



Weekly Training Goals

The Weekly Training Goals are broken down into 3 Phases. Phase 1 will cover orientation. Phase 2 will consist of Call Taking. Phase 3 will consist of the dispatch position.

The first phase, Orientation, will include instruction on the computer systems, the radio and 9 codes. This phase will also include exposure to the M.O.U. (Memorandum of Understanding), Departmental Rules & Regulations and Operation Directives. The trainee will also be given information on each division within San Leandro Police Department and their function. This phase is designed to be completed in 3 weeks.

The second phase, Call Taking, will cover all aspects of the phone position. 16 weeks are scheduled for this phase of training. The trainee will demonstrate the ability to answer and triage all calls for service including non-emergency, business and 911 lines. The trainee will be cognizant of officer safety information and will document all information accurately and completely into CAD. The trainee must show the ability to multi-task and prioritize.

The third phase, Radio, will cover all aspects of the radio position. 12 weeks are schedule for this phase of training. Upon completion of the radio training the trainee will demonstrate the ability to prioritize and monitor calls for service and unit status. The trainee will utilize proper radio terminology and acknowledge radio transmissions in a timely manner. They will have a strong understanding of beat responsibility and the proper assignment of units. They will utilize premise and alert information and demonstrate strong officer safety awareness. They must be able to reason out problems and make logical decisions without assistance.



ORIENTATION

Week 1:

Goal 1: The trainee shall have an understanding of the Chain of Command, Core Values, and Mission Statement of the department.

Goal 2: The trainee shall receive a copy of the M.O.U (Memorandum of Understanding). The trainee will be shown how to access the Rule & Regulations and Dispatch Operational Updates from the g: drive, and Lexipols online.

Goal 3: The trainee will receive the items listed on the orientation checklist.

Goal 4: The trainee will be given the uniform specifications and where to purchase them.

Goal 5: The trainee shall have an understanding of the CTO (Communications Training Officer) program, the Training Officers' responsibilities, and the expectations of the trainee during their training period.

Goal 6: The trainee will be given an overview of the dispatch schedule, staffing minimums, time earned, and leave usage.

Goal 7: The trainee will be given an overview of each division in the department including Records, Traffic, Property/Evidence, CID, Animal Control, and the PST program.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



ORIENTATION

Week 2:

Goal 1: The trainee shall be able to log into and identify all commonly used systems.

Goal 2: The trainee shall have a basic understanding of all 9 codes, radio codes, and commonly used penal codes. The trainee shall be able to explain the difference between a 9 code, radio code, and penal code.

Goal 3: The trainee shall be explained "the elements of crimes."

Goal 4: The trainee will be given an introduction of the phone system.

Goal 5: The trainee shall continue to progress in learning their codes, military time, and phonetic alphabet.

Goal 6: The trainee will be given an introduction to basic geography and how the city is sectioned into beats.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

The call taking phase will include instruction of the department computer systems that relate to entering calls for service and answering the business and 911 emergency lines. This is a critical position for the smooth operation of the communications center. The call taking position is the first point of contact the citizens have with the San Leandro Police Department. It is imperative you personify a helpful and professional demeanor. The dispatcher and subsequently the officers rely upon the call taker to gather accurate, thorough and timely information. This information will not only assist the citizens of San Leandro, but provide the necessary tools for officer safety. The call takers quick and efficient work has the potential to supply emergency help to those in need.

It is essential that you comprehend and retain all information your training officer presents to you. If you do not understand a topic, ask clarifying question. Remember, it is your responsibility to ask and learn. All assignments are to be completed on time. You will be tested both verbally and in written form on materials covered.

CALL TAKER EXPECTATIONS:

During the final portion of call taking training, expectations of you will be as follows:

1. Trainee will be monitored on their ability to obtain all relevant facts from a caller.
2. Trainee must have the ability to screen calls and determine elements of a crime.
3. Trainee must provide information in a logical order and obtain necessary information from the reporting party.
4. Trainee must be able to direct or transfer calls to other divisions or agencies.
5. Trainee must be aware of the needs of other dispatchers in the room such as calling for an ambulance or tow. The trainee should not have to be prompted to assist in these areas.
6. Officer Safety is CRITICAL. The trainee must always ascertain information regarding weapons, drugs or alcohol. Suspect descriptions must be complete and updated information must be processed in a timely manner.
7. Multi-Tasking skills should be developing during this phase of training. The trainee must show the ability to handle multiple duties such as placing non-emergency calls on hold to handle emergency calls, and obtaining back-up addresses in CAD on in-progress calls without being prompted.
8. Trainee must be able to reason out problems, make logical decisions, utilize resources and be able to work with minimal assistance from the trainer.
9. Trainee must have the ability to handle emergency/911 calls without having the trainer take over.
10. Trainee must be able to utilize the language translation service.
11. Trainee must be familiar with all the functions of CAD, RMS, CLETS and CRIMS as they relate to call taking.
12. Calls for service will be critiqued by the trainer in order to refine the call taking skills. Trainee MUST be receptive to criticism without making excuses, becoming defensive or without undue rationalizing.

The above expectations were discussed and been explained to me.

Trainee _____ Date _____



CALL TAKING

Week 1:

The trainee shall be given the call taker expectations and should understand these expectations before signing.

Goal 1: The trainee shall have 75% of all 9, Radio and commonly used Penal Codes memorized.

Goal 2: The trainee shall learn the basic functions of CAD including creating a new incident, opening/updating a pending call for service, opening/updating a dispatched call for service, adding comments to a call, distinguishing between a CFS and a case number, verifying an address, and alerts.

Goal 3: The trainee will observe the CTO taking calls. Time permitting, the CTO will discuss in detail the incoming calls in order for the trainee to begin learning call taker questioning techniques.

Goal 4: The trainee will be explained what types of calls should be referred to the online reporting system, Coplogic.

Goal 5: The trainee will be shown how to access and print the Daily Roster. The CTO will go over patrol schedules with the trainee.

Goal 6: The CTO will review basic geography, common place names, and beat boundaries.

Goal 7: The trainee will be shown how to run a basic CLETS query using both the command line and NCIC masks.

Goal 8: The CTO will show the trainee how to take alarm calls, private property tows, and repossessions.

Goal 9: The trainee will learn the different function of the phone system including answering, placing a call on hold, and transferring. The trainee will be given the correct salutation for each line.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 2:

Goal 1: The trainee shall start questioning callers on alarm calls, private property tows, and repossessions.

Goal 2: The CTO will explain the 933211 procedure to the trainee.

Goal 3: The trainee will begin running license plate and person queries and checking CRIMS. The CTO will go over responses and what information is needed from each return.

Goal 4: The trainee shall begin relating elements of crimes to Penal and Vehicle codes.

Goal 5: The trainee will start making ambulance and tow requests for the radio dispatcher.

Goal 6: The trainee shall start typing non-emergency calls while the CTO talks to the caller.

Goal 7: The trainee will have 90% of the codes memorized.

Goal 8: The trainee shall be able to open and read pending and dispatched calls, add notes, and close with proper dispositions.

Goal 9: The trainee will become familiar with their CAD resources such as notes display, contact cards, global subject and vehicle queries and the notepad.

Goal 10: The trainee will start to enter private property tows and repossessions into SVS.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 3:

Goal 1: The trainee shall begin questioning callers on non-emergency calls.

Goal 2: The trainee shall know what types of calls to refer to the online reporting system, Coplogic.

Goal 3: The trainee shall start typing emergency calls while the CTO talks to the caller.

Goal 4: The trainee shall make tow and ambulance requests with minimal prompting.

Goal 5: The trainee will begin to learn how to brief oncoming shift.

Goal 6: The CTO will explain the teletypes that come through on the printer and how to decipher which ones we need to disseminate.

Goal 7: The trainee will prepare for taking emergency calls and calls in progress and review the basic line of questioning. The CTO will give an overview of call prioritization.

Goal 8: The trainee shall have 95% of their codes memorized.

Goal 9: The CTO will explain the unit status board and the trainee shall learn how to determine officers' locations.

Goal 10: The trainee shall start learning call signs and how they are composed.

Goal 11: The trainee will start to enter stored and impounded vehicles.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 4:

Goal 1: The trainee shall begin questioning callers on emergency and in progress calls.

Goal 2: The CTO will review call taker responsibilities relating to 911 calls such as officer safety questions and elements of a crime.

Call taker determines if medical assistance is needed and is their responsibility to call for an ambulance.

Call taker will ask officer safety questions including information pertaining to weapons, drugs, alcohol and mental health concerns.

Call taker should check previous events for DVR history on 911 hang-up calls.

Call taker's responsibility for handling 911 cell calls with no address information.

Call taker should print [REDACTED]/plate & [REDACTED]/PIN check information for the dispatcher relating to calls taken by the call taker.

Call taker will call for tow requests, warrant confirmations, taxi's etc.

Goal 3: The CTO will review "Suicidal Subjects" and "The Mental Health Component to Call Taking."

Goal 4: The CTO will explain BOL procedures as they relate to outside agency requests and teletypes. The CTO will also explain the SNARE/APB channels.

Goal 5: The CTO will explain different ways to help hysterical callers and try to calm them down.

Goal 6: The trainee shall be showing progress in multi-tasking skills and the ability to prioritize phone calls.

Goal 7: The CTO will explain TTY and liability, and demonstrate how to use it on the phone system to the trainee.

Goal 8: The trainee shall start to enter [REDACTED] vehicles into SVS.

Goal 9: The CTO will be explain the call out procedure for the different departments within the city and where to locate the lists for each.



I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 5:

Goal 1: The trainee shall begin questioning callers on 911 calls.

Goal 2: The trainee shall enter all vehicles into SVS.

Goal 3: The trainee shall continue to show progress in prioritization and multi-tasking.

Goal 4: The CTO will monitor the trainee's use of correct codes and call classifications.

Goal 5: The CTO will explain to the trainee the procedure for a CAD crash, how to use cards, and how to enter calls into CAD catch up when the system comes back up.

Goal 6: The trainee shall show progress in using CAD resources.

Goal 7: The CTO will explain the 3SI Tracker Tool and how it works.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 6:

Goal 1: The trainee shall be proficient in taking alarm calls, private property tows, and repossessions.

Goal 2: The trainee shall show progression in geography.

Goal 3: The trainee shall show progression in taking non-emergency and emergency calls.

Goal 4: The CTO will explain the procedure for short term rentals within the city.

Goal 5: The CTO will explain blood tech requests made by officers, who is responsible for making the call, and where to locate the call out list.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 7:

Goal 1: The trainee shall be running all plates and persons associated to the calls they take. The trainee shall show an understanding of the information received from the responses in NCIC and CRIMS.

Goal 2: The trainee shall continue to show progression in taking non-emergency and emergency calls.

Goal 3: The trainee shall be competent in entering all vehicles into SVS with limited errors.

Goal 4: The trainee shall enter in progress/priority calls accurately and in proper sequence using accurate abbreviations and descriptions.

Goal 5: The CTO will explain the Intel Officer program to the trainee.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 8:

Goal 1: The trainee will handle all non-emergency calls for service with minimal assistance from the trainer.

Goal 2: The trainee shall be evaluated on officer safety calls, making sure to obtain information about weapons, drugs, alcohol, and mental health concerns.

Goal 3: The trainee shall run all in custody subjects and utilize the CRIMS system, demonstrating proficiency in both.

Goal 4: The trainee shall be able to determine officers' locations from the unit status board.

Goal 5: The trainee shall show initiative and team work

Goal 6: The CTO will go over after-hours vehicle releases and how to fill them out.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 9:

Goal 1: The trainee will handle all non-emergency call for service with minimal assistance from the trainer.

Goal 2: The trainee shall be competent on officer safety calls, making sure to obtain information about weapons, drugs, alcohol, and mental health concerns.

Goal 3: The trainee shall show continued initiative and team work.

Goal 4: The CTO will show the trainee how to launch Nixle and explain the monthly Nixle and TTY tests.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 10:

Goal 1: The trainee will continue to handle all non-emergency and emergency calls for service with minimal assistance from the trainer.

Goal 2: The trainee will demonstrate strong multi-tasking skills.

Goal 3: The trainee shall perform positively under stressful situations.

Goal 4: The trainee shall start to show independence and use their CTO as a resource only if they have exhausted all other resources.

Goal 5: The CTO will explain the Quality Assurance program to the trainee.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 11:

Goal 1: The trainee will continue to handle all non-emergency and emergency calls for service with minimal assistance from the trainer.

Goal 2: The trainee shall continue to demonstrate strong multi-tasking skills.

Goal 3: The trainee shall continue to perform positively under stressful situations.

Goal 4: The trainee shall continue to show independence and use their CTO as a resource only if they have exhausted all other resources.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 12:

Goal 1: The trainee shall handle all calls with minimal assistance from the trainer.

Goal 2: The trainee shall be receiving no less than progressing or "P" ratings or above in all of the evaluation categories in preparation to be signed off on in the call taking position.

Goal 3: The trainee shall show an increased independence and use their CTO as a resource only if they have exhausted all other resources.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 13:

Goal 1: The trainee will continue to handle all calls with minimal assistance from the trainer.

Goal 2: The trainee shall be receiving no less than progressing or "P" ratings or above in all of the evaluation categories in preparation to be signed off on in the call taking position.

Goal 3: The trainee shall continue to show an increased independence and use their CTO as a resource only if they have exhausted all other resources.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 14:

Goal 1: The trainee will continue to handle all calls with minimal assistance from the trainer.

Goal 2: The trainee shall be receiving no less than progressing or "P" ratings or above in all of the evaluation categories in preparation to be signed off on in the call taking position.

Goal 3: The trainee shall continue to show an increased independence and use their CTO as a resource only if they have exhausted all other resources.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 15:

Goal 1: The trainee will handle all calls for service without assistance. The trainee shall be shadowed during this week and should only look to the CTO for assistance with situations in which the trainee has not been exposed.

Goal 2: The trainee shall demonstrate strong multi-tasking skills.

Goal 3: The trainee shall show initiative and team work.

Goal 4: The trainee shall show knowledge of available resources.

Goal 5: The trainee shall be receiving "C" ratings in all categories pertaining to call taking and be signed off in the call taking position.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



CALL TAKING

Week 16:

Goal 1: The trainee will handle all calls for service without assistance. The trainee shall be shadowed during this week and should only look to the CTO for assistance with situations in which the trainee has not been exposed.

Goal 2: The trainee shall demonstrate strong multi-tasking skills.

Goal 3: The trainee shall show initiative and team work.

Goal 4: The trainee shall show knowledge of available resources.

Goal 5: The trainee shall be receiving "C" ratings in all categories pertaining to call taking and be signed off in the call taking position.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

In Phase 3 you will begin your radio training. You will learn the mechanics of the radio position and develop a "radio ear." This is where you will learn how to use the police codes correctly and accurately. You will be expected to become more involved in the actual calls. You will put into action the information you have received thus far in training. You will learn to make decisions on your own while processing information received by the field units and the call taker. You will be expected to run CAD commands, interpret information and relay this information in a timely manner. You will handle the many responsibilities of the radio and will be faced with having to handle emergency and/or life threatening situations. During the final phase of your training, you will demonstrate the ability to perform all tasks before being released from training. Once your training is completed you will be able to function as a solo dispatcher.

MAIN DISPATCH/RADIO EXPECTATIONS:

During the final portion of radio training, expectations of you will be as follows:

1. Ability to prioritize and monitor calls for service.
2. Broadcast calls for service completely and concisely, providing officers with all necessary information.
3. Dispatch calls for service in a timely manner.
4. Ability to listen and comprehend radio traffic.
5. Demonstrate the ability to handle radio transmissions and requests while keeping the CAD unit status accurate.
6. Acknowledge radio transmissions in a timely manner.
7. Use proper radio terminology.
8. Understand beat/sector responsibilities and assign proper primary and secondary units.
9. Officer Safety Awareness – utilize resources such as CAD, RMS and CRIMS alerts and history information.
10. Must understand 11-99 policy and requests for Code 3 cover.
11. Must be able to read and interpret CLETS responses and provide timely and accurate information to the field units.
12. Must be able to update active warrants.
13. Must be able to enter a comment in the SRF file.
14. Must know when notifications to Sergeant or Command staff are necessary.
15. If radio traffic is missed or unintelligible, it is imperative to ask the unit to repeat their information.
16. Must be able to reason out problems, make logical decisions, utilize resources to solve problems and work with minimal assistance.

The above expectations were discussed and been explained to me.

Trainee _____ Date _____



RADIO

Week 1:

Goal 1: Trainee has been given Radio expectations and should understand these expectations before signing.

Goal 2: The CTO will provide the trainee with an overview of the CLETS manual. Each of the following systems will be discussed:

SVS – Stolen Vehicle System

ABS – Automated Boat System

WPS – Wanted Person System

AFS – Automated Firearm System

APS – Automated Property System

CARPOS – CA Restraining and Protective Order System

CII – Criminal History

MUPS – Missing/Unidentified Person System

VCIN/SAR – Violent Crime Information Network/Sex & Arson Registration

SRF – Supervised Release File

VPF – Violent Persons File

Goal 3: The CTO will review running and reading responses in LEWI and LEVI.

Goal 4: The trainee will be responsible for all SVS entries

Goal 5: The trainee will be responsible for typing into CAD while the CTO talks.

Goal 6: The trainee will review the “Format for Dispatching Calls” and “On View Incidents” sections of the Radio Procedure Manual.

Goal 7: The trainee will review the “Tows/Impounds” section of the Radio Procedure Manual.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 2:

Goal 1: The trainee will be responsible for all SVS entries

Goal 2: The CTO will explain suspended/revoked status, and 14602.6 tows.

Goal 3: The trainee shall read page 37 – 45 and review the “Priority Incidents” section of the Radio Procedure Manual with the CTO.

Goal 4: The CTO will review CRIMS functions. The trainee will be shown how to locate probation/TRO and Search Conditions through CRIMS.

Goal 5: The trainee shall monitor all incoming printouts and determine action/distribution.

Goal 6: The CTO will review call dispositions.

Goal 7: The CTO will explain the monthly EBRC test.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 3:

Goal 1: The trainee shall continue to practice running persons and review how to disseminate information.

Goal 2: The trainee shall review how to locate probation status using CRIMS and how to locate search conditions relating to probation and criminal history.

Goal 3: The trainee shall be shown how to complete a contact message in SRF.

Goal 4: The trainee shall begin reading [REDACTED]/vehicle information over the radio.

Goal 5: The trainee shall begin reading [REDACTED]/person information over the radio.

Goal 6: The trainee shall begin dispatching cold calls/1 unit calls for service.

Goal 7: The CTO will review the Code 33 procedure and how to monitor channel 1 & 2.

Goal 8: The trainee shall begin entering on-view traffic stops and walking stops into CAD

Goal 9: The trainee shall read pages 46 – 52 of the Radio Procedure Manual.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 4:

Goal 1: The CTO will review the Multi-Select Channels and Alert Tones will be reviewed.

Goal 2: The trainee shall continue to dispatch cold calls/1 unit calls for service.

Goal 3: The trainee will continue to read [REDACTED] & [REDACTED] responses over the radio.

Goal 4: The trainee shall continue to type while the CTO handles priority calls.

Goal 5: The trainee shall complete all SRF contact messages

Goal 6: The trainee shall begin entering and acknowledging/repeating on-view traffic stops and walking stops.

Goal 7: The CTO shall teach the trainee the procedure for responding to an officer's MDT inquiry on a 10851 (NCIC hit via chat).

Goal 8: The CTO will explain the [REDACTED] procedure and the need to open the original call for service using the follow up option.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 5:

Goal 1: The CTO will review warrant procedures – out of county, out of state hit requests and confirmations.

Goal 2: CTO will review DMV suspensions.

Goal 3: The trainee shall have a strong understanding of Juvenile information in CRIMS and how to properly disseminate juvenile information.

Goal 4: The CTO shall assess the trainee's ability to multi-task and prioritize duties.

Goal 5: The CTO shall instruct the trainee on the proper format for BOL's.

Goal 6: The trainee shall dispatch multiple unit calls for service with focus on choosing the proper primary and cover units.

Goal 7: The trainee shall enter all on-view activity from the field unit and properly verify and acknowledge field unit traffic.

Goal 8: The CTO will explain the SNARE/APB channels, the monthly test, what standards need to be met, and how to use the channels.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 6:

Goal 1: The trainee shall work the main radio channel i.e.: dispatch all calls for service and receive all on-view activity from the field.

Goal 2: The trainee shall correctly and promptly interpret [REDACTED] and [REDACTED] returns and provide information correctly to the field units.

Goal 3: The trainee shall be responsible for all CLETS inquiries/updates/locates and modifies.

Goal 4: The trainee shall be able to monitor radio traffic while keeping up with 935 and 936 requests. Speed and ability will continue to be assessed during the remainder of training.

Goal 5: The trainee shall demonstrate their knowledge of utilizing the correct units based on beat boundaries and cover unit responsibilities.

Goal 6: The trainee shall be able to understand most radio transmissions.

Goal 7: During slow periods, the trainee shall listen to dispatch tapes.

Goal 8: The trainee shall keep officers locations and unit status current at all times.

Goal 9: The trainee must continue to improve with multi-tasking abilities and keep current with transmissions. These skills will be closely monitored throughout this phase of training.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 7:

Goal 1: The trainee shall work the main radio channel i.e.: dispatch all calls for service and receive all on-view activity from the field.

Goal 2: The trainee shall correctly and promptly interpret [redacted] and [redacted] returns and provide information correctly to the field units.

Goal 3: The trainee shall be responsible for all CLETS inquiries/updates/locates and modifies.

Goal 4: The trainee shall be able to monitor radio traffic while keeping up with [redacted] and [redacted] requests. Speed and ability will continue to be assessed during the remainder of training.

Goal 5: The trainee shall be cognizant of all premise alerts and caution codes in CRIMS.

Goal 6: The Trainee shall review the pursuit policy and understand their responsibility.

Goal 7: The trainee shall utilize the Code 33 beeper/Alert Tones in accordance with the Radio Procedure Manual and Operations Directive.

Goal 8: The trainee shall demonstrate their knowledge of utilizing the correct units based on beat boundaries and cover unit responsibilities.

Goal 9: The trainee shall be able to understand and respond correctly to most radio transmissions.

Goal 10: The trainee shall keep officers locations and unit status current at all times.

Goal 11: The trainee must continue to improve with multi-tasking abilities and keep current with transmissions. These skills will be closely monitored throughout this phase of training.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 8:

Goal 1: The CTO will discuss with the trainee how to set up a perimeter.

Goal 2: The CTO will discuss the procedure regarding a felony car stop and a [REDACTED].

Goal 3: The trainee will enter all officer initiated activity (on-views) without assistance from the CTO.

Goal 4: The trainee shall dispatch all calls in a timely manner.

Goal 5: The trainee shall correctly choose primary and cover units.

Goal 6: The trainee shall dispatch priority 1 calls utilizing the alert tone and code 33 button.

Goal 7: The trainee shall be receiving consistent "P" ratings in 90% of the evaluation categories in preparation to be signed off on in the call taking position.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 9:

Goal 1: The trainee shall work independently from the CTO and require minimal assistance from CTO.

Goal 2: The trainee shall be receiving consistent "P" ratings in 95% of the evaluation categories in preparation to be signed off on in the call taking position.

Goal 3: The CTO will evaluate if the trainee is ready to be shadowed in the radio position.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 10:

Goal 1: The trainee shall receive "P" ratings or above in all categories and be on track to be signed off in the dispatch position.

Goal 2: The CTO will start to shadow the trainee in the radio position

Goal 3: The trainee shall continue to work independently from the CTO and require minimal assistance from CTO.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 11:

Goal 1: The trainee shall receive "P" ratings or above in all categories and be on track to be signed off in the dispatch position.

Goal 2: The CTO will continue to shadow the trainee in the radio position.

Goal 3: The trainee shall continue to work independently from the CTO and require minimal assistance from CTO.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO

Week 12:

Goal 1: The trainee shall receive "C" ratings or above in all categories and be signed off in the dispatch position.

Goal 2: The trainee shall continue to work independently from the CTO and only look to the CTO for assistance on things the trainee has not had exposure to.

I have explained and/or demonstrated the above goals and feel that my trainee can perform these tasks in a competent manner.

Training Officer _____ Date _____

The above goals have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.

Trainee _____ Date _____



RADIO PERFORMANCE EXPECTATIONS

TASK	DEMONSTRATED	MEETS STANDARDS
Warrant Procedure:		
1. Queries Subjects Independently	_____	_____
2. Queries Warrants in AWS	_____	_____
3. Locates Warrants in AWS	_____	_____
4. Locates Warrants in WPS	_____	_____
5. Completes Due Diligence	_____	_____
6. Forwards copies to Rec/Jail	_____	_____
7. Confirms Warrants/Sends Teletypes	_____	_____
Probation & CRIMS:		
1. Ability to login to CRIMS	_____	_____
2. Access PFN by Name	_____	_____
3. Locate TRO in CRIMS	_____	_____
4. Locate Probation in CRIMS	_____	_____
5. Locate Search Conditions	_____	_____
6. Query CII/Ability to Read	_____	_____
7. Query FBI/Ability to Read	_____	_____
8. Query Juvenile Records	_____	_____
Supervised Release File:		
1. Locate Parole/Registrants	_____	_____
2. Send SRF contact message	_____	_____
Vehicle Registration:		
1. Query LEVI Independently	_____	_____
2. Interpret 935 information	_____	_____
3. Broadcast 935 information	_____	_____
4. Understand RIP/and suspension	_____	_____
Driver's License:		
1. Locates accurate license return	_____	_____
2. Determine correct license class	_____	_____
3. Understand suspension info	_____	_____
Channel 1 & 2		
1. Utilizes proper language	_____	_____
2. Uses Alert tone correctly	_____	_____
3. Uses Code33 beeper correctly	_____	_____
4. Makes proper channel notifications	_____	_____



5. Handles radio traffic appropriately

Additional Responsibilities:

1. SNARE/APB channels

2. CLETS

3. Teletypes

4. Shift Relief
