player.
 - Aware of, and follows, the chain of command.

- The trainee does not criticize peers in an inappropriate forum
- The trainee takes constructive criticism in the spirit in which it is offered.
- The trainee may have created or participated in activities or projects that promoted or improved co-workers' morale.
- The trainee puts the team ahead of personal feelings or needs

Exceeds Training Expectation

- The trainee is:
 - Tactful and diplomatic in challenging situations.
 - Approachable.
 - Supportive.
 - Sincere.
- The trainee works in a cooperative and positive manner with all agency members.
- The trainee has received peer compliments based on cooperative interactions.

Progressing Satisfactorily

- The trainee interacts with co-workers in a polite, helpful manner consistent with expected conduct in a professional workplace.
- The trainee takes responsibility for their role in negative interactions and attempts to improve in further interactions.

Needs Improvement

- The trainee belittles and rejects the duties, roles and responsibilities of other agency personnel.
- The trainee:
 - Is inconsiderate, belligerent, uncooperative, sarcastic, rude, or abrupt.
 - Does not work within the team.
 - Listens to gossip or perpetuates gossip.
 - Does not get along with and/or is disrespectful of other agency personnel.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Blames others for the trainee's shortcomings.
- Is critical or belittles others.
- An active participant in handling the workload and volunteers to assist others.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Interpersonal/Conduct Towards Supervisors:

Competent

- The trainee consistently adheres to the chain of command and is respectful of authority.
- The trainee respects and supports the duties, roles and responsibilities of the training officer and supervision.
- The trainee does not criticize or ridicule supervisors in an inappropriate forum but, instead, addresses the issues first with the supervisor.
- The trainee addresses superiors by rank or other acceptable title.
- The trainee does not participate in gossip or undermining supervisors or superior officers.
- The trainee follows direct orders without argument.

Exceeds Training Expectation

- The trainee addresses any issues that occur with the appropriate supervisor while maintaining a respectful and professional demeanor.
- The trainee routinely seeks feedback and attempts to implement the suggestions for improved job performance.
- The trainee understands the overall responsibility of the supervisor.

Progressing Satisfactorily

- The trainee actively participates in discussions with supervisors for improved job performance.
- The trainee attempts to incorporate suggestions for improvement.
- The trainee participates openly in discussions to resolve conflicts.

Needs Improvement

- The trainee does not display respect or support for the duties, roles and responsibilities of the training officer or other supervisors.
- The trainee fails to follow the chain of command.
- The trainee discusses and solicits information from others outside of their chain of command in an effort to support the trainee's position, belief, or conduct.
- The trainee is critical, disrespectful, or insubordinate to CTO's, other supervisors, or superior officers.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Interpersonal/Acceptance of Criticism:

Competent

- The trainee actively seeks constructive criticism for improved job performance.
- The trainee immediately implements suggestions for improved job performance.
- The trainee accepts responsibility for their conduct and job performance.
- The trainee explains actions and behavior without excessive rationalization or defensiveness.

Exceeds Training Expectation

- The trainee actively solicits constructive feedback and uses it to improve performance.
- The trainee seeks to understand the consequences and options on various incidents as they progress through the training program.
- The trainee assumes responsibility for actions and learns from them.
- The trainee requires less input and direction as experience and training progresses.

Progressing Satisfactorily

- The trainee generally accepts responsibility for their conduct and actions with minimal defensiveness.
- The trainee accepts responsibility for their learning.
- The trainee shares concerns in an appropriate forum with the intent to meet training needs.

Needs Improvement

- The trainee is unable to accept criticism in a constructive manner.
- The trainee:
 - Does not apply input to future efforts.
 - Is defensive or argumentative.
 - Makes unreasonable rationalizations.
 - Blames others for the action or outcome.
 - Is hostile.
 - Complains to inappropriate people.
 - Uses inappropriate body language (i.e., rolling of the eyes, failing to look at the other person, sighing, etc.)

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Interpersonal/Self-Image and Confidence:

Competent

- The trainee's conduct indicates positive self-image by:
 - Accepting criticism as a means to improve the work product.
 - Acknowledging successes or errors in balance.
 - Acknowledging errors as a learning opportunity.
 - Not being hyper self-critical
- The trainee does not let mistakes become an obstacle from which they are unable to progress.
- The trainee verbalizes positive self-talk.
- The trainee demonstrates appropriate self-confidence by:
 - Providing solutions when asking for assistance with difficult or complex situations beyond their experience and training.
 - Working through new situations which should be within their scope of training and experience.
- The trainee is decisive, willing to make decisions or express their opinions.

Exceeds Training Expectation

- The trainee is introspective in an effort to enhance success as a public safety dispatcher.
- The trainee's confidence is increasing in most situations.
- The trainee acknowledges and corrects errors then quickly moves on to the next task until there is a proper time to analyze the error.

Progressing Satisfactorily

- The trainee generally demonstrates a positive self-image.
- The trainee displays growing confidence and trust in their own decisions and abilities.

Needs Improvement

- The trainee demonstrates a negative self-image through comments or action. For example, the trainee:
 - Focuses excessively on, or distorts, criticism.
 - Ignores successes or compliments.
 - Distorts the importance of their successes or errors.
 - Is hyper self-critical.
 - Is unable to move forward from mistakes or errors in judgment.
 - Verbalizes negative self-talk.
 - Assumes they are the center of attention in the Communications Center.
- The trainee demonstrates a lack confidence through comments or actions. For example, the trainee:

EVALUATION STAGE

Public Safety Communications Dispatcher

- Will not offer solutions but waits for specific direction from the CTO before taking action.
- Seeks approval from the CTO for every decision or action.
- Is indecisive.
- Avoids interacting with others.
- Is overly aggressive.
- Is timid.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/Laws, Policies and Procedures:

Competent

- The trainee has the knowledge to discuss and properly apply:
 - Policies
 - Procedures
 - Criminal laws
 - Incident codes
 - Priority codes
 - Response codes (Code 3, Code 2, and Code 1)
- The trainee is able to research less frequent, non-critical information.
- The trainee is able to describe and apply incident codes and priorities.
- The trainee knows and can demonstrate the techniques for effective interviewing.
- The trainee knows and can demonstrate the procedure for effective deployment of field units.
- The trainee demonstrates knowledge commensurate with an experienced public safety dispatcher

Exceeds Training Expectation

- The trainee:
 - Researches information as time allows.
 - Initiates discussions in anticipation of incidents that might occur.
 - Retains and applies new knowledge quickly and appropriately.
- The trainee is able to defend their decision based on law, policies, or procedures.

Progressing Satisfactorily

- The trainee:
 - Asks relevant questions to clarify written policies and procedures.
 - Asks clarifying questions when confronted with similar situations that have different processing outlines, i.e., different priority or incident codes.
 - Generally understands and attempts to apply policies and procedures.
 - Knows how to locate low frequency, low critical information in the various manuals.
- The trainee is able to retain new knowledge after a few applications.
- The trainee continues to improve their understanding of:
 - Commonly used incident codes.
 - Priority codes.
 - Commonly used policies and procedures.
 - Common violations of the law.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring problems in this area.

EVALUATION STAGE

Public Safety Communications Dispatcher

Needs Improvement

- The trainee is unable to retain or apply learned information after repeated opportunity.
- The trainee:
 - Does not demonstrate understanding of policy/procedures.
 - Does not apply policy/procedures effectively.
 - Does not access policy/procedure manuals or files effectively.
 - Is unable to tailor interviews to determine appropriate crimes.
 - Is unable to determine the appropriate crime code based on information provided by the caller.
 - Does not properly prioritize incidents.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/General Resources:

Competent

- The trainee:
 - Demonstrates understanding and utilizes available resources efficiently.
 - Demonstrates an understanding of how to utilize reference materials.
 - Reviews resources periodically.
 - Accesses databases in compliance with law and policy.
 - Knows what information is accessible and how to access the information.
 - Reviews daily logs.
 - Reviews prior shift's activities.
- The trainee's knowledge of available resources is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee actively explores the resources available in the Communications Center during slower periods.
- The trainee expands knowledge by searching out or soliciting others for additional resources that may not be common knowledge.
- The trainee proficiently accesses and uses available resources as they are introduced to the trainee.

Progressing Satisfactorily

- The trainee is requiring less prompting to access resources.
- The trainee:
 - Has general knowledge that information is available but may need assistance locating the information.
 - Reviews and researches resources to increase knowledge as it is needed or required by the training program.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

- The trainee:
 - Does not demonstrate understanding available resources.
 - Does not utilize available resources.
 - Does not understand how to utilize resources after several opportunities.
 - Relies on others for answers rather than utilizing resources

Not Observed

EVALUATION STAGE

Public Safety Communications Dispatcher

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/Computer Aided Dispatch (CAD) Manual:

Competent

- The trainee:
 - Successfully utilizes the CAD manual.
 - Reviews manual periodically.
- The trainee's knowledge of the CAD Manual is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee independently reviews the CAD manual as needed to gain a complete understanding of all areas of CAD.

Progressing Satisfactorily

- The trainee:
 - May need assistance initially with locating and understanding the manual content but less assistance is required as training progresses.
 - Generally retains information as their experiences progresses.
 - Requires less assistance or prompting to effectively utilize the CAD manual as training continues.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

- The trainee:
 - Seldom reviews the CAD manual, or
 - Continues to have difficulty understanding and/or utilizing the CAD manual with repeated exposure.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/Training Manual:

Competent

- The trainee:
 - Understands and utilizes the training manual as a resource guide.
 - Has created a well-organized personalized version of their manual for easy reference.
- The trainee's knowledge of the training manual is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee always has their training manual available
- The trainee is able to quickly refer to points of interests within their manual
- The trainee always uses the training manual as a reference guide for studying
- The trainee continues to add useful and easily referenced information to their manual
- The trainee is creating a resource guide of their own from their training manual to use as a reference once training is complete.

Progressing Satisfactorily

- The trainee:
 - Regularly has their training manual in their possession.
 - May need prompting to locate some information in the manual.
 - May be organizing and creating a personal version of the manual or personalizing the training manual.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

- Does not understand/and or utilize the training manual as a resource

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/Communications Equipment:

Competent

- The trainee has a good working knowledge of the types of equipment utilized in the communications center.
- The trainee:
 - Utilizes telephone equipment properly, including the TDD/TTY device.
 - Responds to “silent calls” appropriately.
 - Utilizes the records management system appropriately.
 - Properly logs into and out of all communications equipment.
 - Understands and utilizes the radio equipment.
 - Properly handles equipment and is careful not to damage the property.
 - Recognizes and reports equipment malfunctions, following the proper procedures for trouble-shooting and notifications.
- The trainee’s knowledge of communications equipment is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is becoming comfortable with the various pieces of communications equipment.
- The trainee:
 - Recognizes and describes the malfunction when reporting communications equipment failures.
 - Reviews the procedures which are implemented when various communications equipment fails.

Progressing Satisfactorily

- The trainee is becoming more proficient using the various communications equipment with continued practice.
- The trainee needs assistance with:
 - New equipment,
 - Complex equipment, or
 - Infrequently used equipment
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

- The trainee:
 - Does not have a functional knowledge of the equipment utilized in the communications center after several opportunities to utilize the equipment.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Is unable to perform basic tasks on the equipment, such as transferring calls on the telephone equipment.
- Is unable to accurately utilize computer commands and/or create computer incidents without assistance after several opportunities.
- Fails to routinely log in and out of communications equipment

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Knowledge/Call Types:

Competent

- The trainee consistently applies the call types to appropriate scenarios.
- The trainee's knowledge and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee:
 - Consistently achieves a score of 100% on all verbal and written tests.
 - Understands the meaning of each call type and is able to provide scenarios to illustrate their understanding.
 - Is able to assign the most appropriate call type to each incident with little, or no error.

Progressing Satisfactorily

- The trainee is becoming:
 - More comfortable determining call types with time and training.
 - More accurate in assigning call types on incidents.
 - Increasingly independent in assigning call types.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or recurring problems in this area.

Needs Improvement

- The trainee is unable to:
 - Accurately assign basic call types to routine calls after several opportunities.
 - Articulate the similarities or differences between various call types.
 - Create a scenario to demonstrate the meaning of a call type.
 - Achieve a passing score on written or verbal tests.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

Competency Knowledge/Geography:

EVALUATION STAGE

Public Safety Communications Dispatcher

Competent

- The trainee consistently achieves a score of 100% on all verbal and written tests.
- The trainee:
 - Has memorized and can recall addresses for common locations and landmarks.
 - Is able to provide accurate directions to streets and addresses.
 - Knows the majority of all street names, locations in the city limits and their directions.
 - Understands the layout of the jurisdiction, street directions and number assignments.
 - Is proficient at utilizing the mapping tools available to them.
- The trainee is able to deploy field resources based on geographic locations.
- The trainee exhibits geographical knowledge that is commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee has memorized major landmarks within the jurisdiction prior to the training program deadline.
- The trainee:
 - Utilizes the various map books and can provide driving directions when needed.
 - Can explain the general layout of the jurisdiction, i.e, street name groupings, address numbering.
 - Understands the numbering and directional system used in the jurisdiction
- The trainee can identify and provide the geographical law enforcement boundaries for:
 - Major shopping centers,
 - Major landmarks, and
 - High crime areas.
- The trainee applies geographical police boundaries when dispatching

Progressing Satisfactorily

- The trainee is able to memorize and recall major landmarks within the jurisdiction as required by the training program.
- The trainee is becoming proficient at utilizing the various mapping tools and continues to improve with exposure.
- Performance is similar to trainees with a similar level of experience and training.
- The trainee has not demonstrated any serious or recurring problems in this area.

Needs Improvement

- The trainee is unable to recall major landmarks within the jurisdiction as required by the training program.

EVALUATION STAGE

Public Safety Communications Dispatcher

- After repeated training the trainee is unable to:
 - Utilize maps or mapping resources effectively.
 - Access computerized street listing or directions effectively.
 - Identify major shopping centers.
 - Identify major landmarks.
 - Identify major thoroughfares.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

Competency Job Readiness/General Appearance:

EVALUATION STAGE

Public Safety Communications Dispatcher

Competent

- The trainee's appearance indicates a sense of pride and professionalism.
- The trainee adheres to all grooming and dress code policies, including:
 - Neat, clean and complete uniform or proper business attire.
 - Well-groomed hair.
 - Good personal hygiene.

Exceeds Training Expectation

- The trainee's appearance consistently indicates strong professional pride.

Progressing Satisfactorily

- The trainee arrives for work with:
 - Neat, clean and complete uniform or proper business attire.
 - Well-groomed hair.
 - Good personal hygiene.

Needs Improvement

- The trainee has arrived for work on more than one occasion not in compliance with the agency's standards, such as:
 - Uniform dirty, wrinkled, in disrepair or incomplete; shoes and belt unpolished.
 - Unkempt hair.
 - Poor personal hygiene.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Job Readiness/Punctuality and Dependability:

Competent

- The trainee arrives for work prior to the start of the shift in order to promptly relieve off-going personnel.
- The trainee arrives mentally and physically prepared for the next lesson.
- The trainee is:
 - Always punctual for shift, plugged in and ready to start at the appointed time.
 - Prompt, returning from lunch and breaks on time.
- The trainee has not used sick leave.
- The trainee completes all tasks on time or early.

Exceeds Training Expectation

- The trainee arrives for work prior to the start of the shift in order to promptly relieve off-going personnel.
- The trainee is punctual, returning from lunch and breaks on time.
- The trainee has not used sick leave.
- The trainee completes all tasks on time.

Progressing Satisfactorily

- The trainee is at their assigned position and ready to start at the beginning of their shift.
- The trainee generally arrives mentally and physically prepared for the next lesson.
- The trainee is:
 - Always punctual for shift, plugged in and ready to start at the appointed time.
 - Prompt, returning from lunch and breaks on time.
- The trainee may have:
 - Used sick leave in accordance with agency standards and policy.
 - Made the appropriate sick leave notification as dictated by policy.
- The trainee generally completes all tasks on time.

Needs Improvement

- On more than one occasion the trainee:
 - Reported late for work.
 - Returned late from a lunch or break.
- The trainee has used excessive sick leave.
- The trainee failed:
 - To make the appropriate sick leave in accordance with policy.
 - Does not take responsibility for their assigned position.
 - Does not complete assignments on time.

Not Observed

EVALUATION STAGE

Public Safety Communications Dispatcher

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Job Readiness/Mental Alertness:

Competent

- The trainee is:
 - Well rested
 - Alert
- The trainee:
 - Demonstrates willingness to learn.
 - Is prepared for instruction.
 - Participates in instruction by asking questions and providing feedback.
 - Takes notes.
 - Brings proper material to the training session.
- The trainee stays focused on job responsibilities.
- Mental Alertness
(cont)

Exceeds Training Expectation

- The trainee is:
 - Rested
 - Alert
- The trainee:
 - Demonstrates willingness to learn.
 - Is prepared for instruction.
 - Participates in instruction by asking questions and providing feedback.
 - Takes notes.
 - Brings proper material to the training session.
- The trainee stays focused on learning and practicing job responsibilities.

Progressing Satisfactorily

- The trainee is generally able to stay focused on the tasks or learning at hand.
- The trainee is prepared and actively participates in the learning process.
- The trainee generally stays focused on job responsibilities.

Needs Improvement

- The trainee is unable to focus on the learning process, possibly due to:
 - Tiredness.
 - Preoccupation.
 - Inability to concentrate
- The trainee does not actively participate in the learning process. The trainee:
 - Fails to seek clarification when confused, or
 - Seeks clarification from inappropriate people or resources.
 - Fails to take notes.

EVALUATION STAGE

Public Safety Communications Dispatcher

- Focuses on personal conversations and activities instead of on the job responsibilities.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Miscellaneous/Keyboarding & Typing:

Competent

- The trainee is able to accurately document information in CAD as it is being provided on the radio or telephone.
- The trainee is:
 - Able to touch type.
 - Able to utilize all keyboard functions without searching.
- The trainee's work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is able to document key information in CAD using shortcuts and approved abbreviations with very few errors.

Progressing Satisfactorily

- The trainee is making consistent improvement in the ability to keep pace with radio traffic.
- The trainee's work product may contain minor typing errors not effecting substance, codes, priority or safety.
- The trainee may need to look at the keyboard when using special function keys.

Needs Improvement

- The trainee's inability to touch type impacts their work product.
- The trainee:
 - Concentrates on the keystrokes, which negatively impacts the interview process.
 - Is unable to document information in CAD as it is provided.
 - Fails to use appropriate approved abbreviations.
 - Makes excessive misspellings or typing errors, which require correcting prior to completing the documentation.
 - Makes excessive typing errors which impact content, priority, code, or safety.
 - Fails to use free time to practice keyboarding.
 - Is unfamiliar with the standard keyboard.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The

EVALUATION STAGE

Public Safety Communications Dispatcher

reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Miscellaneous/Ergonomic Awareness:

Competent

- The trainee has developed proper ergonomic habits, which include:
 - Regularly adjusting the console equipment and chairs throughout the shift.
 - Regularly changing positions or stretching as needed.
 - Sitting deep in the chair.
- The trainee relieves eyestrain by periodically focusing on items at different distances from the work station.
- The trainee recognizes poor habits that could lead to injury and takes personal responsibility to mediate risk.
- The trainee's conduct is commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

- The trainee is developing proper ergonomic habits.
- With minimal intervention from the CTO, the trainee:
 - Adjusts the console equipment and chairs throughout the shift.
 - Changes positions or stretches as needed.
 - Sits deep in the chair.
- The trainee relieves eyestrain by periodically focusing on items at different distances from work station.
- The trainee understands the need to take personal responsibility to mediate risk of injury due to ergonomic issues.

Progressing Satisfactorily

- The trainee is becoming more conscientious about adjusting equipment and chairs during the shift.
- The trainee is taking responsibility to adjust console equipment to minimize risk of injury.

Need Improvements

- The trainee does not adjust the chair or console equipment.
- The trainee does not:
 - Stretch or change positions.
 - Does not sit properly in the chair.

Not Observed

- The specific skills, knowledge, ability, or behavior was not observed during the rating period.

EVALUATION STAGE

Public Safety Communications Dispatcher

Not Responding to Training

- This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Overall Call-Taking Position:

- The competencies required of this position typically form a foundation for future training. Along with training on the fundamentals of handling the various phone lines with professionalism and proficiency, the trainer will be demonstrating the effective use of a multitude of resources available to the trainee. A trainee must learn how to provide information to the citizens and agency personnel in a timely and accurate manner. They must be taught to project a demeanor of helpfulness and service at all times. The trainer will be teaching the trainee many of the communications systems available as well as how to utilize them to their maximum potential.
- It will be the trainer's responsibility to guide the trainee toward proficiency in each performance area. The trainee must demonstrate their ability to perform each job element before the CTO can sign-off that the trainee is competent.
- Each section of the Communications Training Competency Sign-Off Manual pertaining to call-taking must be signed and dated by the CTO. Once all of the tasks in the Competency Sign-off Manual have been completed, and both the trainer and trainee are confident that the trainee can perform on their own as a call-taker, the trainee will move into the final "evaluation phase" of call-taking training.

EVALUATION STAGE

Public Safety Communications Dispatcher

Competency Overall Radio Position:

- Many trainees are intimidated by the challenges and responsibilities associated with working a radio position. They may be placed in the position of dispatching emergency and/or life threatening calls at any moment. They must also make decisions while processing information from the field officers and call-takers.
- The CTO must guide and teach the trainee, but not do the work for them. This is probably the most difficult task for a training officer. The experienced training officer can dispatch effortlessly, and the frustration of holding back and remaining a teacher and guide can be challenging. However, the reward of contributing to developing a competent dispatcher helps to overcome that frustration.
- While learning this position, the trainee will be taught many CAD commands and policies relating to the radio. It will be the trainer's responsibility to make sure the trainee is proficient in each assigned area. The trainee must demonstrate each task prior to signoff in the Competency Sign-off Manual. Each section of the Communications Training Competency Sign-Off Manual pertaining to radio operation must be signed and dated by the CTO. Once all of the tasks in the Competency Sign-off Manual have been signed off, and both the trainer and trainee are confident that the trainee can perform on their own as a radio dispatcher, the trainee will move into the final "evaluation phase" of training.

EVALUATION STAGE

Public Safety Communications Dispatcher

Final Evaluation Phase:

- Prior to signing the trainee off as competent to independently work either a call-taking or radio position, there is a final evaluation phase of training to substantiate their overall competency. The final evaluation phase is one of the most critical in the training process.
- During the final evaluation phase, the CTO must evaluate the trainee's ability to work as an independent public safety dispatcher within the communications center. The training officer serves in the role of an observer/evaluator. During this time the training officer will not step in unless there is a substantive liability issue or an officer safety situation which demands intervention.
- The CTO is available to answer questions and to appropriately continue the training process, but not to do the work for the trainee. The training officer must assess how effectively, safely, and thoroughly the trainee performs their duties. They must determine if the trainee has retained the information provided to them during their training, and note any weak areas in their performance.
- The training officer may utilize Action Plans with specific tasks to overcome any areas of deficiency noted. If a trainee cannot perform at a competent level, a decision must be made whether to remediate the trainee or to begin action to terminate their employment.
- While in the final evaluation phase the trainee will continue to receive daily and summary evaluations. It is imperative to document any areas of weakness, along with the trainee's overall performance, on these evaluations. The training officer must take an objective look at the trainee to determine if they can operate as a viable public safety dispatcher for the agency. It is crucial to provide accurate and detailed documentation of the trainee's progress before releasing them from the training program.

PSCS — STANDARDIZED EVALUATION GUIDELINES (SEGs)

Resources

Important locations

LANDMARKS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
5 Points	1999 El Camino Real	EL Camino Real/Woodside RD	http://goo.gl/maps/zNCpy	<u>5 Points</u>
Easter Cross	559 California Wy(H2O Tank)	Jefferson Ave	http://goo.gl/maps/nlYTv	<u>Easter Cross</u>
Foot of Whipple	No Physical Address	Just East of Hwy 101	http://goo.gl/maps/EWgYx	N/A
Stambaugh Foot Bridge	1099 Stambaugh ST	Bridge Crosses Woodside Rd	http://goo.gl/maps/NMXf8	<u>Stambaugh Foot Bridge</u>
Woodside Plaza	299 Woodside Rd	Massachusetts Ave	http://goo.gl/maps/OxkF6	<u>Woodside Plaza</u>
Roosevelt Plaza	2199 Roosevelt Ave	Upton St	http://goo.gl/maps/wscwo	<u>Roosevelt Plaza</u>
Market Place	270 Redwood Shores Pkwy	Twin Dolphin Drive	http://goo.gl/maps/bnCnB	<u>Marketplace</u>
Sequoia Station	1199 El Camino Real	Jefferson Ave	http://goo.gl/maps/ogDzk	<u>Sequoia Station</u>
Union Cemetery	300 Woodside Rd	Btwn Hudson St & El Camino Real	http://goo.gl/maps/gfXTT	<u>Union Cemetery</u>
Police Department	1301 Maple St	Veterans Blvd	http://goo.gl/maps/trolo	N/A

PSCS — STANDARDIZED EVALUATION GUIDELINES (SEGs)

HOSPITALS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Kaiser	1150 Veterans Blvd	Maple St	http://goo.gl/maps/7958B	Hospitals
Sequoia	170 Alameda de las Pulgas	Whipple Ave	http://goo.gl/maps/lSr1J	
San Mateo County General	222 W 39 th Ave, San Mateo	Hillsdale Blvd	http://goo.gl/maps/r68ng	
Stanford Hospital	Quarry Rd Extension, Stanford	Quarry Rd/ El Camino Real	http://goo.gl/maps/qEbLd	

Important locations

PARKS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Dolphin Park	301 Quay Lane	Bridge Pkwy/Bowsprit Dr	http://goo.gl/maps/5vmTo	Parks
Duncan Park	2401 Brewster	Nevada St	http://goo.gl/maps/PvByd	
Garret Park	3640 Glenwood Ave	Canyon Dr	http://goo.gl/maps/JpAq8	
Hoover Park	2100 Spring St	Woodside Rd	http://goo.gl/maps/UMkmr	
Jardin De Ninos	400 Chestnut St	Middlefield Rd	http://goo.gl/maps/pjZXt	
Mariner Park	450 Tiller Lane	Redwood Shores Pkwy	http://goo.gl/maps/jcFli	
Mezes Park	300 Howland St	Winslow St/ Whipple Ave	http://goo.gl/maps/W7iK9	
Red Morton Park	1120 Roosevelt Ave	Valota St	http://goo.gl/maps/NwFc1	
Shannon Park	499 Davit Lane	Shell Pkwy	http://goo.gl/maps/8UvCC	
Spinas Park	907 2 nd Ave	Bay Rd	http://goo.gl/maps/rcoI7	
Stulsaft Park	3739 Farm Hill Blvd	Emerald Hills Rd	http://goo.gl/maps/L9QDy	
Stulsaft Park Recreation Wy Side	Goodwin St @ Recreation Wy	Alameda de las Pulgas	http://goo.gl/maps/27mvg	
Westwood Park	1101 Westwood St	Alameda de las Pulgas	http://goo.gl/maps/5HTdW	
CAB	1400 Roosevelt Ave	Sanchez Way	http://goo.gl/maps/29Hcf	
YMCA	1445 Hudson St	Palm Ave	http://goo.gl/maps/IQoDI	
PAL Building	At Taft School- 903 10 th Ave	Bay Rd	http://goo.gl/maps/rJf7y	
Dove Beeger Park	2795 Whipple Ave	Alameda de las Pulgas	http://goo.gl/maps/i9b3x	
Fleishman Park	236 Mcevoy St	Cypress St	http://goo.gl/maps/peOs9	
Hawes Park	1180 Hudson St	Roosevelt Ave	http://goo.gl/maps/nCzbi	
Maddux Park	1600 Maddux Dr	Massachusetts St	http://goo.gl/maps/ZBN4s	
Marlin Park	523 Neptune Dr	Redwood Shores Pkwy	http://goo.gl/maps/NMDHY	
Palm Park	1443 Hudson St	Hudson St	http://goo.gl/maps/AoGIz	

STANDARDIZED EVALUATION GUIDELINES (SEC 6)			
Sandpiper Park	600 Island Dr	Marine Pkwy	http://goo.gl/maps/2SOI7
Shorebird Park	76 King St	Hopkins St	http://goo.gl/maps/525at
Stafford Park	199 Wellesley Crescent Cir	Edgewood Rd	http://goo.gl/maps/2L5lc
Wellesley Crescent Park	1300 Radio Rd	Redwood Shores Pkwy	http://goo.gl/maps/LrwT9
Dog Park (Redwood Shores)	1445 Madison Ave	Madison Ave/ Valota Rd	http://goo.gl/maps/Suk8K
Veterans Memorial	1109 Hilton St	Woodside Rd/Laurel St	http://goo.gl/maps/IltUV
Boys & Girls Club	939 Valota St	Valota Rd	http://goo.gl/maps/25PUk
Armory			

Important locations

COURTS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Superior Court	400 County Center	Middlefield Rd	http://goo.gl/maps/M6DjW	Criminal Justice
Traffic Court	500 County Center	Middlefield Rd	http://goo.gl/maps/M6DjW	
Juvenile Court	222 Paul Scanlan Dr, San Mateo	Polhemus Rd/ Hwy 92	http://goo.gl/maps/112AN	

JAIL/GOVERNMENT OFFICES

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Maguire Correctional Facility	300 Bradford St	Marshall St	http://goo.gl/maps/AMvjp	N/A
Hillcrest Juvenile Hall	222 Paul Scanlan Dr, San Mateo	Polhemus St, Hwy 92	http://goo.gl/maps/X2Nhl	
City Hall	1017 Middlefield Rd	Jefferson Ave	http://goo.gl/maps/tm6GV	
Hall of Justice	400 County Center	Middlefield Rd	http://goo.gl/maps/M6DjW	

FIRE STATIONS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Fire Station #9	755 Marshall St	Jefferson Ave	http://goo.gl/maps/5CciJ	Fire Stations
Fire Station #10	2190 Jefferson Ave	Myrtle St	http://goo.gl/maps/ftCpM	

Fire Station #11	PSCS — STANDARDIZED EVALUATION GUIDELINES (SEGS)		goo.gl/maps/rdlIZ
Fire Station #12	3700 Jefferson Ave	Farm Hill Blvd	http://goo.gl/maps/OOt24
Fire Station #20	680 Redwood Shores Pkwy	Shell St	http://goo.gl/maps/aMaUv

Important locations

SCHOOLS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Adelante	3150 Granger Wy	Fernside St	http://goo.gl/maps/MKvgs	Schools
Henry Ford	3498 Massachusetts Ave	Woodside Rd	http://goo.gl/maps/ctoZG	
John Gill	555 Avenue Del Ora	Jefferson Ave	http://goo.gl/maps/gXrPR	
Mckinley Middle School	400 Duane St	James St	http://goo.gl/maps/vqHtL	
Orion	815 Allerton St	Brewster St	http://goo.gl/maps/cKKB9	
North Star Academy	400 Duane St	James ST	http://goo.gl/maps/9zjyU	
Redeemer	468 Grand St	Brewster St	http://goo.gl/maps/GF548	
Roosevelt	2223 Vera Ave	Alameda de las Pulgas	http://goo.gl/maps/9XEEa	
Sandpiper	801 Redwood Shores Pkwy	Shell Pkwy	http://goo.gl/maps/nPfd6	
Sequoia High School	1201 Brewster St	El Camino Real	http://goo.gl/maps/mwv7t	
Taft	903 10 th Ave	Bay Rd	http://goo.gl/maps/pcI5R	
Hawes	900 Roosevelt Ave	Hudson St	http://goo.gl/maps/DG5Je	
Hoover	701 Charter St	Woodside Rd	http://goo.gl/maps/km8yP	
Kennedy	2521 Goodwin St	Alameda de las Pulgas	http://goo.gl/maps/OFkb6	
Mt Carmel	301 Grand St	James St	http://goo.gl/maps/lgb4s	
Redwood High School	1968 Old County Rd	Whipple Ave	http://goo.gl/maps/pQLjx	
Roy Cloud	3790 Red Oak Way	Jefferson Ave	http://goo.gl/maps/gCG72	
Selby Lane	170 Selby Lane	El Camino Real	http://goo.gl/maps/obLG2	
St Pius	1100 Woodside Rd	Valota St	http://goo.gl/maps/IAfwJ	
Summit High School	890 Broadway St	Charter St	http://goo.gl/maps/OkjOH	

Important locations

BANKS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Bank of America	700 Jefferson Ave	Broadway St	http://goo.gl/maps/feq3A	Banks
Bank of America	1875 Virginia Ave	Woodside Rd	http://goo.gl/maps/TOZaH	
First Republic Bank	776 El Camino Real	Broadway St	http://goo.gl/maps/Bt3vy	
Chase Bank	2300 Broadway	Jefferson Ave	http://goo.gl/maps/J2df7	
First National Bank	700 El Camino Real	Brewster St	http://goo.gl/maps/xZ3h4	
San Mateo Credit Union	350 Convention Wy	Brewster St	http://goo.gl/maps/IfUH8	
Citibank	702 Marshall St	Jefferson Ave	http://goo.gl/maps/iAVgd	
Wells Fargo	1900 Broadway St	Main St	http://goo.gl/maps/zvvFU	
Wells Fargo	1071 El Camino Real	Jefferson Ave	http://goo.gl/maps/TGVCy	
Union Bank	675 Jefferson Ave	Broadway St	http://goo.gl/maps/n8SOQ	
Patelco Credit Union	1105 Veterans Blvd	Maple St	http://goo.gl/maps/mEBS6	
BBVA Compass	660 Woodside Rd	Hudson St	http://goo.gl/maps/A3cqV	

GROCERY STORES

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Safeway	1071 El Camino Real	Jefferson Ave	http://goo.gl/maps/TGVCy	Grocery Stores
Safeway	850 Woodside Rd	Union St	http://goo.gl/maps/IZSDC	
Lucky's	200 Woodside Plaza	Massachusetts Ave	http://goo.gl/maps/W9a0U	
Whole Foods	1250 Jefferson Ave	El Camino Real	http://goo.gl/maps/upJi8	
Nob Hill Foods	270 Redwood Shores Pkwy	Twin Dolphin Drive	http://goo.gl/maps/jS4qZ	
Costco	2300 Middlefield Rd	Woodside Rd	http://goo.gl/maps/oT05i	

Important locations

BARS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
El Caliente	1776 Broadway St	Maple St	http://goo.gl/maps/rO2aa	<u>Bars</u>
Mardi Gras	1628 El Camino Real	Roosevelt Ave	http://goo.gl/maps/afYFI	
Sodini's	727 El Camino Real	Brewster St	http://goo.gl/maps/19G2d	
Villa Roma	593 Woodside Rd	Hudson St	http://goo.gl/maps/yrr57	
Headquarter's	895 2 nd Ave	Bay Rd	http://goo.gl/maps/8vITb	
Underground Bar	2650 Broadway St	El Camino Real	http://goo.gl/maps/Kj47s	

HOTELS/MOTELS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Best Western 316	316 El Camino Real	Whipple Ave	http://goo.gl/maps/ZGZU2	<u>Hotel/Motel</u>
Best Inn	1090 El Camino Real	Oak Ave	http://goo.gl/maps/8Xkvl	
Capri Motel	2380 El Camino Real	Woodside Rd	http://goo.gl/maps/4J4LS	
Pacific Inn	2610 El Camino Real	Woodside Rd	http://goo.gl/maps/nO2Om	
Days Inn	2650 El Camino Real	Woodside Rd	http://goo.gl/maps/75knX	
Rolison Motel	3706 Rolison Rd	Marsh Rd	http://goo.gl/maps/H7rwv	
Hotel Sofitel	223 Twin Dolphin Dr	Redwood Shores Pkwy	http://goo.gl/maps/T0G2f	

Good Nite Inn	485 Veterans Blvd	Whipple Ave	http://goo.gl/maps/hYHD7	
Deluxe Inn	1402 Stafford St	Whipple Ave	http://goo.gl/maps/pz8mz	
Sequoia Inn	526 El Camino Real	Whipple Ave	http://goo.gl/maps/IN2Qs	
Sequoia Hotel	800 Main St	Broadway St	http://goo.gl/maps/W7tV9	

Important locations

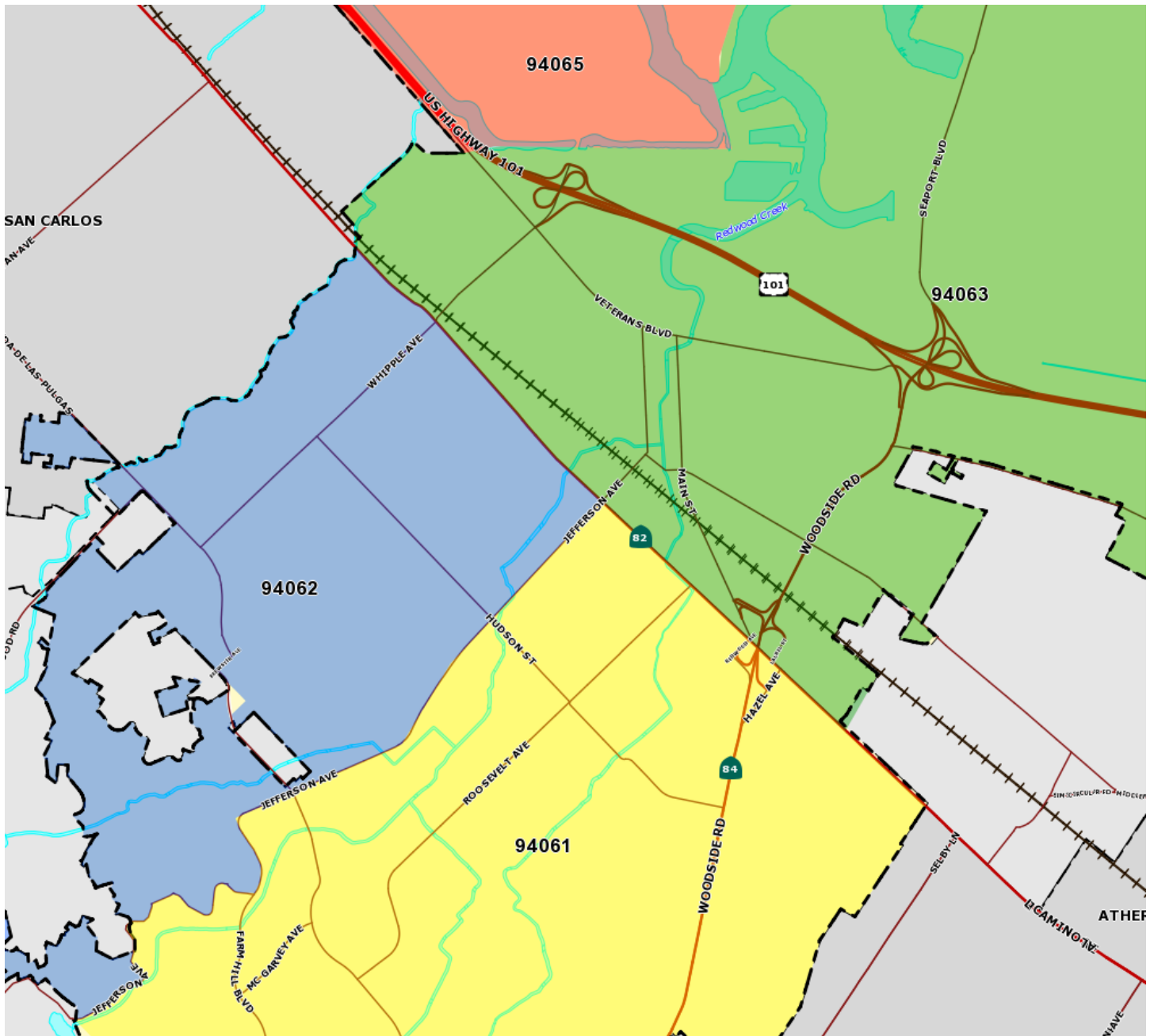
MISCELLANEOUS

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Post Office	855 Jefferson Ave	Middlefield Rd	http://goo.gl/maps/WgVBY	N/A
Post Office	1100 Broadway	Woodside Rd	http://goo.gl/maps/2SDYM	N/A
Maple Street Shelter	1548 Maple St	Veterans Blvd	http://goo.gl/maps/HIY4T	Maple Street Shelter
Main Library	1044 Middlefield Rd	Jefferson Ave	http://goo.gl/maps/mXQGm	Main Library
Century Theaters	825 Middlefield Rd	Broadway St	http://goo.gl/maps/L1ZRh	Theatre Way
Fox Theatre	2215 Broadway St	Middlefield Rd	http://goo.gl/maps/IPiHv	Fox
Elks Lodge	938 Wilmington Way	Jefferson Ave	http://goo.gl/maps/4iQMa	N/A
Commercial Alley	Enter on Brewster St	Brewster St	http://goo.gl/maps/Cg3Er	Alleys
Jefferson Alley	One Blk South of Jefferson	Jefferson Ave	http://goo.gl/maps/cmAhE	Alleys
Jackson Alley	One Block South of Jackson	Jackson Ave	http://goo.gl/maps/OHE09	Alleys
Madison Alley	One Block South of Madison	Madison Ave	http://goo.gl/maps/0rnbo	Alleys
Courthouse Square	2200 Broadway St	Theatre Way	http://goo.gl/maps/VRgq0	Courthouse Square

STORES

LOCATION	ADDRESS	NEAREST MAJOR STREET	MAPS LINK	SIGNIFICANCE
Target	2485 El Camino Real	Woodside Rd	http://goo.gl/maps/TQIP0	Stores
Kohl's	250 Walnut St	Veterans Blvd	http://goo.gl/maps/3ldz7	
K-Mart	1155 Veterans Blvd	Maple St	http://goo.gl/maps/mdDqx	
Marshall's	2525 El Camino Real	Woodside Rd	http://goo.gl/maps/VqR9R	
Costco	2300 Middlefield Rd	Woodside Rd	http://goo.gl/maps/UePZO	

Redwood City Zip Codes



Redwood Shores – 94065 Post Offices – 94064 All other areas East of El Camino Real – 94063
West of El Camino Real and North of Jefferson – 94062
West of El Camino Real and South of Jefferson - 94061

Community Policing

Community Policing:

The philosophy and implementation of Community Policing is an integral part of effective policing for the Redwood City Police Department. New officers must become familiar with the practical applications of Community Policing as they will be expected to utilize this form of policing in their role as a solo beat officer.

New officers will receive initial instruction in Community Policing at the basic academy or the San Jose Police Department direct entry academy. Additional training will be provided during phase two (2) of the FTO program.

The following areas of Community Policing will be covered with the new officers prior to completion of the FTO program:

Role of beat officer in Community Policing:

- Partnership with schools and personnel
- Impact of businesses in the community
- Neighborhood Concerns
- Addressing Quality of Life Issues
- Reducing/Preventing Crime

Current city wide community policing programs:

- Silent Night
- Citizen's Academy
- CCAT – Community Policing Officers and their role

Attendance at community meetings:

- CCAT meetings
- Neighborhood meetings
- Neighborhood Watch

Adopt a School:

Project Safe:

Sequoia Station

RCPD Quick Reference Guide

Redwood City Police Department Call Signs

Alpha 1 – Chief of Police
Alpha 2 – Deputy Chief of Police
Alpha 3 – Captain
Alpha 4 – Captain
Lincoln – Lieutenant
Sam – Sergeant
Adam – Patrol Officer Night shift
Boy – Patrol Officer Day shift
Charles – Patrol Officer Swing shift
David – Downtown Officer

Edward – Community Policing
Frank – DEA Task Force
Ida – Detective
Nora – Narcotics Task Force
Ocean – Street Crimes Suppression Team
Paul – Community Service Officer
Robert – Reserve Officer
Tom – Traffic Officer
Victor – Patrol Volunteers
Xray – School Resource Officer

Code 666 Posts

Redacted Per 6255(a)GC

Local Agency Radio Prefix Numbers

18 – East Palo Alto	20 – Menlo Park
21 – Atherton	22 – Redwood City
24 – Belmont	25 – San Mateo
26 – Foster City	27 – Hillsborough
28 – Burlingame	30 – San Bruno
31 – South S.F.	32 – Broadmoor
33 – Colma	34 - Brisbane
35 – Daly City	36 - Pacifica

Redwood City Zip Codes

Redwood Shores – 94065
Post Offices – 94064
All other areas East of El Camino Real – 94063
West of El Camino Real and North of Jefferson – 94062
Areas West of El Camino Real and South of Jefferson – 94061

Important Phone Numbers

Redacted Per 6255(a)GC

10 Codes

- Code 1 - Your convenience
- Code 2 - Priority-No Red Light/Siren
- Code 3 - Emergency-Use Red Light/Siren
- Code 4 - No further assistance needed
- Code 5 - Stakeout
- Code 7 - Mealtime
- Code 8 - Box Alarm
- Code 9 - Suspicious Package
- Code 10 - Bomb Threat
- Code 13 - Only Unit available for call
- Code 14 - Vacation House Check
- Code 20 - Cover; Local Units Only
- Code 30 - Officer Needs Help-Emergency
- Code 33 - Emergency Transmissions Only
- Code 666 - Observation Post Procedures
- Code 833 - Subject w/prior weapon charge
- Code 1000 - Plane Crash
- Code 2000 - Proceed to post and await activation of the Airport Closure Plan
- 956 - Available
- 10-1 - Receiving poorly
- 10-2 - Receiving OK
- 10-3 - Change Channels
- 10-4 - Message received
- 10-5 - Relay to
- 10-6 - Busy
- 10-7 - Out of Service at _____
- 10-8 - In Service
- 10-9 - Repeat
- 10-10 - Home-on call
- 10-12 - Suspects/Others listening
- 10-13 - Weather/Road conditions
- 10-14 - Escort
- 10-15 - Have Prisoner In Custody
- 10-16 - Pick-up
- 10-19 - Return/En route Station
- 10-20 - Location
- 10-21 - Telephone _____
- 10-22 - Cancel
- 10-23 - Standby
- 10-28 - Registration
- 10-29 - Check for Wanted
- 10-29 - A Subject Check/Not in Custody
- 10-30 - Wanted
- 10-30F - Person/Auto Wanted-Felony
- 10-30M - Person/Auto Wanted-Misdemeanor
- 10-31A - Person/Auto No Record/Clear

10 Codes

PSCS — STANDARDIZED EVALUATION GUIDELINES (SEGs)

- 10-32 - Drowning**
- 10-33 - Alarm Sounding**
- 10-34 - Open Door or Open Window**
- 10-35 - On Probation/Search consent**
- 10-39 - Status of**
- 10-42 - Medics needed**
- 10-49 – En route (to)**
- 10-50 - Obtain a Report**
- 10-51 - Drunk Subject**
- 10-52 - Resuscitator**
- 10-53 - Man Down**
- 10-54 - Possible Dead Body**
- 10-55 - Coroners Case**
- 10-56 - Suicide**
- 10-56A - Attempt Suicide**
- 10-57 - Firearms Discharged**
- 10-58 - Dumping complaint**
- 10-59 - Malicious Mischief**
- 10-62 - Meet the Citizen**
- 10-65 - Missing Person**
- 10-66 - Suspicious Person**
- 10-67 - Person calling for Help**
- 10-70 - Prowler**
- 10-71 - Shooting**
- 10-72 - Knifing**
- 10-73 - How do you receive**
- 10-80 - Explosion**
- 10-86 - Any Traffic**
- 10-87 - Meet the Officer**
- 10-91 - SPCA Case**
- 10-95 – Pedestrian Stop**
- 10-97 - Arrived on scene**
- 10-98 - Finished last assignment**
- 11-23 - Vehicle-Traffic Hazard**
- 11-24 - Abandoned Vehicle**
- 11-54 - Suspicious Vehicle**
- 11-80 - Accident-Major Injury**
- 11-81 - Accident-Minor Injury**
- 11-82 - Accident-Property Damage**
- 11-83 - Accident-No Details**
- 11-84 - Traffic Control**
- 11-85 - Tow Truck Needed**
- 11-86 - Traffic Stop**

Phonetic Alphabet

A - Adam
B - Boy
C - Charles
D - David
E - Edward
F - Frank
G - George
H - Henry
I - Ida
J - John
K - King
L - Lincoln
M - Mary
N - Nora
O - Ocean
P - Paul
Q - Queen
R - Robert
S - Sam
T - Tom
U - Union
V - Victor
W - William
X - X-Ray
Y - Yellow
Z - Zebra

Mutual Aid Guidelines

Code 666

- Requested for Crimes against Persons
- Time element – generally w/in 30 minutes
- Vehicle Description needed (CYMBAL)
- Direction of Travel
- Suspect Description (Top to Bottom)
- Direction of Travel
- Penal or other code violation
- Action desired? Stop & Hold/ Stop & Advise
- Units reporting to Post report on agency primary
- Radio channel is Green or Tac 2

Pursuit

- Advise local dispatch on primary
- Local dispatch advises unit to switch to the Green channel or Tac 2
- Local dispatch keeps pursuit in city limits or hands off to County when out of local jurisdiction
- Pursuing unit or secondary to advise:
 - location and direction of travel
 - ❖ Rate of speed
 - ❖ Suspect vehicle description
 - ❖ Occupants if known
 - ❖ Want on the vehicle
 - ❖ Any known threats (weapon, previous want on subject, etc).
- County to coordinate CHP or allied agencies
- Involved units to stay on the Green or
 - ❖ Tac until they are finished with detail.

Amber/Blue/Silver/Yellow Alert Criteria

Amber Alert (P.M. 334.4.2):

- 1. Confirmed abduction of a child under the age of 18, or an individual with a proven mental or physical disability; and**
- 2. Reason to believe the victim is in imminent danger of serious bodily injury or death; and**
- 3. There is enough information available to disseminate to the general public that could assist in the safe recovery of the victim and/or apprehension of the suspect**

Blue Alert (P.M. 334.5.1):

- 1. A law enforcement officer has been killed, suffered serious bodily injury or has been assaulted with a deadly weapon, and the suspect has fled the scene of the offense.**
- 2. The suspect poses an imminent threat to the public or other law enforcement personnel.**
- 3. A detailed description of the suspect's vehicle or license plate is available.**
- 4. Public dissemination of available information may help avert further harm or accelerate apprehension of the suspect.**

Silver Alert (P.M. 334.6.1):

- 1. The missing person is 65 years of age or older.**
- 2. The department has utilized all available local resources.**
- 3. The person is missing under unexplained or suspicious circumstances.**
- 4. The person is in danger because of age, health, mental or physical disability, environment or weather conditions, that the person is in the company of a potentially dangerous person, or that there are other factors indicating that the person may be in peril.**
- 5. There is information available that, if disseminated to the public, could assist in the safe recovery of the missing person.**

Yellow Alert (P.M) – Coming Soon – For use with major hit and runs etc.

San Mateo County Child Abduction Protocol (CAP)

This Protocol may be implemented under the following circumstances:

- Child kidnappings where the facts indicate that the child has been abducted and is in great bodily danger. (This generally would not include parent custody disputes involving kidnapping)
- Child kidnappings that fit murder/abduction profiles.

Notify County Communications with:

- Staging Location
- Resources needed (K9's, Detectives, etc)
- Call Sign of Incident Commander
- Code of Response
- Thomas Bros. Map Coordinates
- Best Access Route

Responding Units switch to the designated tactical channel (Green or Tac 2).

Immediate Deployment = up to 46 responding units

Long – term deployment = no more than 25 units

ETS Activation

Upon activation at the County or Patrol vehicle, County Communications will:

Conduct a zone specific (North, Central or South) area broadcast, in relation to the approximate location of activation, announce the activation of an ETS signal, request that ETS tracking units switch from their primary frequency to the designated CWMA channel in order to verify if mobile tracking units can confirm activation. County Communications will advise local dispatch centers in the activation zone to await possible notification of an incident from an ETS Bank or subscribing business.

Tracking units shall travel in the direction indicated upon receipt of an electronic tracking device signal. Tracking units should broadcast the approximate suspect/vehicle location, the suspect/vehicle description (if known), number of bars (signal strength) and direction of travel from their location. Tracking units should attempt to triangulate the location of the signal.

Law enforcement officers should use caution when responding immediately to the scene of an activation signal or being visible to suspects exiting the location in order to avoid a hostage or shooting situation. Tracking Units should not respond to the scene, but rather to where signals are received and /or area dispatched to in an effort to triangulate the signal.

Vehicle and subject stops tracked by ETS equipment shall be handled as felony stops and not attempted without sufficient back up whenever possible. The first officer/deputy to receive a signal will remain in control of tracking the suspect vehicle. It will be that unit's responsibility to coordinate communications with County Communications.

The original tracking unit shall retain control of the tracking until the incident is secured or relieved by another trained unit.

If the original tracking unit loses the signal or can no longer continue to track the suspect vehicle, the tracking unit with the strongest signal should inform all other units over the designated County Wide Mutual Aid channel of their identity and intent to coordinate the incident.

Overall responsibility for the tracking of a signal rests with the Watch Commander of the agency initially detecting and tracking the signal, unless relieved by another participating agency.

If it determined that there are not enough Tracking Units on-duty to assist in locating the suspect/vehicle, the Incident Commander has the authority to request that another zone be activated in order to deploy additional Tracking Units.

Quick Guide For Radio Communication

Officers and dispatchers will use the following radio procedures to initiate radio contact. Some indication of the type of service or call that will be handled will be included in the first transmission

Example #1 – License Plate Check:

Ten Code: 10-28

Officer: Boy 3, 10-28

Dispatcher: Boy 3, Go Ahead

Officer: Boy 3, ABC 123

Dispatcher: 10-4, Boy 3

Dispatcher: Boy 3, ABC 123 is 10-31A. 10-28 is Available.

Officer: Boy 3, Go Ahead.

Example #2 – 10-33 (Alarm):

Dispatcher: Boy 6, 10-33

Officer: Boy 6, Go Ahead.

Dispatcher: Boy 6 with Boy 7 to cover, 10-33 at Herkner Pool located at 1315 Madison Ave.

Officer: Boy 6 Copy from ECR and Jefferson.

Officer: Boy 7 Copy from ECR and Whipple

Dispatcher: 10-4

Officer: Boy 6, 10-97 on the 1 side

Dispatcher: 10-4

Officer: Boy 7, 10-97 on the 2 side

Dispatcher: 10-4

Example # 3: Traffic Stop

Officers shall provide the information in the following order:

1. Location
2. Vehicle License Plate
3. Vehicle Description (i.e. Color, Make and/or Model, Number of Occupants)

Officer: Boy 3, 11-86

Dispatcher: Boy 3, Go Ahead

Officer: Boy 3, ECR and Maple on ABC 123, a Black Honda Civic with 2 onboard, I'll advise.

Dispatcher: 10-4

Quick Guide to Radio Communications Continued

Example #4: Running Names (10-29)

In order to best utilize RIMS, the following procedure should be adhered to when practical. When requesting a name check officers will advise whether or not the information is from a valid ID/DL, verbal, NIC (Not in Custody).

A records check of subjects name is run through several databases. In general, the minimum information required is the first and last name, date of birth and sex. Because of the Soundex System used in these databases, an emphasis should be placed on the correct spelling of the first name. More often than not, the phonetics should be provided for the first name in order to obtain a match.

Officers shall provide the information in the following manner:

1. Last name, First Name
2. Date of Birth
3. Sex if not obvious
4. ID number if known

10-29 List of Returns	
<ul style="list-style-type: none"> • DMV • NCIC • Sheriff's Records • Supervised Release (Parole) 	<ul style="list-style-type: none"> • Wanted Persons (WPS) • Missing Persons • Restraining orders • Gun Registration

Example:

Officer: Boy 3, 10-29
 Dispatcher: Boy 3, Go Ahead
 Officer: Last of Smith: Sam, Mary, Ida, Tom, Henry. First of Dean: David, Edward, Adam, Nora. DOB of 3/28/77. Break for ID #
 Dispatcher: Boy 3, Go Ahead
 Officer: D11122233
 Dispatcher: Boy 3, 10-4

Wanted Person / Property Procedure:

When an officer requests 10-29 information and Communications learns of any warrant on a subject or license plate, hit on a license plate or article of stolen property, the information will be broadcast as follows:

Dispatcher: Boy 3, 10-30M or 10-30F
 Officer: Boy 3, 10-4

All other units will stay off the air, giving the unit with the wanted subject/property full access to the air. Communications will not transmit additional information until the officer advises "Go Ahead."

Use and Coordination of Tactical Channels

Tactical Channel Usage

Tactical radio channels are assigned as follows:

Tac One

Northern zone, including Daly City, Brisbane, Pacifica, South San Francisco, Colma, Broadmoor, and San Bruno. Coverage extends south to Hwy 92.

Tac Two

Central zone, including Millbrae, Burlingame, San Mateo, Hillsborough, Half Moon Bay, Foster City, and Belmont. Countywide coverage. This channel may be used as an alternate to the CWMA Green Channel. In the event of competing interests for the use of this frequency, criteria to be considered will include risk to public safety as well as Officer Safety, and number of units impacted. Preference will be given to agencies regularly assigned to Tac 2 as their tactical channel.

Tac Three

Southern zone, including San Carlos, Redwood City, Menlo Park, Atherton, and East Palo Alto. Coverage extends north to Hwy 92.

Unassigned Agencies

Unassigned agencies that have transmit and receive capabilities are the Sheriff's Office, County Narcotics Task Force (CNTF), San Francisco Airport Police (SFIA), Palo Alto P.D. (Tac Three), and the California Highway Patrol (CHP) on a limited basis.

Tac channels are utilized as secondary frequencies to supplement local agency primaries. In order to ensure that the CWMA (Green Channel) remains available, the tactical channels should be used for incidents which are localized and have a low potential of escalating or becoming mobile.

Routine use of the tactical channels should be limited to those transmissions that are law enforcement specific:

Transmissions that require more detailed information than those normally performed on the primary channels.

Unit to unit coordination of specific events.

Tactical Alerts

Phase I (One) Tac Alerts

The purpose of the Phase One Tact Alert is to supply the requesting agency with an accurate estimate of the number and type of resources allied agencies will be able to commit to a specific incident.

A Phase One Tac Alert can be called by any Law Enforcement Agency whenever a situation may result in the need for mutual aid.

At the time of the request, the requesting agency shall provide County Communications with the following minimum information

The affected Zone or Zones (the requesting agency may request a Tac Alert for any or all zones)

NORTH - Brisbane, Daly City, Pacifica, South San Francisco, San Bruno, Sheriff's Office, Colma Broadmoor, CHP

CENTRAL - Millbrae, Hillsborough, Burlingame, San Mateo, Foster City, Belmont, Half Moon Bay, Sheriff's Office, CHP

SOUTH - San Carlos, Redwood City, Atherton, Menlo Park, East Palo Alto, Sheriff's Office, CHP

The nature and expected scope of the incident.

The location, Date, and Time of the incident

The staging area location

The Thomas Bros. Map Page

The time availability is needed by the requesting agency. (24 hours prior to the incident is recommended)

County Communications will tabulate all results received and teletype to the requesting agency by the time stated above.

Phase I (One) Tac Alert Broadcast

Once a Phase One Tac Alert is received by County Communications, they shall notify all zones by:

Sending an "APC" teletype notifying all departments of the Tac Alert.

Making a radio broadcast

If it is determined that the situation is imminent, has the potential to be activated within four (4) hours, a broadcast will be made on all primary frequencies.

If it determined that the situation is delayed, activation may occur in four (4) hours or more, a broadcast shall be made on all Tactical channels.

Once the Tac channel broadcast is made, County Communications shall roll call all affected agencies (those within the zone) confirming their receipt of the broadcast.

County Communications shall assign the appropriate Tac channel or the CWMA (Green) channel as the control frequency for the incident.

All police agencies within the zone shall report to County Communications, as soon as possible, the number of officers and cars available for immediate dispatch to the requesting jurisdiction.

County Communications shall inform the requesting agency of the agencies reporting and the number of officers and cars available from each jurisdiction.

Cancellation of the tactical alert will be at the discretion of the requesting agency's Watch Commander.

Phase II - Phase V Tac Alerts

Once a Tactical Alert has been placed into effect and the requesting jurisdiction finds it necessary to receive assistance from the alerted zones, they shall contact County Communications and inform them of the number of personnel desired, from what zone(s) and a designated location where they should respond.

County Communications will pre-alert all agencies, via teletype of the tactical/county-wide broadcast.

County Communications will broadcast to all departments, indicate special attention to affected zones, the request for deployment of law enforcement personnel to the mutual aid incident.

County Communications will re-broadcast the following information:

The nature and expected scope of the incident

The staging area

The Thomas Bros. map page

County Communications shall assign the appropriate tactical channel or the CWMA channel as the control frequency for the incident.

Responding field units will be directed to switch to the control frequency upon their arrival at the scene.

A Code 33 will be issued for the control frequency.

Continued communication will occur between the requesting agency and County Communications for the effective coordination of the incident.

Phase III (Operational)

When, in the opinion of the requesting jurisdiction, control of the incident requires a larger number of personnel than those dispatched by a Phase II, they may request a Phase III operation.

County Communications will determine from the requesting agency an approximate number of additional personnel needed, the staging location and an anticipated time element for the duration of the incident.

County Communications will pre-alert all agencies, via teletype, of the tactical/county-wide broadcast.

County Communications will broadcast to all departments the request for additional law enforcement personnel to the incident.

County will direct the units to remain on their primary frequency while responding to the incident. The field units responding will be directed to switch to the control frequency when on scene.

If necessary relay the change of control frequency to the CWMA (Green) channel (or TAC2)..

County Communications will direct the departments with units responding to send deployment information to "PRDC"

County Communications will collect this data and relay this information to the requesting agency.

Phase IV (Sustained Mobilization)

A Phase IV Alert shall be called and maintained in effect if it appears that a sustained operation will be required to restore the situation to normal. This will be conducted administratively by the requesting agency and the County Law Mutual Aid Coordinator.

Phase V (Regional Mutual Aid Support)

If County agencies need assistance to control the incident, Phase V shall be called into effect. The Region II Area Coordinator shall be requested to supply additional personnel and equipment. ** Mutual Aid - Alameda County

At the request of a Phase IV or Phase V Tac Alert, County Communications will establish communications with the on-scene incident commander.

Communications regarding the deployment of units and other resources required will occur via landline.

Self-Initiated Activity

Vehicle Stops:

Investigative Traffic Enforcement

Pedestrian Stops:

Suspicious Persons Consensual
Encounters Traffic Enforcement

Directed Patrol:

Gang area/activities
DUI enforcement
Pattern Crimes

Arrests:

Misdemeanor and felony
Other (i.e., Municipal codes, local ordinances)

Other activities:

Field Interview (F.I.) cards
Bar checks
Truancy Abatement Suspicious
circumstance

High Risk Traffic Stops

Redacted Per 6255(a) GC

Redwood City Police Department CTO Training & Evaluation Program

C.T.O. Critique Form

The Communications Training Program personnel are determined to provide new employees with an effective training experience. Below is a list of questions pertaining to the training you received while involved in the Communications Training Program. The purpose of the form is to present objective feedback to program personnel to be used to improve and enhance the program's effectiveness.

1. Who is your Communications Supervisor?

2. What were the strengths and weaknesses of your Communications Supervisor?

3. What suggestions would you make to improve Communications Supervisor?

Evaluation Program
C.T.O. Critique Form

6. What suggestions would you make for the overall improvements of the CTO's?

7. Do you feel your daily evaluations were fair and consistent? Explain.

8. Were you ever treated in an unprofessional manner while in the CTO program?
If so, explain.

Redwood City Police Department Communications Training &
Evaluation Program
C.T.O. Critique Form

9. Are you aware of any other recruit who was treated in an unfair or unprofessional manner?

10. Is there anything the CTO program could have done to better prepare you for solo beat officer status?

11. If you had encountered a problem during the CTO program, who could you have gone to for assistance?

Redwood City Police Department Communications Training &
Evaluation Program
C.T.O. Critique Form

12. Is there anything else you would like to say about the Communications Training Program or the training process in general?

SIGNATURE

DATE

