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# ALBANY POLICE DEPARTMENT



## COMMUNICATIONS TRAINING WORKBOOK

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### **RIDE ALONG CHECKLISTS**

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## WELCOME!

Welcome to the Albany Police Department Communication's Training Program. During your training, you will be assigned to various communications' training officers who have been chosen for their experience and training skills. The communication's training program is a structured three phase program. If, for some reason you are unable to work an assigned training day, your program may be extended accordingly. If the training supervisor determines a need for additional training, your training may be extended. It is imperative you report to work each day to complete your training within the established time lines. The training program has been designed to be completed within a specific time frame, with allowances for the learning ability of the individual trainee.

You will find the communications training program is very demanding and time consuming. It is important you focus your energy on the training program and give it your undivided attention each day. A careless approach to your training will have a negative impact on your quest to be a dispatcher with the City of Albany. The efforts you put into the training program will be directly proportionate with the quality of training you receive.

The first phase of your training is the call-taking phase. This phase includes classification and prioritization of crimes, familiarization with communications equipment, understanding and use of the computer aided dispatch (CAD/RIMS) and California Law Enforcement Telecommunications System (CLETS) computers, knowledge of departmental and divisional policies and procedures, and an overview of police communications operations.

The second phase of your training will be the radio dispatch position. These phases will include extensive use and understanding of the radio system, CAD/RIMS and CLETS computers and demonstrated ability in police dispatching techniques.

### Phase III

The final phase of training will be an evaluation phase. You will be responsible for working all the communications positions with a training officer assigned as an observer only. At the end of the evaluation phase you will be evaluated on your ability to function as a dispatcher for the City of Albany.

It is important you retain all the information presented in your training. You will be tested on your job knowledge periodically. At the completion of each training phase you will be required to take a written final examination to evaluate your understanding of the information presented. Upon passing the written examination for each phase, you will be assigned to another training officer for your next phase of training.

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Your training will be evaluated daily, and then compiled into bi-weekly evaluations or for how long you are with a specific Training Officer, if it is longer than two weeks. Upon the successful completion of all training phases, you will be assigned to a working communications shift, based on department priorities, as a probationary dispatcher. Probation status extends through the first year and a half of employment but may be extended if necessary.

Any concerns you may have regarding your performance, the training program or your evaluations should be discussed with your training officer. If it is a matter your training officer is unable to handle, the matter will be turned over to the communications bureau supervisor.

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# EXPLANATION OF TRAINING TERMS

## **CRITICAL TASKS**

A list of defined areas that are critical in the performance of a dispatcher's duties. A trainee must be rated as competent in all areas before being released from training.

## **DAILY EVALUATION**

A document for tracking the daily performance of a trainee in specific categorized areas. This document is designed to provide the trainee with consistent feedback and provide the department with a means of accurately tracking their performance.

## **BI-WEEKLY EVALUATIONS**

An accumulation of a trainee's progress over a two-week period. This evaluation ties together the daily evaluations of the trainee for the previous two weeks and documents if the trainee is meeting performance expectations.

## **REMEDIATION**

A specific process to improve an identified performance deficiency not improved after assigning a work-sheet. This is usually a two-week phase requiring the trainee to correct the performance deficiency to a consistently competent level.



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# DAILY TRAINING EVALUATION FORMS STANDARDIZED GUIDELINES

ALBANY POLICE



## STANDARDIZED EVALUATION GUIDELINES

### Public Safety Dispatcher

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## PERFORMANCE

### 1. LISTENING AND COMPREHENSION

#### Competent

*General ability to accurately hear and comprehend information relayed via telephone, radio or voice.*

- A. Comprehends information received
- B. Aware of surrounding activity
- C. Rarely has to have information repeated
- D. Repeats information for verification only
- E. Does not make assumptions

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Needs Improvement

*General inability to accurately hear and comprehend information relayed via telephone, radio or by voice.*

- A. Inability to comprehend information received
- B. Not aware of surrounding activity
- C. Must have others repeat on a continual basis
- D. Continually repeats unnecessary information
- E. Makes assumptions

## **2. DECISION MAKING/CRITICAL THINKING**

Competent

*General ability to make independent decisions and solve problems reasonably*

- A. Makes appropriate decision without assistance or hesitation
- B. Makes decisions in line with departmental policies and procedures
- C. Considers options/alternatives
- D. Recognizes when to ask for help
- E. Able to prioritize multiple calls and requests
- F. Anticipates potential problems and prepares solutions.

Needs Improvement

*General inability to make independent decisions and solve problems reasonably*

- A. Acts without thought. Overlooks logical solutions
- B. Over or under reacts, even to routine situations
- C. Fails to consider options/alternatives
- D. Does not recognize when to ask for help
- E. Unable to prioritize multiple calls/requests
- F. Relies on CTO to provide solutions to situations that the trainee has handled on prior occasions

## **3. CALL-TAKING**

Competent

*General ability to accurately identify the type of call. Obtains accurate, complete information.*

- A. Returns to holding calls and remembers the caller's name or what the caller was reporting
- B. Accurately classifies and prioritizes calls, events and computer work
- C. Able to field more than one call or request at a time
- D. Obtains accurate and complete information

- 
- E. Maintains composure even during critical events
  - F. Asks pertinent questions
  - G. Is understandable and concise when answering questions or providing information
  - H. Comprehends information provided by callers

Needs Improvement

*General inability to identify the type of call or appropriate response. Information is inaccurate or incomplete. Spends too much time collecting information on low priority events while holding off other events or duties.*

- A. Callers holding must repeat information previously provided
- B. Fails to correctly classify or prioritize calls or events
- C. Unable to field more than one call or request at a time
- D. Obtains inaccurate or incomplete information
- E. Becomes emotional or panics in emergency situations
- F. Fails to ask pertinent questions
- G. Uses confusing or misleading language and provides lengthy explanations.

#### **4. DISPATCHING**

Competent

*Ability to recognize and respond to calls for service and/or radio traffic appropriately.*

- A. Accurately prioritizes pending calls, events and radio traffic
- B. Able to field more than one request at a time
- C. Maintains composure even during critical events
- D. Echoes pertinent information when appropriate
- E. Accurately updates call narrative
- F. Is understandable and concise
- G. Comprehends and rarely misses radio traffic or information provided by field units.

Needs Improvement

*General inability to identify the appropriate response to radio traffic, pending calls for service and or computer work associated to radio duties.*

- H. Fails to correctly prioritize calls or events
- I. Unable to field more than one call or request at a time
- J. Fails to update call narrative or echo pertinent information
- K. Becomes emotional or panics in emergency situations
- L. Uses confusing or misleading language and has lengthy transmissions
- M. Unable to comprehend or misses radio traffic/information from field units

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## **5. PRIORITIZATION**

### Competent

*General ability to properly prioritize daily tasks, including call taking and radio traffic.*

- A. While taking calls, can triage calls based on priority of callers needs.
- B. Handles non-emergency calls in order of calls received.
- C. Can complete other tasks while managing calls or radio traffic in a timely manner.
- D. Can dispatch calls for service correctly based on call priority.
- E. Can handle officer requests while on radio or on the phone in a timely manner, while still handling other traffic.

### Needs Improvement

*Inability to correctly prioritize incoming calls, radio traffic, and requests.*

- A. Is unable to correctly triage incoming phone calls.
- B. Returns to callers out of order of receipt or prioritization.
- C. Is unable to complete other tasks or officer requests in a timely manner.
- D. Does not dispatch calls based on priority.
- E. Is unable to prioritize radio traffic/requests.

## **6. RETENTION OF INFORMATION/PROCEDURES**

### Competent

*Generally able to retain information, recent calls for service, requests, briefing intelligence and departmental policies and procedures.*

- A. Commits CTO's instructions to memory
- B. Recalls most recent calls for service
- C. Remembers information provided at briefing
- D. Able to recall departmental policies and procedures
- E. Able to retrieve information from individual notes or departmental resources

### Needs Improvement

*Inability to recall information, recent events, requests, briefing intelligence or departmental policies and procedures.*

- A. Unable to recall recent conversations/transmissions
- B. Unable to recognize previous calls for service or similar events
- C. Fails to retain information provided at briefing
- D. Unable to recall departmental policies and procedures
- E. Unable to retrieve information from notes or departmental resources

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## **7. OFFICER SAFETY**

### Competent

*General ability to recognize officer safety issues*

- A. Obtains/relays information regarding weapons, drugs and alcohol
- B. Quickly records/relays important information
- C. Suspect, location, descriptions and time element are complete
- D. Keeps unit status board updated

### Needs Improvement

*General inability to recognize officer safety issues*

- A. Does not ask/relay about weapons, drugs or alcohol
- B. Does not record important information in a timely manner
- C. Suspect, location, descriptions and time element are inaccurate/incomplete
- D. Does not keep unit status board updated

## **8. VERBAL SKILLS**

### Competent

*General ability to maintain a calm assertive demeanor while accurately relaying necessary information to others in a concise, timely and understandable manner.*

- A. Maintains poise, professionalism and asserts authority in a courteous manner
- B. Initiates direct questioning
- C. Conveys concern and interest to the caller
- D. Preplans before transmitting
- E. Articulate transmissions

### Needs Improvement

*General inability to maintain a calm demeanor. Unable to accurately relay necessary information to others in a concise, timely and understandable manner.*

- A. Becomes flustered, lacks assertiveness or unprofessional
- B. Fails to interrupt. Does not direct the flow of conversation or radio traffic
- C. Allows caller to ramble or talk excessively
- D. Does not preplan before transmitting
- E. Does not use proper grammar or police related phrasing

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## **9. WRITTEN SKILLS**

### Competent

*General ability to accurately compile a concise, organized CAD event or any written communication in a timely manner.*

- A. Completed statement of fact in a logical order
- B. Specific crime elements delineated
- C. Approved abbreviations
- D. Concise, understandable language
- E. Complete suspect and/or vehicle description
- F. Updates information in a timely manner

### Needs Improvement

*General inability to accurately organize a concise, accurate CAD event or any written communication in a timely manner.*

- A. Omission or misstatement of facts
- B. Elements of crime missing
- C. Use of unapproved abbreviations
- D. Spelling errors or typos
- E. Confusing narrative
- F. Incomplete suspect and or vehicle description or details

## **10. TYPING**

### Competent

*General ability to keep pace with telephone and/or radio traffic with minimal errors*

- A. Able to apply basic formats with reasonable speed and accuracy.
- B. Proof reads for errors
- C. Events are updated immediately with accurate information

### Needs Improvement

*Unable to keep pace with telephone and/or radio traffic. Makes errors.*

- A. Unable to apply basic formats.
- B. Does not proof read. Makes errors.
- C. Updates are attached to the wrong event

## **11. CAD/RIMS SKILLS**

### Competent

*General ability to enter and locate information in RIMS using the command line, search fields, and various tools.*

- A. Utilizes RIMS commands correctly
- B. Moves quickly and efficiently about the RIMS masks
- C. Can access all databases in RIMS

- 
- D. Able to reboot RIMS workstation after a lock up

Needs Improvement

*General inability to navigate through RIMS.*

- A. Does not utilize RIMS commands correctly.  
B. Is unable to move about the RIMS masks without delay or difficulty.  
C. Difficulty in restarting the RIMS workstation after a lock up  
D. Is unable to access all databases in RIMS

## **12. MULTI-TASKING**

Competent

*General ability to perform multiple tasks simultaneously, accurately and efficiently*

- A. Typing/talking/listening simultaneously  
B. Ability to incorporate communication center activity  
C. Ability to prioritize multiple calls and requests

Needs Improvement

*General inability to perform multiple tasks simultaneously, accurately and efficiently*

- A. Inability to type/talk/listen simultaneously and accurately  
B. Inability to incorporate communication center activity  
C. Inability to prioritize multiple calls and requests

## **13. TOLERANCE FOR STRESS/VERSATILITY & ADAPTABILITY**

Competent

*General ability to maintain control. Exhibits calm, controlled, professional attitude. Is flexible and adaptable.*

- A. Flexible  
B. Ability to adapt to changing situations  
C. Applies acquired knowledge to new situations  
D. Maintains calm, controlled attitude  
E. Visibly calm/monotone  
F. Uses TDD mode and manual mode without incident

Needs Improvement

*Generally unable to function. Becomes emotion and panic stricken. Allows situation to deteriorate. Is not flexible or adaptable.*

- A. Inflexible  
B. Tends to see things in black and white  
C. Does not apply acquired knowledge to new situations

- 
- D. Panics. Visibly nervous, overwhelmed, freezes
  - E. Inability to function. Unable to use TDD or perform in manual mode

## **14. INITIATIVE**

### Competent

*General ability to take steps to enhance learning and improve performance, increase efficiency and job knowledge.*

- A. Needs minimal supervision
- B. Tends to do more on their own to increase knowledge and efficiency
- C. Utilizes computers/resources
- D. Uses free time to study/review
- E. Takes initiative to complete assignments

### Needs Improvement

*Generally, does not take initiative to enhance learning, improve performance, increase efficiency or job knowledge.*

- A. Needs continual direction/supervision
- B. Tends to do the minimum required
- C. Failure to use computer/resources
- D. Idle during free time/wastes time
- E. Asks for answers instead of researching
- F. Must be reminded by trainer to complete assignments

## **15. PERFORMANCE, VERBAL OR WRITTEN TESTS**

### Meets Standards

*Having received training, trainee is able to apply instruction*

### Needs Improvement

*Having received training, trainee is unable to apply instruction*



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## **KNOWLEDGE**

### **16. CALL TYPES**

#### **Competent**

*General ability to correctly classify calls*

- A. Commits call types to memory
- B. Consistently applies call types to appropriate scenarios
- C. Can accurately define all call types and provide the elements

#### **Needs Improvement**

*Unable to correctly classify calls.*

- A. Unable to commit call types to memory
- B. Unable to accurately assign a call the correct call type
- C. Unable to define or provide the elements of call types

### **17. DEPARTMENT/COMMUNICATIONS POLICIES**

#### **Competent**

*Working knowledge and ability to apply department/division policies and procedures.*

- A. Understands policies and procedures
- B. Applies policies and procedures
- C. Knows how to apply policies and procedures
- D. Acceptable performance

#### **Needs Improvement**

*Unfamiliar with department/division policies and procedures and how to apply them.*

- A. Does not understand policies and procedures
- B. Does not apply policies and procedures
- C. Does not know how to access policy and procedure manuals
- D. Unacceptable performance

### **18. RESOURCES**

#### **Competent**

*Understands and utilizes available resources efficiently*

- A. Understands how to utilize the resources available
- B. Has an understanding of assistance available from outside agencies?
- C. Knows what/where information is available

#### **Needs Improvement**

*Does not understand and/or utilize available resources*

- A. Does not understand how to utilize the resources available
- B. Does not understand what assistance is available from outside agencies

- 
- C. Does not know what/where information is available

## **19. COMPUTER SYSTEMS/FORMS/EQUIPMENT**

### Competent

*Has a good working knowledge of the equipment and forms utilized in the Communications Center?*

- A. Is familiar with and able to utilize computer systems with speed and accuracy
- B. Has an understanding of location of forms and how to use them
- C. Can correctly use various equipment

### Needs Improvement

*Does not have a functional knowledge of the equipment and forms utilized in the Communications Center*

- A. Is unfamiliar with and unable to use the computer system with speed and accuracy
- B. Does not understand how to use forms correctly or their location
- C. Is unable to correctly use various equipment

## **20. GEOGRAPHY**

### Competent

*General ability to determine jurisdiction of calls*

- A. Able to use map books or city map
- B. Able to use RIMS for jurisdiction verification
- C. Is familiar with common landmarks
- D. Understands Beat/District boundaries and street numbering system

### Needs Improvement

*General inability to determine jurisdiction of calls*

- A. Unable to use map books or city map
- B. Unable to use RIMS for jurisdiction verification
- C. Is unfamiliar with common landmarks
- D. Does not understand Beat/District boundaries and street numbering system

## **21. IDENTIFIERS**

### Competent

*Consistently identifies unit/terminal call signs*

- A. Familiar with unit designators and area of responsibility
- B. Understands specialized units' functions
- C. Knowledge of terminal ID's

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Needs Improvement

*Inability to accurately identify correct unit/terminal call signs*

- A. Unable to correctly identify units and area of responsibility
- B. Does not understand specialized units' functions
- C. Unfamiliar with terminal ID's

## INTERPERSONAL SKILLS

### 22. ACCEPTANCE OF INSTRUCTION/FEEDBACK

Competent

*Able to accept instruction and constructive criticism in a positive manner*

- A. Receptive to trainer
- B. Accepts responsibility of actions
- C. Accepts criticism without being argumentative or defensive
- D. Accepts scheduling and shift rotation without complaint

Needs Improvement

*Unable to accept instruction or constructive criticism in a positive manner*

- A. Rationalizes or argumentative
- B. Fails to make corrections
- C. Defensive
- D. Complains regarding scheduling or shift rotation

### 23. APPLICATION OF INSTRUCTION/FEEDBACK

Competent

*Can apply instruction to further learning process*

Needs Improvement

*Is unable to apply instruction to further learning process*

---

## **24. ATTITUDE TOWARD CITIZENS**

### Competent

*Generally, establishes competent, courteous interpersonal contacts*

- A. Professional
- B. Impartial
- C. Non-discriminatory
- D. Objective
- E. Patient
- F. Empathetic
- G. Friendly

### Needs Improvement

*Unable to establish competent, courteous interpersonal contacts*

- A. Unprofessional
- B. Tone is sarcastic
- C. Displays prejudicial demeanor
- D. Unable to maintain objectivity
- E. Impatient
- F. Is not empathetic
- G. Abrupt, belligerent or overbearing

## **25. ATTITUDE TOWARD CO-WORKERS**

### Competent

*Gets along well with employees from all divisions of the department*

- A. Polite
- B. Considerate
- C. Avoids gossip

### Needs Improvement

*Relates poorly with others*

- A. Defensive
- B. Argumentative
- C. Gossips

## **26. CONDUCT TOWARDS SUPERVISION**

### Competent

*The trainee respects and supports the duties, roles and responsibilities of the training officer and supervision.*

- A. Respects/adheres to chain of command.
- B. Does not criticize or ridicule training officers or supervisors in an inappropriate forum but addresses the issues with the training officers or supervisors.

- 
- C. Follows direct orders without argument.

Needs Improvements

*The trainee does not display respect for the duties, roles, and/or responsibilities of training officer or supervisor.*

- A. Fails to follow the chain of command  
B. Discusses or solicits information from others outside their chain of command to support their position, belief, or conduct  
C. Is critical, disrespectful, or insubordinate to training officer or supervisor

**27. DECISION MAKING AND JUDGEMENT**

Competent

*Consistently exercises sound judgement and exhibits a professional demeanor*

- A. Uses departmental equipment or telephones for business purposes only  
B. Shows logical though process  
C. Takes decisive action  
D. Ability to make decisions in line with department policies and procedures  
E. Effectively chooses between alternative course of action and draws a logical conclusion  
F. Able to operate without supervision

Needs Improvement

*Does not exercise sound judgement and/or lacks a professional demeanor*

- A. Uses departmental equipment or telephones for business purposes only  
B. Acts without thought  
C. Indecisive  
D. Takes action inappropriate to the situation  
E. Must continually redo work due to incorrect decision  
F. Lacks discretion

**28. PUNCTUALITY/DEPENDABILITY**

Competent

*Is on time and ready to work at assigned position. Does not abuse sick leave*

- A. Punctual  
B. Minimum use of sick leave  
C. Brings required work materials/equipment

Needs Improvement

*Is generally unprepared to begin at assigned time. Appears to abuse sick leave*

- A. Late for duty or tardy from code 7 or breaks  
B. Excessive use of sick leave  
C. Fails to bring necessary equipment. Unprepared.

---

## **29. GENERAL APPEARANCE**

### Competent

*Uniform is neat and in good condition with polished shoes. Well groomed, maintains hygiene.*

### Needs Improvement

*Inappropriate attire, shoes or uniform. Unkempt, offensive body odor including perfume.*

---

# Albany Police Communications DAILY OBSERVATION REPORT

Trainee's Name & Badge Number

Trainer's Name & Badge Number

Date/Position(s) Worked

Completed Week Review:

YES

NO

Rating Instructions: Rate observed performance of trainee using the following categories. Specific comments are required for all ratings of needs improvement, not responding to training, and exceeds training expectations. You may comment on any observed behavior. Use the category number below to reference your narrative.

C = Competent

NI = Needs Improvement

ETE = Exceeds Training Expectations

P = Progressing Satisfactorily

NO = Not Observed

NRT = Not Responding to Training

## PERFORMANCE

1.	LISTENING & COMPREHENSION	C	ETE	P	NI	NO	NRT
2.	DECISION MAKING/CRITICAL THINKING	C	ETE	P	NI	NO	NRT
3.	CALL-TAKING	C	ETE	P	NI	NO	NRT
4.	DISPATCHING	C	ETE	P	NI	NO	NRT
5.	PRIORITIZATION	C	ETE	P	NI	NO	NRT
6.	RETENTION OF INFORMATION/PROCEDURES	C	ETE	P	NI	NO	NRT
7.	OFFICER SAFETY	C	ETE	P	NI	NO	NRT
8.	VERBAL SKILLS	C	ETE	P	NI	NO	NRT
9.	WRITTEN SKILLS	C	ETE	P	NI	NO	NRT
10.	TYPING	C	ETE	P	NI	NO	NRT
11.	CAD SKILLS	C	ETE	P	NI	NO	NRT
12.	MULTI-TASKING	C	ETE	P	NI	NO	NRT
13.	TOLERANCE FOR STRESS & ADAPTABILITY	C	ETE	P	NI	NO	NRT
14.	INITIATIVE	C	ETE	P	NI	NO	NRT
15.	PERFORMANCE, VERBAL OR WRITTEN TESTS	C	ETE	P	NI	NO	NRT

---

### KNOWLEDGE

16.	CALL TYPES	C	ETE	P	NI	NO	NRT
17.	DEPARTMENT/COMMUNICATIONS POLICIES	C	ETE	P	NI	NO	NRT
18.	RESOURCES	C	ETE	P	NI	NO	NRT
19.	COMPUTER SYSTEMS/FORMS/EQUIPMENT	C	ETE	P	NI	NO	NRT
20.	GEOGRAPHY	C	ETE	P	NI	NO	NRT
21.	IDENTIFIERS	C	ETE	P	NI	NO	NRT

### INTERPERSONAL SKILLS

22.	ACCEPTANCE OF INSTRUCTION/FEEDBACK	C	ETE	P	NI	NO	NRT
23.	APPLICATION OF INSTRUCTION/FEEDBACK	C	ETE	P	NI	NO	NRT
24.	CONDUCT TOWARD CITIZENS	C	ETE	P	NI	NO	NRT
25.	CONDUCT TOWARD CO-WORKERS	C	ETE	P	NI	NO	NRT
26.	CONDUCT TOWARD SUPERVISION	C	ETE	P	NI	NO	NRT
27.	DECISION MAKING AND JUDGEMENT	C	ETE	P	NI	NO	NRT
28.	PUNCTUALITY/DEPENDABILITY	C	ETE	P	NI	NO	NRT
29.	GENERAL APPEARANCE	C	ETE	P	NI	NO	NRT

The most acceptable area of performance today was rating category number \_\_\_\_\_

Provide examples:

The area that could use the most improvement was rating category \_\_\_\_\_

Provide examples:

Additional comments and documentation of performance (include rating category numbers).



---

Trainee's Comments:

Is there anything I am doing as your communications training officer that is hindering your performance or anything I can do to help improve your performance?

TRAINEE SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

TRAINER SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

TRAINING SUPERVISOR SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

---

## **PHASE I CALL-TAKING**

Phase I training will focus on the call-taking position. This is a critical position for the smooth operation of the communications center. You are the first contact the citizens will have with the police department. It is imperative you personify a helpful and professional demeanor. The dispatcher, and subsequently the officer, will be relying on you for accurate, thorough and timely information. This information will not only assist the citizens of the City of Albany, but also provide the necessary tools for officer safety. Your quick and efficient work has the potential to supply emergency help to those in need.

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

# PHASE I TELEPHONE EQUIPMENT

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Handset/headset/Backup</li> <li>2. Business lines</li> <li>3. Emergency lines</li> <li>4. 911</li> <li>5. Transferring calls</li> <li>6. 911 Transfers/ 911 &amp; Business line emergencies</li> </ol> | <ol style="list-style-type: none"> <li>7. Understanding of taped lines</li> <li>8. Voice mail</li> <li>9. Phone messages for employees</li> <li>10. ATT Language Line</li> <li>11. Real Time Player</li> <li>11.Back up phone</li> </ol> |
|--|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I POSITRON 911

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|------------------------|--------------------|
| 1. Call Control Window | 7. HookSW          |
| 2. Speed Dial window   | 8. Recall Recorder |
| 3. ALI Window          | 9. Headset Volume  |
| 4. TTY Mode            | 10. Manual ALI     |
| 5. Mute                | 11. 911 Misroute   |
| 6. Hold                | 12. Release        |

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I TTY

- 1. Legal Requirements
- 2. Responsibility/Liability
- 3. Silent Calls
- 4. Language
- 5. California Relay Service

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

*Training Officer* \_\_\_\_\_ *Date* \_\_\_\_\_

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*Trainee* \_\_\_\_\_ *Date* \_\_\_\_\_

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# PHASE I REFERENCE MATERIAL

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|--------------------------------|-----------------------|
| 1. Teletype operations manuals | 5. CJIS books         |
| 2. Equipment manuals           | 6. Trak Flyers        |
| 3. Map books                   | 7. Schedule           |
| 4. Reverse Directory           | 8. Flip Page Resource |
| 5. Maps/Maps Programs          |                       |

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

Training Office \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I

## COMPUTER AIDED DISPATCH/RIMS

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|---|---|
| <ol style="list-style-type: none"> <li>1. Sign On/Off</li> <li>2. Keyboard</li> <li>3. Shortcut keys</li> <li>4. Function keys</li> <li>5. Creating Incidents</li> <li>6. Creating Case Number</li> </ol> | <ol style="list-style-type: none"> <li>7. Search Incidents/Cases</li> <li>8. Search Persons/Vehicles</li> <li>9. Status Changes</li> <li>10. Password</li> <li>11. Change operator</li> <li>12. Exit</li> </ol> |
|---|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE I

## CUSTOMER SERVICE

1. Placing callers on hold
2. Providing directions
3. Controlling conversations
4. Difficult callers
5. Tone of voice
6. Empathy/Patience
7. Sometimes you have to say "no"

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I EVENT ENTRY

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|---------------------------|-------------------------|
| 1. Locations/Verification | 5. Remarks/Descriptions |
| 2. Activity Codes         | 6. Force Location       |
| 3. RP Information         | 7. Event times          |
| 4. Call Source            | 8. Creating/Duplicates  |

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE I CANCELING EVENTS

- 1. Cancelling calls for service 3
- 2. Cases/Incidents pulled in Error
- 3. Cancelling over the air

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I LOG ON/OFF

1. Log on units
2. Change Unit Status
3. Add/Change Beats
4. Add/Change Equipment

5. Switch Primary Unit
6. Log off units

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I MESSAGES

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|--------------------|---------------------|
| 1. Send Message    | 4. Retrieve Message |
| 2. Receive Message | 5. Unit ID vs. Name |
| 3. Attach a file   | 6. Copy and Paste   |
|                    | 7. When to use      |

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

*Training Officer* \_\_\_\_\_ *Date* \_\_\_\_\_

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*Trainee* \_\_\_\_\_ *Date* \_\_\_\_\_

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# PHASE I RIMS INQUIRIES

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| <ol style="list-style-type: none"> <li>1. Event Search</li> <li>2. Display Event</li> <li>3. Employee Database Search</li> <li>4. Unit Summary</li> <li>5. Unit History</li> <li>6. Log Searches</li> </ol> | <ol style="list-style-type: none"> <li>7. People</li> <li>8. Vehicles</li> <li>9. Equipment</li> <li>10. CLETS</li> </ol> |
|---|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I CODES

1. Radio codes - understanding and memorization of common 10 and 11 codes
2. RIMS Activity codes
3. Phonetic alphabet - understanding and memorization
4. Clearance/Disposition (Dispo) Codes

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I CODES

1. State codes
2. Color codes
3. Military Time
4. Directional codes
5. Days of the week

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I CODES

1. Police agency identifiers- ORI, Mnemonics, Quick code
2. Common abbreviations and acronyms

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I GEOGRAPHY

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|---|---|
| <ol style="list-style-type: none"> <li>1. Schools</li> <li>2. Parks</li> <li>3. Public Buildings</li> <li>4. Area 5</li> <li>5. Liquor Stores</li> <li>6. Gill Tract</li> </ol> | <ol style="list-style-type: none"> <li>7. Common place names / Restaurants</li> <li>8. Major Traffic Arteries</li> <li>9. Borders/ Border Address Changes</li> <li>10. Banks</li> <li>11. Bars</li> <li>12. Common Jails and Hospitals</li> </ol> |
|---|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I BEATS/BEAT ASSIGNMENTS

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|-------------------------------|------------------|
| 1. Beats                      | 5. Code 7/Breaks |
| 2. Call Responsibility        | 6. Patrol Shifts |
| 3. Cover officer/s role       | 7. Sgt./OIC role |
| 4. Shift Change-Calls Holding |                  |

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I CALL OUTS

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| <ol style="list-style-type: none"> <li>1. Call outs – documentation and notification</li> <li>2. Call outs– TRT/HNT</li> <li>3. Call outs – Investigators</li> </ol> | <ol style="list-style-type: none"> <li>4. Call outs – Public works</li> <li>5. Call outs – Utilities</li> <li>6. Call outs – Blood tech</li> <li>7. Call outs – Tow trucks</li> </ol> |
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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I TELETYPES

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| <ol style="list-style-type: none"> <li>1. Responsibility and liability</li> <li>2. CRIMS</li> <li>3. CLETS codes</li> <li>4. Reference books</li> <li>5. Vehicle Registrations</li> <li>6. Reading TT</li> </ol> | <ol style="list-style-type: none"> <li>7. Forwarding</li> <li>8. Attaching Responses</li> <li>9. Cut and Paste</li> <li>10. ORI</li> <li>11. Mnemonic</li> <li>12. File Control Number</li> </ol> |
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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I STOLEN VEHICLE SYSTEM

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|-----------------------------|--------------------------|
| 1. Communications procedure | 7. Vehicles – Cancel     |
| 2. Vehicles – Inquiry       | 8. Boats – Inquiry       |
| 3. Vehicles – Entry         | 9. Boats – Entry         |
| 4. Vehicles – Locate        | 10. Boats – Locate       |
| 5. Vehicles – Modify        | 11. Boats – Modify       |
| 6. Vehicles – Clear         | 12. Boats – Clear/Cancel |

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I LOJACK

1. Definition
2. Type code
3. LOJACK Inquiry
4. SVS entry

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I NAME CHECK – 10-29

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| <ol style="list-style-type: none"> <li>1. 10-27 – Drivers License</li> <li>2. 10-29 – Wanted Persons</li> <li>3. 10-29- 290/590 Sex/Arson<br/>Registration</li> <li>4. AWS</li> <li>5. CARPOS</li> </ol> | <ol style="list-style-type: none"> <li>6. Supervised Release File</li> <li>7. MUPS</li> <li>8. NCIC</li> <li>9. PRCS Supervision</li> </ol> |
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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I VEHICLE ENTRY

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| <ol style="list-style-type: none"> <li>1. Private Property tow (PPTOW)</li> <li>2. Liability</li> <li>3. RIMS entry</li> <li>4. SVS entry</li> <li>5. Impounds</li> <li>6. Impound Binder/Releases</li> </ol> | <ol style="list-style-type: none"> <li>7. Repossessions</li> <li>8. Repossessions – Liability</li> <li>9. Repossessions – RIMS entry</li> <li>10. Repossessions – SVS entry</li> <li>11. Lost/Missing/Embezzled</li> <li>12. Impound/Owner notification</li> </ol> |
|---|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I RECOVERED VEHICLES

1. Responsibility/liability
2. Within Albany – RIMS entry
3. Within Albany – SVS entry
4. Outside Albany – Teletype locate
5. Dissemination of paperwork
6. Notification of owner

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I ANIMAL CONTROL

1. Calls for service (PD Responsibilities)
2. Event entry
3. Emergency call-outs

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I RIMS CRASH

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| <ol style="list-style-type: none"> <li>1. Responsibility</li> <li>2. Re Boot</li> </ol> | <ol style="list-style-type: none"> <li>3. Map book/Beat map</li> <li>4. Note Taking/Time Stamp</li> <li>5. IT/Admin Sgt. Notification</li> </ol> |
|---|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II

In Phase II you will focus on your radio training. The secondary position is a back up position, for the primary dispatcher. Your responsibilities at secondary are many and varied. You will learn the mechanics of the radio and begin to develop your "radio ear". This is where you will learn how to use the police radio codes correctly and accurately. You will be relied upon heavily to assist and anticipate the needs of the primary dispatcher.

In this phase you will be expected to become more involved in the actual calls and take the lead when directed by your training officer. You must be able to put into action the information you have received thus far in your training.

If you do not understand a topic area fully, ask for clarification from your training officer. All assignments and study areas are to be completed on time. You will be tested, both orally and written, on the subject areas covered.

## PHASE II RADIO CONSOLE

- |  |   |
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| <ol style="list-style-type: none"> <li>1. Foot pedal</li> <li>2. Headset -Hands free and wired</li> <li>3. Select/un-select frequencies</li> <li>4. Patch channels</li> <li>5. Instant Playback</li> <li>6. APD and AFD Radio Identifiers</li> </ol> | <ol style="list-style-type: none"> <li>7. Speakers /Volume Control</li> <li>8. Scanning Allied agencies</li> <li>9. Reboot/ No Password Needed</li> </ol> |
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*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II RADIO WORK AREA

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|---|---|
| <ol style="list-style-type: none"> <li>1. Portable Radio</li> <li>2. Radio Tabs</li> <li>3. Primary/Back-up Window</li> <li>4. Channel Name/Select line</li> <li>5. Alert Tone</li> <li>6. Code 33</li> </ol> | <ol style="list-style-type: none"> <li>7. Interop Channels</li> <li>8. EBRCSA Channel Matrix</li> <li>9. Alarm Alerts and knock downs</li> <li>10. AFD Tone out</li> <li>11. Back Up Radio</li> </ol> |
|---|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II RADIO CHANNELS

1. Police (ABPD1, ABPD TAC 1-3, ABPD INV)
2. Fire (ALB Disp)
3. Command 10
4. Allied Agencies
5. BFD Command 11- We cannot monitor

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II RESOURCES

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| <ol style="list-style-type: none"> <li>1. Teletype manuals</li> <li>2. California Penal Code</li> <li>3. California Vehicle Code</li> <li>4. Health and Safety Code</li> <li>5. Business and Professions Code</li> </ol> | <ol style="list-style-type: none"> <li>6. Municipal Code</li> <li>7. Radio Code</li> <li>8. Criss cross directory</li> <li>9. Telephone books</li> <li>10. Fire Dept Reference Book</li> </ol> |
|--|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II RESOURCES

1. City Index Map-Posted & computer
2. Thomas Bros. map
3. Albany Village Map
4. GIS Map Book

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II TELEPHONE CALL-OUTS

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| <ol style="list-style-type: none"> <li>1. Tow trucks</li> <li>2. Blood technicians</li> <li>3. Taxi</li> </ol> | <ol style="list-style-type: none"> <li>4. Gas/Electric Company</li> <li>5. EBMUD</li> <li>6. Coroner</li> <li>7. UCPD</li> <li>8. ACSO</li> </ol> |
|--|---|

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*Training Officer* \_\_\_\_\_ *Date* \_\_\_\_\_

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*Trainee* \_\_\_\_\_ *Date* \_\_\_\_\_

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## PHASE II RADIO CALL-OUTS

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| <ol style="list-style-type: none"> <li>1. Helicopters</li> <li>2. Other agencies-Speed Dial</li> <li>3. K9 Officers</li> </ol> | <ol style="list-style-type: none"> <li>4. Other agencies-Non-Speed Dial</li> <li>5. California Highway Patrol</li> <li>6. Bomb squads</li> </ol> |
|--|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II LINE UP

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| <ol style="list-style-type: none"> <li>1. Line Up-Shift Change</li> <li>2. 10851 List (F11)</li> <li>3. Patrol Checks</li> <li>4. Crime Info Sheet</li> </ol> | <ol style="list-style-type: none"> <li>5. Briefing Binder</li> <li>6. Printing</li> <li>7. Distribution of copies</li> </ol> |
|---|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II ON CALL

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| <ol style="list-style-type: none"> <li>1. Communications</li> <li>2. TRT/HNT Teams</li> </ol> | <ol style="list-style-type: none"> <li>3. Watch Commander</li> <li>4. Investigations</li> <li>5. Public Works</li> <li>6. Animal Control</li> <li>7. Command Staff</li> </ol> |
|---|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II VIDEO EQUIPMENT

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| <ol style="list-style-type: none"> <li>1. Display of camera views</li> <li>2.</li> <li>3.</li> </ol> | <ol style="list-style-type: none"> <li>4. Cameras / Intercoms</li> <li>5.</li> <li>6.</li> </ol> |
|--|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II MUTUAL AID

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|--|---|
| <ol style="list-style-type: none"> <li>1. Pursuits policy</li> <li>2. Other agency pursuits in city</li> </ol> | <ol style="list-style-type: none"> <li>3. Notification of Supervisor</li> <li>4. Notification vs. requests</li> <li>5. Liability</li> <li>6. Adding Out Agency units to RIMS</li> </ol> |
|--|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II COMPUTER REGULATIONS CJIS/NCIC

1. User responsibility
2. Security – Liability
3. User misuse

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II VEHICLE INQUIRIES

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|--|---|
| <ol style="list-style-type: none"> <li>1. Vehicle License Inquiry</li> <li>2. Vehicles Registered To</li> <li>3. Dealer Plates</li> <li>4. VIN Inquiry</li> <li>5. License plate type codes</li> <li>6. New owner information</li> </ol> | <ol style="list-style-type: none"> <li>7. Proper method of relaying teletype returns</li> <li>8. Stolen vehicles</li> <li>9. RIP/ TIP</li> <li>10. Parkers</li> </ol> |
|--|---|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II DRIVERS LICENSE INQUIRIES

- |                      |                                 |
|----------------------|---------------------------------|
| 1. By Number         | 5. Provisional license          |
| 2. By Name           | 6. Valid license/Classes        |
| 3. Out of State      | 7. Restrictions/Court probation |
| 4. Suspended license | 8. Soundex                      |

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II AWS - PERSONS

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| <ol style="list-style-type: none"> <li>1. AWS – Inquiry/Confirmation</li> <li>2. Name Inquiry</li> <li>3. Number Inquiry</li> <li>4. Vehicle Inquiry</li> <li>5. Response options</li> </ol> | <ol style="list-style-type: none"> <li>6. AWS Confirmation</li> <li>7. AWS Updates</li> </ol> |
|--|---|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II SUPERVISED RELEASE

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| <ol style="list-style-type: none"> <li>1. SRF – Inquiry/Confirmation</li> <li>2. SRF – Interpreting the Response</li> <li>3. SRF – Contact Messages</li> </ol> | <ol style="list-style-type: none"> <li>4. SRF – Parole Officer Information</li> <li>5. PRCS– Post Release Community Supervision</li> </ol> |
|--|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II

# NATIONAL/STATE WANTED PERSONS

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| <ol style="list-style-type: none"> <li>1. Wanted Persons System</li> <li>2. WPS – Inquiry</li> <li>3. WPS – Confirmation</li> <li>4. WPS – Locate</li> <li>5. WPS – Extradition</li> <li>6. WPS – Pulling the warrant</li> </ol> | <ol style="list-style-type: none"> <li>7. National Crime Information Center</li> <li>8. NCIC – Inquiry</li> <li>9. NCIC – Confirmation</li> <li>10. NCIC – Locate</li> <li>11. NCIC – Extradition</li> <li>12. NCIC – Pulling the warrant</li> </ol> |
|--|--|

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*Training Officer* \_\_\_\_\_ *Date* \_\_\_\_\_

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## PHASE II PROPERTY TELETYPES

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| <ol style="list-style-type: none"> <li>1. Automated Property System</li> <li>2. APS – Inquiry</li> <li>3. APS – Confirmation</li> <li>4. Automated Firearm System</li> <li>5. AFS – Inquiry</li> </ol> | <ol style="list-style-type: none"> <li>6. Bicycles – Automated Property</li> <li>7. Bicycles – In house</li> <li>8. Boats – SVS</li> <li>9. Boats - APS</li> </ol> |
|--|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II CRIMINAL HISTORY

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|---------------------------------------|--------------------------------------|
| 1. Criminal History System-Definition | 6. Juvenile Contacts                 |
| 2. CII – Liability and restrictions   | 7. CJIS - Liability and restrictions |
| 3. CII – Relaying via radio or MDT    | 8. CJIS - Name Inquiry               |
| 4. Automated CII                      | 9. CJIS - Number Inquiry             |
| 5. Response types                     | 10. Relaying via radio or MDT        |

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II COMPUTER FILES

- |                 |                       |
|-----------------|-----------------------|
| 1. Premise file | 3. On Call lists      |
| 2. Notes files  | 4. VIN Assist         |
|                 | 5. Phone List in RIMS |

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE II SECURITY SYSTEM

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|---------------------------------|-------------------------|
| 1. Panic alarms – location      | 3. Operations Directive |
| 2. Panic alarms – notifications | 4. Jail                 |

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II BUILDING EVACUATION

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| <ol style="list-style-type: none"> <li>1. Evacuation routes</li> <li>2. Notifications</li> <li>3. Evacuation kit</li> </ol> | <ol style="list-style-type: none"> <li>4. 911 switch over</li> <li>5. Power shut off switches</li> </ol> |
|---|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE II RIMS/CAD CRASH - REVIEW

1. Responsibility
2. Card system- NA
3. Map books/Beat maps
4. Restarting system

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III

In Phase III of your training you will learn the actual dispatching responsibilities. You will receive the calls from the call-taker, make the determination of which specific unit(s) to send, how many unit(s) to send and how to prioritize pending incidents. You will be expected to remember the activity of each specific unit and update the computer when that activity changes. Far more important than the computer knowledge you will obtain will be the ability to problem solve and make sound decisions, even under the most stressful situations. You will need to utilize all your acquired training to comprehend not only what you are doing, but why. You will continue to learn how the radio works and fine-tune your "radio ear". When your "radio ear" is fully developed, you will be able to focus your attention on the radio to interpret and process information from one or more radio sources, regardless of the distractions of your immediate surrounding.

Phase III will move you towards your goal of becoming an independent and viable dispatcher. Your Training Officer will continue to act as a resource and teacher. You must be able to apply the knowledge you have gained effectively. This is the time to apply your learning to all phases of the job. At the conclusion of this phase you will be expected to function as a competent, fully trained dispatcher.

If you do not understand a topic area fully, ask for clarification from your Training Officer. All assignments, and study areas are to be completed on time. You will be tested, both orally and written, on the subject areas covered.

## PHASE III RADIO CONSOLE

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Alert Tones</li> <li>2. Code 33 Button</li> </ol> | <ol style="list-style-type: none"> <li>3. FCC regulations</li> <li>4. Radio Procedure</li> </ol> |
|---|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III RADIO OPERATION

1. Hearing/Listening
2. Acknowledging
3. Transmitting
4. Proper/professional terminology

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III DISPATCHING A CALL

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| <ol style="list-style-type: none"> <li>1. How to read a call</li> <li>2. Event priorities</li> <li>3. Response times</li> <li>4. Beat Responsibility</li> <li>5. RIMS/CAD vs. Dispatcher dispatching</li> </ol> | <ol style="list-style-type: none"> <li>6. MDT policy</li> <li>7. Selection of units</li> <li>8. Relaying accurate information</li> </ol> |
|---|--|

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III RADIO PROCEDURES

1. Code 3 policy

2. When/which units to roll code 3

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Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III OFFICER SAFETY

- |                              |                                |
|------------------------------|--------------------------------|
| 1. Updating calls            | 4. Alarm responses             |
| 2. Updating officer's status | 5. Unit Contact                |
| 3. Officer safety awareness  | 6. Supervisor Responsibilities |

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE III CALLS FOR HELP

1. Officer Involved Shootings
2. Officer Held Hostage

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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## PHASE III CALLS FOR HELP

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|---|--|
| <ol style="list-style-type: none"> <li>1. Mutual aid</li> <li>2. Pursuit policy</li> <li>3. Pursuits within the city</li> </ol> | <ol style="list-style-type: none"> <li>4. Pursuits exiting the city</li> <li>5. Helicopters</li> </ol> |
|---|--|

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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## PHASE III SPECIALIZED RESPONSES

1. HAZMAT
2. K9 Officers
3. Crime Scene Investigators
4. Traffic Investigators
5. Parking Enforcement Officer
6. Police Service Technicians

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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## PHASE III SPECIALIZED RESPONSES

### 1. TRT/HNT Call Out

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE III RIMS CRASH

1. CAD crash supplies

2. Card dispatching

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

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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## **PHASE IV EVALUATION**

Phase IV will consist of a “shadow” period of evaluation/monitoring. A Training Officer will be assigned to you primarily as an observer/evaluator. Your Training Officer will not get involved unless there is an officer safety or other related liability issue.

The purpose of this evaluation phase is to assess how effectively and safely you perform as a member of the communications team. You must put into action all the training knowledge you have gained.

At the conclusion of this evaluation phase, the Training Officer will make a determination as to your ability to function as a Dispatcher for the City of Albany.



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# ITEM CHECKLIST

The following is a list of items that you will be issued prior to, or during, your training. You will not be issued new uniforms until the successful completion of your training.

<b>ITEM</b>	<b>DATE</b>	<b>ISSUED BY</b>
TRAINING MANUAL	_____	_____
TRAINING WORKBOOK	_____	_____
RADIO PROCEDURE MANUAL	_____	_____
LOCKER	_____	_____
MAILBOX	_____	_____
ID/KEY CARD	_____	_____
BADGE	_____	_____
HEADSET	_____	_____
LEXIPOL LOG ON	_____	_____