

City of Chowchilla
POLICE DEPARTMENT
Field Training Division

Communications Training Workbook

Manual Developed and Written by;
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**City of Chowchilla
POLICE DEPARTMENT
Field Training Division**

Communications Training Workbook

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Communications Training Workbook
Welcome

Welcome to the Chowchilla Police Department's Communications Training Program. During your training you will be placed with a training officer that has been chosen for their experience and capabilities. The communications training program is a structured six phase program. If for some reason you are unable to work an assigned training day, your program will be extended accordingly. If a training supervisor feels a need for additional training, your training program may also be extended. It is imperative that you report to work each day to help you complete your training within an acceptable time period. The training program has been designed to be completed with an established time frame with allowances for the learning ability of the individual trainee.

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

Your training is broken up into six phases.

Phase I will be the orientation phase. During this time you will become acquainted with the department and the members of the department. You will also cover several policy sections that will prove to be useful during your employment. You will be introduced to our Computer Aided Dispatch system or CAD and start performing daily shift responsibilities.

Phase II is the call taking phase. You will cover telephone skills, public relations, and telephone equipment.

Phase III is the radio phase. You will learn how to properly use the radio and begin developing your "radio ear".

Phase IV is the CLETS systems phase. In this phase you will cover all functions and uses of CLETS.

Phase V is the report processing phase. During this phase you will learn how to properly process reports, and begin to understand the importance of record keeping.

Phase VI is the evaluation phase. You will act as a solo dispatcher and be evaluated by your CTO.

Your training will be evaluated on a daily basis, and then compiled into weekly evaluations. Upon the successful completion of all training phases, you will be assigned to a working communications shift, based on departmental policies, as a probationary dispatcher.

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 that your Training Officer is unable to handle, they will turn the matter over to the Dispatch Supervisor.

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Explanation of Training Terms

Critical Task

A list of defined areas that is critical in the performance of a Dispatcher's duties. All areas must be mastered before a trainee is considered qualified to be released from training.

Daily Evaluation

A document for tracking the daily performance of a trainee in specific categorized areas. This document is designed so the trainee receives consistent evaluations and performances can be tracked during training.

Performance Anchors

A description of each category in which a trainee is to be evaluated. Each category is broken into specific numerical descriptions explaining performance expectations. A trainee gets marks on the daily evaluations which coincide with the described anchor.

Phased Training

Phased training refers to the grouping of tasks to be learned into different phases. Each phase addresses different areas of dispatch that are to be learned by the trainee.

Remediation

An ongoing specific process to improve an identified deficiency.

Rephrasing

A set period of time to correct deficiencies.

Work-Sheet

A contact between the Training Officer and the trainee which specifies an area of weakness and prescribes a method for improvement which the trainee is required to complete by a specific date.

End of Explanation of Terms

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Communications Training Workbook

Daily Training Evaluation Forms Standardized Guidelines (ANCHORS)

Performance

1. Written Skills

Competent

General ability to compile a concise, organized log entry or any written communication in a timely fashion;

- A. Complete statement of facts
- B. Specific crime elements delineated
- C. Proper grammar
- D. Concise, understandable language
- E. Suspect and/or vehicle information complete accurate

Need's Improvement

General inability to accurately organize a concise, daily log entry or any written communication in a timely fashion.

- A. Omission or misstatement of facts
- B. Elements of crime missing
- C. Confusing or misleading narrative
- D. Suspect and/or vehicle information missing or incomplete

2. Verbal Skills

Competent

General ability to accurately relay necessary information verbally to others in a concise, timely and in an understandable manner.

- A. Complete statement of facts
- B. Controlled command of conversation/voice inflection
- C. Concise, understandable language

Needs Improvement

General inability to accurately relay necessary information verbally to other in concise, timely, and understandable manner;

- A. Incomplete statement of facts
- B. Poor command of conversation/voice inflection
- C. Confusing or misleading language

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Communications Training Workbook
Performance... Continued

3. Listening Skills

Competent

General ability to accurately hear and comprehend information relayed to the trainee via phone, radio or by voice;

- A. Comprehends information received
- B. Rarely misses radio transmission
- C. Hears verbal communications within the center
- D. Rarely has to have information repeated

Needs Improvement

General inability to accurately hear and comprehend information relayed to the trainee via phone, radio, or by voice:

- A. Inability to comprehend information received
- B. Misses radio transmissions
- C. Does not hear verbal communications within the center
- D. Must have others repeat on a continual basis

4. Knowledge of Call Types

Competent

General ability to accurately memorize and apply appropriate call types to calls for service.

Needs Improvement

General inability to accurately memorize and apply appropriate call types to calls for service.

5. Knowledge of CAD Commands

Competent

General ability to accurately memorize and utilize the commands as they apply to various inquiries and functions;

- A. Ability to use system inquiries efficiently
- B. Ability to use dispatch commands accurately and timely

Needs Improvement

General inability to accurately memorize and utilize the commands as they apply to various inquiries and functions;

- A. Inability to use system inquiries efficiently
- B. Inability to use dispatch commands accurately and timely

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***Communications Training Workbook
Performance... Continued***

6. Knowledge of Geography

Competent

General ability to memorize major landmarks within the city and utilize the map.

- A. Ability to utilize map
- B. Ability to identify major shopping centers
- C. Ability to identify major landmarks

Needs Improvement

General inability to memorize major landmarks within the city or utilize the map.

- A. Unable to use the map
- B. Unable to identify major shopping centers
- C. Unable to identify major landmarks

7. Stress Control

Competent

Exhibits a controlled attitude and able to maintain order.

- A. Control of temper
- B. Visibly calm/monotone
- C. Able to contain situation
- D. Able to function during emergency situations

Needs Improvement

Outwardly emotional and unable to maintain order.

- A. Loses temper
- B. Visibly nervous or agitated
- C. Cannot control situation
- D. Unable to function during emergency situations

8. Decision Making/Problem Solving

Competent

General ability to make independent decisions and solve problems reasonably.

- A. Ability to reason out a problem
- B. Considers options/alternatives
- C. Solicits other opinions/views
- D. Flexible
- E. Able to prioritize and handle multiple calls/requests

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Communications Training Workbook
Performance... Continued

Needs Improvement

General inability to make independent decisions or solve problems reasonably.

- A. Unable to reason out a problem
- B. Failure to consider options/alternatives
- C. Fails to solicit other opinions/views
- D. Inflexible
- E. Unable to prioritize and handle multiple calls

9. Initiative

Competent

General ability to do the extras to increase efficiency and job knowledge.

- A. Needs minimal supervision
- B. Tends to do more on their own to increase efficiency
- C. Utilizes the computer/resources
- D. Utilizes free time for study/review

Needs Improvement

General inability to do the extras to increase efficiency and job knowledge.

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

10. Radio Transmissions/Reception

Competent

General ability to recognize and respond to radio traffic accurately.

- A. Transmissions understandable and concise
- B. Rarely misses radio transmissions
- C. Comprehends most radio transmissions
- D. Good retention of information received
- E. Monotone radio voice
- F. Properly uses radio codes and police terminology

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Performance... Continued

Needs Improvement

General inability to recognize and respond to radio traffic accurately.

- A. Transmissions confusing or lengthy
- B. Misses radio transmissions
- C. Unable to comprehend radio transmissions
- D. Poor retention of information received
- E. Poor voice inflections
- F. Does not properly use radio codes and police terminology

11. Versatility/Adaptability

Competent

General ability to be flexible and adaptable:

- A. Flexible
- B. Ability to adapt to changing situations
- C. Applies acquired knowledge to new situations

Needs Improvement

General inability to be flexible and adaptable:

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

End of Performance

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Communications Training Workbook
Interpersonal Skills

1. Communication Skills

Competent

Verbal expression consistent and appropriate to the given situation.

- A. Controlled voice command and inflection
- B. Does not let personal opinions influence business matters
- C. Able to express thoughts clearly

Needs Improvement

Verbal expression inconsistent and inappropriate to the given situation.

- A. Poor voice command and inflection
- B. Lets personal opinions influence business matters
- C. Unable to express thoughts clearly

2. Acceptance of Criticism

Competent

Able to accept criticism in a constructive manner.

- A. Applies criticism in future efforts
- B. Mature
- C. Accepts criticism without being argumentative, or defensive.
- D. Accepts responsibility of acts
- E. Confident

Needs Improvement

Unable to accept criticism in a constructive manner.

- A. Argumentative
- B. Rationalizes
- C. Refuses to make correction
- D. Defensive
- E. Hostile
- F. Immature

3. Behavior towards citizens

Competent

Generally establishes competent and courteous interpersonal contacts:

- A. Friendly & Patient
- B. Empathetic
- C. Impartial
- D. Non-Decimator
- E. Objective
- F. Professional

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Interpersonal Skills... Continued

4. Self Image/Confidence

Competent

Behavior indicates positive self image;

- A. Demonstrates self confidence
- B. Self-reliant
- C. Self-motivated
- D. Self-starter
- E. Positive interaction with others
- F. Decisive

Needs Improvement

Behavior indicates negative self image:

- A. Timid
- B. Lack of confidence
- C. Negative
- D. Overly aggressive
- E. Extremely critical of others
- F. Avoid others

5. Attitude towards co-workers

Competent

Respects and supports the duties, roles, and responsibilities of other department personnel:

- A. Considerate & Sincere
- B. "Team Player"
- C. Follows chain of command
- D. Supportive & Good listener
- E. Gets along with and/or is respectful of other departmental personnel.

Needs Improvement

Belittles and rejects the duties, roles, and responsibilities of other department personnel:

- A. Unsociable
- B. Insubordinate
- C. Sarcastic
- D. Gossips maliciously
- E. Does not get along with and/or is disrespectful of other department personnel

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Communications Training Workbook
Knowledge

1. Department/Communication Policies

Competent

Working knowledge and ability to apply department/division policies and procedures;

- A. Understands policy/procedure
- B. Applies policy/procedure
- C. Knows how to access policy/procedure

Needs Improvement

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

- A. Does not understand policy/procedure
- B. Does not apply policy/procedure
- C. Does not know how to access policy/procedure

2. Computer Aided Dispatch Manual (CAD)

Competent

Understands and utilizes CAD Manual efficiently;

- A. Reviews manual periodically
- B. Understands and utilizes manual for reference

Needs Improvement

Does not understand and/or utilize CAD manual efficiently;

- A. Seldom reviews manual
- B. Does not understand manual or how to utilize it properly

3. Training Manual

Competent

Understands and utilizes the training manual as a resource guide

Needs Improvement

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

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Communications Training Workbook
Knowledge... Continued

4. Resources

Competent

Understand and utilizes available resources efficiently;

- A. Understands how to utilize resources for reference
- B. Reviews resources periodically
- C. Knows what/where information is available

Needs Improvement

Does not understand and/or utilize available resources;

- A. Does not understand how to utilize resources
- B. Relies on others for answers rather than utilizing resources
- C. Does not know what/where information is available

5. Communications Equipment

Competent

Has a good working knowledge of the equipment utilized in the communications center.

Needs Improvement

Does not have a working knowledge of the equipment utilized in the communications center.

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Communications Training Workbook
Job Readiness

1. General Appearance

Competent

Grooming indicates sense of professional pride;

- A. Neat clean and pressed uniform
- B. Well groomed hair
- C. Good personal hygiene

Needs Improvement

Grooming indicates lack of personal pride;

- A. Shoes and uniform dirty or in disrepair
- B. Unkempt hair
- C. Lack of personal hygiene

2. Punctuality/Dependability

Competent

Generally on time and is responsible for the communications position being held;

- A. Is punctual for shift
- B. Minimal sick time usage
- C. Is responsible for the position being worked

Needs Improvement

Is generally late and/or misses work and is not being responsible for the communications position being held;

- A. Late for work
- B. Excessive sick time usage
- C. Does not handle responsibility of position being worked

3. Mental Alertness

Competent

Generally alert and able to focus on the job responsibilities;

- A. Well rested
- B. Alert
- C. Eager to learn

Needs Improvement

Generally unable to focus on the job responsibilities;

- A. Tired
- B. Preoccupied
- C. Unable to concentrate

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Daily Evaluation

Trainee: _____

Trainer: _____

Date: _____

Phase #: _____

Rating instructions: Rate observed performance of Trainee to the following categories.

NI = Needs Improvement C= Competent NO= Not Observed

A. Performance

1. Written Skills	NI	C	NO
2. Verbal Skills	NI	C	NO
3. Listening Skills	NI	C	NO
4. Knowledge of Call Types	NI	C	NO
5. Knowledge of Call Commands	NI	C	NO
6. Knowledge of Geography	NI	C	NO
7. Stress Control	NI	C	NO
8. Decision Making/Problem Solving	NI	C	NO
9. Initiative	NI	C	NO
10. Radio: Transmission/Reception	NI	C	NO
11. Versatility/Adaptability	NI	C	NO
12. Retention of Information	NI	C	NO

B. Interpersonal Skills

1. Communication Skills	NI	C	NO
2. Acceptance of Criticism	NI	C	NO
3. Behavior towards citizens	NI	C	NO
4. Self Image/Confidence	NI	C	NO
5. Attitude towards co-workers	NI	C	NO

C. Knowledge

1. Dept/Communication Policies	NI	C	NO
2. CAD Manual	NI	C	NO
3. EIS Manual	NI	C	NO
4. Resources	NI	C	NO
5. Communication Equipment	NI	C	NO

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Daily Evaluation... Continued

D. Job Readiness

1. General Appearance	NI	C	NO
2. Punctuality/Dependability	NI	C	NO
3. Mental Alertness	NI	C	NO

Trainee Signature

CTO Signature

End of Daily Evaluation

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Weekly Evaluation

Trainee's Name: _____ ID# _____ Date: _____

ID# _____ Date: _____

CTO's Name: _____ ID# _____

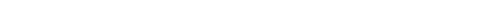
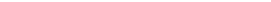
ID#

Phase: _____

The Trainee is now: **COMPETENT** **NEEDS IMPROVEMENT** (circle one)

The Trainee's critical task list has been completed to phase # _____

Address topics “A” through “D” covered in the daily evaluation. Summarize the past week of training. Be Specific about strong and weak areas. Include examples and list steps taken to improve deficiencies. Use additional sheets if necessary.

CTO Signature:  Trainee Signature: 

Trainee Signature:

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Training Worksheet

Trainee: _____ Date: _____ Phase: _____

Your training Officer has identified one or more areas of performance difficulties that need your immediate attention for improvement. You will be expected to fully complete the belong listed training assignment by: _____.

PERFORMANCE DEFICIENCIES:

Define the problem specifically, giving examples. Describe the training already conducted.

TRAINING ASSISGNMENT:

Describe the specific assignments given to the trainee to correct the above problem.

Training Officer: _____ Trainee: _____

Date Assigned: _____

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Training Worksheet ... Continued

ASSIGNMENT COMPLETION:

1. Has the Trainee satisfactorily completed the training plan?
YES _____ NO _____
2. Is the Trainee now performing at a competent level?
YES _____ NO _____
3. Has an additional assignment been given?
YES _____ NO _____

Comments:

Training Officer: _____

Trainee: _____

Date: _____

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***Communications Training Workbook
PHASE I ORIENTATION***

The first step in the training procedure will be one week of orientation. During this week you will become familiar with the layout of the department, the chain of command, time reporting procedures, and various departmental forms and policies. This will also be a week of observation time, allowing you to become familiar with the workings of the dispatch area.

All staff is to be addressed by their title/rank and last name while you are on training.

Phase I Orientation	Taught	Displayed
1.1 Employee Folder		
1.2 Fax/Copy Machine		
1.3 Briefing Room		
1.4 Locker Rooms		
1.5 Report Writing Room		
1.6 Property Lockers		
1.7 Chief's Office		
1.8 Lieutenant's Office		
1.9 Sergeants Office		
1.10 CSO/Records Supervisor's Office		
1.11 Uniform Responsibilities		
1.12 Chain of Command/Properly addressing staff		
1.13 Schedule access		
1.14 Listening to incoming calls taken by CTO		
1.15 Time Card Procedures		

Policy Sections are used to provide the necessary information for personnel to understand how to carry out various tasks and responsibilities within the department. The following is a list of policy sections to be read during the orientation week.

Phase I Orientation	Taught	Displayed
1.16 Section 1020 & 1021 Time Card Procedures		
1.17 Section 324 Disciplinary Policy		
1.18 Section 317 Discriminatory Harassment		
1.19 Section 328 News Media Relations		
1.20 Section 1025 Uniform Regulations		
1.21 Section 200 Organizational Structure & Responsibility		
1.22 Section 1021 Overtime Payment Requests		
1.23 Section 1018 Meal Periods and Breaks		
*** You need to complete a written paragraph summary for every policy read***		

CTO _____ TRAINEE _____ DATE _____

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***Communications Training Workbook
Phase I Orientation ... Continued***

Phase I Orientation	Taught	Displayed
1.24 Section 1007 Alcohol & Drug Use Policy		
1.25 Section 1008 Sick Leave Reporting		
1.26 Section 1010 Smoking Policy		
1.27 Section 1011 Personnel Complaint Procedure		
1.28 Section 1012 Seat Belt Procedure		
1.29 Section 1014 Peace Officer Personnel Files		
1.30 Section 1016 Employee Commendations		
1.31 Section 1022 Outside Employment		
1.32 Section 1032 On Duty Injuries		
1.33 Section 325 Personnel Review Board		
1.34 Section 334 Major Incident Notification		
1.35 Section 407 Ride Along Policy		
1.36 Section 426 Use of Audio Tape Recorders		
1.37 Section 700 Agency Owned & Personal Property		
1.38 Section 1024 Personal Appearance Standards		
1.39 Section 333 Registered Offender Information		
1.40 Section 319 Missing Person Reporting		
1.41 Section 321 Victim Witness Assistance Program		
1.42 Section 310 Officer Involved Shooting		

*** You need to complete a written paragraph summary for every policy read***

Phase I	Taught	Displayed
1.43 Zetron Alarms		
1.44 911 or Evidence High Temp Alarms		
1.45 911 Re-route Switch		

CTO _____ TRAINEE _____ DATE _____

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***Communications Training Workbook*
*PHASE I Orientation...CAD***

In this phase you will learn the actual entering of calls into the Computer Aided Dispatch System. Not only will you be entering calls into CAD, you will also learn how to retrieve, enter, and maintain records and information in the system. You will also be expected to progress to the level of being able to manipulate CAD efficiently. You must be able to keep CAD current with Officer traffic. If you do not understand a topic area fully, ask for clarification from your Training Officer. All assignments, and study area are to be completed on time. You will be tested, both orally, and written, on the subject areas covered.

Phase I CAD	Taught	Displayed
1.46 Keyboard		
1.47 Function Keys		
1.48 Call Entry		
1.49 Policy Manual Section 802		

Phase I CAD	Taught	Displayed
1.50 Basic Commands		
1.51 System Inquires		
1.52 Issued Cases/Recall		
1.53 Report Writing Manager		
1.54 MNI & ANI		
1.55 ANI Commercial		
1.56 MNI Merge		
1.57 Web EOC		

Entering a Call	Taught	Displayed
1.58 Priority of calls/changing priorities		
1.59 Call codes		
1.60 Proper questioning of callers		
1.61 Controlling conversations		
1.62 Locations		
1.63 Narrative of call		
1.64 Verifying Addresses		
1.65 Vehicle/Suspect descriptions		

CTO _____ TRAINEE _____ DATE _____

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PHASE I Orientation...CAD Continued

Calls for Service	Taught	Displayed
1.66 Alarm		
1.67 Audible Alarm		
1.68 Open Door		
1.69 Open Window		
1.70 Open Gate		
1.71 Person Down		
1.72 Possible Dead Body		
1.73 Corners Case		
1.74 Suicide		
1.75 Attempted Suicide		
1.76 Fire arms discharge		

Calls for Service	Taught	Displayed
1.77 Vandalism		
1.78 Meet the citizen		
1.79 Missing person		
1.80 Found missing person		
1.81 Missing juvenile/Runaway		
1.82 Prowler		
1.83 Suspicious persons/vehicle		
1.84 Person shot/Active shooter		
1.85 Person Stabbed		
1.86 Explosion		
1.87 Abandoned 9-1-1 Calls		
1.88 Traffic Hazards		
1.89 Check the Welfare		
1.90 Animal Complaints		
1.91 Abandoned vehicles		

CTO _____ TRAINEE _____ DATE _____

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PHASE I Orientation...CAD Continued***

Calls for Service	Taught	Displayed
1.92 Street Lights		
1.93 Signal Lights		
1.94 Water Calls		
1.95 Tree Down		
1.96 Wires Down PG&E vs AT&T		
1.97 Smoke Investigation		
1.98 Medical Aid		
1.99 Attempt to Contact		
1.100 Assist outside agency		
1.101 Civil Assistance/matter		

CAD	Taught	Displayed
1.102 Responsibility and Usage		
1.103 Case File System		
1.104 Citations		
1.105 Rotation Tow		
1.106 Law Inquiry/Law Entry		
1.107 Accounts Receivable Email		
1.108 Animal Control		
1.109 Work Orders		
1.110 CORI Log		
1.111 Admin Log		
1.112 Tables		
1.113 Property		
1.114 Print		
1.115 Read Policy 801		
1.116 Write one paragraph on Policy 801		

Codes	Taught	Displayed
1.117 Radio Codes- Understanding and Memorization		
1.118 Calls Codes		
1.119 Phonetic alphabet- Understanding and Memorization		
1.120 Successfully passed 10/11 Code test by end of week		
1.121 acronym's and abbreviations		

CTO _____ TRAINEE _____ DATE _____

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PHASE I Orientation...CAD Continued***

CAD Crash	Taught	Displayed
1.122 Notify Computer Coordinator & Supervisor		
1.123 Manual Dispatching		

Call Outs	Taught	Displayed
1.124 Tow Trucks		
1.125 Traffic Signal Problems		
1.126 Gas & Electric Company		
1.127 Coroner		
1.128 Fire Tone out		

Review February 28, 1997 LA shootout video on Youtube.

While you are on training you are considered a probationary trainee and can be released at any time. At any point during your training your training officer can ask that you leave.

Complete ride along with beat A officer

Taught	Displayed

Complete ride along with beat B officer

Taught	Displayed

Complete ride along with CRO elementary

Taught	Displayed

Complete ride along with CRO CUHS

Taught	Displayed

CTO _____ TRAINEE _____ DATE _____

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PHASE I Orientation...CAD Continued

Lobby Skills	Taught	Displayed
1.129 Customer Service		
1.130 Report requests		
1.131 Dog license		
1.132 Livescan Appointments		
1.133 Employee complaint forms		
1.134 Appropriate referrals		
1.135 Restraining orders		
1.136 Child custody orders		
1.137 Verbal arguments in lobby		
1.138 Lobby hours		
1.139 Found animals		

End of Phase *I*

CTO _____ TRAINEE _____ DATE _____

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***Communications Training Workbook
PHASE II Call Taking***

Phase II will consist of call-taking. 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 and it is imperative that you personify an attitude of helpfulness and professionalism. The officer will be relying on you for accurate and timely information. This information will not only assist the citizens of the City of Chowchilla, but 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 imperative that you comprehend and retain all the information that you're 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 area are to be completed on time. You will be given both oral and written tests on the subjects covered.

Telephone Skills	Taught	Displayed
2.1 Answering		
2.2 Appropriate Greeting/Identification		
2.3 Address/Telephone Confirmation		
2.4 Active Listening		
2.5 Questioning		
2.6 Correct Prioritization		
2.7 Categorizing Calls		
2.8 Accurate Recording of Information		
2.9 Timely Entering of Information		
2.10 Appropriate Telephone Transfers		
2.11 Appropriate Alternatives to Callers		
2.12 Appropriate Termination of Call		
2.13 Appropriate Customer Service		
2.14 Adjusting Volume on Computer		
2.15 Adjusting Volume on Headset		

Public Relations	Taught	Displayed
2.16 Confidentiality		
2.17 No Specific ETA		
2.18 Do Not Give Advice		
2.19 Citizen requesting contact/no contact		
2.20 Avoid Commitments		
2.21 False Promises		
2.22 Public Works Calls		
2.23 Citizen Demanding Contact		

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PHASE II Call Taking... Continued

Telephone Equipment	Taught	Displayed
2.24 Wireless/ALI resend		
2.25 Hard line		
2.26 Internal lines		
2.27 Transferring a caller		
2.28 Messages for employees		
2.29 Answering 911		
2.30 Transferring 911		

Review call training CD along with CAD calls and Radio Traffic

Taught	Displayed

End of Phase II

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***Communications Training Workbook
PHASE III Radio***

In Phase V of your training you will begin your training on the radio. You will learn how the radio works 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 officer.

In this phase you will be expected to get more involved in the actual calls and take the lead with directed by your Training Officer. You must be able to put into action what you have learned up to this phase.

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

Radio Console	Taught	Displayed
3.1 Foot Pedal		
3.2 Headsets/Handsets		
3.3 Radio Patch		
3.4 Repeaters		
3.5 Select/Un-Select Features		

Officer Safety: Vehicle Stops are the #1 reason officers are assaulted and/or killed in the line of duty. When an officer makes a vehicle stop all other duties, phones, lobby, etc. Become secondary. Do NOT advise an officer to 10-23 when they are calling out 11-96. You are not to make an officer wait for you for an 11-96.

Taught	Displayed

Radio Responsibilities	Taught	Displayed
3.6 Police Channel 1		
3.7 Police Channel 2		
3.8 Emergency		
3.9 Fire		
3.10 Local Government		
3.11 Madera S.O.		

CLETS Checks: If you are dispatching an officer to a call where you have vehicle information that information is to be given to the officer when dispatched. Do not make the officer request the information. License plates are to be ran prior to or while dispatching the officer.

Taught	Displayed

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*PHASE III Radio... Continued***

When sending an officer to a call where violence or the threat of violence is present and you have possible suspect information, the suspect is to be run in CLETS for any wanted information and that information is to be given to the officer whether or not the subject is wanted.

Taught	Displayed

Vehicle Pursuits/Mutual Aid	Taught	Displayed
3.12 Chowchilla Pursuits within the city		
3.13 Chowchilla Pursuits outside the city		
3.14 Other agency pursuits in Chowchilla		
3.15 Watch Commanders approval		

Officer not responding to the radio: If dispatch is calling an officer on the radio and the officer does not respond by the 2nd request, the dispatcher is to advise the on-duty Sergeant or watch commander via the radio which officer is not responding. If No officers are responding to the radio you will contact the agency closest and request mutual aid.

Taught	Displayed

24 Hour Tape Recorder	Taught	Displayed
3.16 Responsibility		
3.17 Failure to record		

Cell phone use: Calls are not to be dispatched over the cell phone. All calls and information is to be dispatched via the radio, with exceptions to VAC.

Taught	Displayed

Radio Operation	Taught	Displayed
3.18 Hearing/Listening		
3.19 Acknowledging		
3.20 Transmitting		
3.21 Proper/Professional Terminology		

Radio: There is to be no clicking of the radio to respond to an officer. Dispatchers are to respond with the complete ten code.

Taught	Displayed

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PHASE III Radio... Continued***

Breaking on Long Transmissions: When giving out long transmissions, such as vehicle information for a tow, the dispatcher is to break during the transmission to allow other officers to transmit information.

Taught	Displayed

Dispatching A Call	Taught	Displayed
3.22 How to read a call		
3.23 Call Priorities		
3.24 Response times		
3.25 Beat Integrity		
3.26 Premise History		
3.27 Selection of Units		
3.28 CAD Color coding		
3.29 Relaying accurate information		
3.30 Tracker- unit locations		

Officer Safety	Taught	Displayed
3.31 Updating calls		
3.32 Updating officers' status		
3.33 Officer safety awareness		
3.34 Pursuits		
3.35 Felony car stops		

CAD Commands	Taught	Displayed
3.36 Pursuit Procedure		
3.37 211 Procedure		

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PHASE III Radio... Continued***

Calls for Help	Taught	Displayed
3.38 Officer hostage situation		
3.39 Code 33		
3.40 Officer Down/11-99		
3.41 Code 9		
3.42 Mutual Aid		
3.43 Pursuit Policy		
3.44 Pursuits within the city		
3.45 Pursuits exiting the city		
3.46 Other agencies' pursuits in Chowchilla		
3.47 K9 Officers		
3.48 Helicopters		
3.49 Policy Manual Section 352		

Special Events	Taught	Displayed
3.50 Radio Responsibilities		
3.51 Watch Log		

Mobile Command Post	Taught	Displayed
3.52 Radio Equipment		
3.53 Phone Equipment		
3.54 Location of Command Post		

Complete Mock Pursuit Training

Taught	Displayed

Complete Leg bail mock training

Taught	Displayed

Complete Active shooter mock training

Taught	Displayed

End of Phase III

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***Communications Training Workbook
PHASE IV CLETS***

In Phase IV of training you will learn the operation of the California Law Enforcement Telecommunications System (CLETS). This system is used to make inquiries and entries relating to persons, vehicles, and property.

Through this system you have access to state and nation wide information. If you do not understand a topic 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 in writing on the subject areas covered.

You will be required to pass this phase before continuing to the next phase of training.

CLETS Overview	Taught	Displayed
4.1 User Responsibility		
4.2 Security- Liability		
4.3 Administrative messages		
4.4 Emergency messages		
4.5 External- EIS		
Vehicle Teletypes	Taught	Displayed
4.6 Registration/Wants		
4.7 Dealer Registration		
4.8 Registration		
4.9 Registration/wants -VIN		
4.10 License Plate type codes		
4.11 New owner information		
4.12 Relaying teletype returns		
4.13 Stolen Vehicles		
4.14 Stolen Vehicles -NCIC VS SVS		
4.15 Registration – By RO		
4.16 Want/Warrant Confirmation		
4.17 Parking Citations		
Drivers License Teletypes	Taught	Displayed
4.18 Drivers License		
4.19 Reissue fee required		
4.20 Provisional license		
4.21 Drivers License		
4.23 Drivers License		
4.24 Suspended License		
4.25 Drivers License		
4.26 License Classes		
4.27 Restrictions/Court Probation		
4.28 Soundex		

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***Communications Training Workbook
PHASE IV CLETS... Continued***

Teletypes	Taught	Displayed
4.29 Responsibility and Liability		
4.30 CLETS Codes		
4.31 Reference Books		
4.32 License Plate type codes		
4.33 Vehicles –Lic/Vin/Reg. Owner/29's		
4.34 Vehicles- Out of State		
4.35 Vehicles – Reg. Information only		
4.36 TIP/RIP/SIP		

Stolen Vehicle System	Taught	Displayed
4.37 Vehicle- Inquiry including EIS		
4.38 Vehicles- Entry including EIS		
4.39 Vehicles –Locate		
4.40 Vehicles- Modify		
4.41 Vehicles –Clear		
4.42 Vehicles –Cancel		
4.43 Boats -Inquiry		
4.44 Boats –Entry		
4.45 Boats –Locate		
4.46 Boats –Modify		
4.47 Boats –Clear/Cancel		

CLETS Inquiries	Taught	Displayed
4.48 Drivers License		
4.49 Drivers License name		
4.50 Drivers License		
4.51 Drivers License		
4.52 Wanted Persons		
4.53 Sex & Arson Registration		
4.54 EIS- External Database		
4.55 MUPS- Name		
4.56 NCIC		

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PHASE IV CLETS... Continued***

Vehicle Entry	Taught	Displayed
4.57 Repossessions		
4.58 Repossessions –Liability		
4.59 Repossessions –CAD Entry		
4.60 Repossession –SVS Entry		
4.61 Private Property Impound		
4.62 PPI –Liability		
4.63 PPI – CAD entry		
4.64 PPI –SVS Entry		
4.65 Review Policy 502		
4.66 Write one paragraph about policy 502		

Recovered Vehicles	Taught	Displayed
4.67 Responsibility/Liability including BOL		
4.68 Within Chowchilla- CAD entry		
4.69 Within Chowchilla- SVS Entry		
4.70 Recovered by an outside agency		
4.71 Outside Chowchilla –CAD Entry		
4.72 Outside Chowchilla- SVS Entry		
4.73 Outside Chowchilla- Teletype Locate		

National/State Wanted Persons	Taught	Displayed
4.74 Wanted Persons system/EIS		
4.75 WPS – Inquiry		
4.76 WPS –Confirmation		
4.77 WPS- Locate		
4.78 WPS –Extradition		
4.79 WPS- Admin		
4.80 National Crime Information Center		
4.81 NCIC –Inquiry		
4.82 NCIC- Confirmation		
4.83 NCIC –Locate		
4.84 NCIC- Extradition		
4.85 NCIC- Admin		

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***Communications Training Workbook
PHASE IV CLETS... Continued***

Criminal History	Taught	Displayed
4.86 Criminal History System- Definition including EIS		
4.87 CHS- Liability and Restrictions		
4.88 CHS- Relaying via radio		
4.89 CR HST		
4.90 US CR HST		
4.91 CHR		
4.92 California Juvenile Index		
4.93 CJI -Liability and Restrictions		
4.94 Relaying via Radio		
4.95 CJI		

Criminal History:

The follow information shall be entered on the miscellaneous line per the Department of Justice for EVERY record ran.

Requesting Party, case number, charges, dispatcher.

EX: Madera DA 110123 211pc CD

If the officer requesting a RAP sheet does not have a case number you may put 'INV' for which the subject being investigated along with the other required information.

EX: Rogers INV 11364hs CD

The miscellaneous field is a 30 character field in which the above information must be entered.

The entry of subsections of crimes do not need to be entered.

ALL criminal history requests if used on the old system MUST BE LOGGED INTO WEBEOC. Even if the subject does not have a rap sheet an entry with "NO Rap" will be entered.

Taught	Displayed

Property Teletype	Taught	Displayed
4.96 Automated Property System Including EIS		
4.97 APS -Inquiry		
4.98 APS -Confirmation		
4.99 Automated Firearm System		
4.100 AFS -Inquiry		
4.101 AFS -Confirmation		
4.102 AFS -Historical/Law Enforcement		
4.103 Bicycles -Automated Property		
4.104 Bicycles		
4.105 Boats -SVS		
4.106 Boats -APS		

End of Phase IV

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Communications Training Workbook
PHASE V Records Processing

Phase II is the report processing phase. During this phase you will learn how to properly process reports, and begin to understand the importance of record keeping.

Records Processing	Taught	Displayed
5.1 Policy Manual 804		
5.2 Policy Manual 806		
5.3 CHP 180 Log		
5.4 Processing Citation		
5.5 Processing Parking Citation		
5.6 Administrative Citation		
5.7 Citation Log		
5.8 Processing Subpoena/Citizen		
5.9 Processing Subpoena/Officer		
5.10 Clearing a Subpoena/Officer		
5.11 Returning Subpoenas		
5.12 Advising Officer of Cleared Subpoena		
5.13 Processing a Warrant		
5.14 Processing a Custody Order		
5.15 Emergency Protective Order		
5.16 Temporary Protective Order		
5.17 Order after Hearing		
5.18 Filing Restraining Order		
5.19 Unlicensed Driver Report		
5.20 Reports to District Attorney		
5.21 Juvenile Probation Report		
5.22 Verbal Notice		

End of Phase V

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Communications Training Workbook
PHASE VI Evaluation

This phase will consist of a period of evaluation/monitoring. In this phase of training you will be expected to perform all of the actual dispatching responsibilities. You will receive the calls, enter them into CAD and determine which unit(s) to send and how many units to send. You will be expected to remember what each units activity is and update the computer when the activity changes. You will be expected to make sound decisions even under the most stressful situations. You will need to utilize all you're training to comprehend not only what you are doing, but why.

In this phase you will be expected to put together all the training you have received to progress to the level of an independent and viable dispatcher. 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.

At the conclusion of this phase you will be expected to function as a competent, fully trained dispatcher.

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

Evaluation	Taught	Displayed
1. Trainee is able to comprehend radio traffic.		
2. Trainee is able to enter information into CAD in a timely manner.		
3. Trainee asks appropriate questions when taking a call for service.		
4. Trainee does not rely on the recorder.		
5. Trainee is able to efficiently operate CLETS including EIS.		
6. Trainee is able to release a stored/impound vehicle.		
7. Trainee is able to issue a dog license.		
8. Trainee is able to remain calm under stressful situations.		
9. Trainee is able to multitask efficiently.		
10. Trainee is able to give out appropriate information to citizens.		
11. Trainee is able to dispatch fire.		
12. Trainee Knows how to reset each computer in dispatch if needed.		
13. Trainee is aware of appropriate procedures for reporting problems with CAD, CLETS, EIS, and Zetron Telephone system to include 911.		
14. Trainee is able to change the ink in all printers used by dispatch.		

End of Phase VI

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Notes