

# **Germantown Police Department**

## **Policies and Procedures**

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**Number:** 13-8  
**Effective Date:** October 9, 2006  
**Subject:** Public Safety Dispatcher/Jailer Training Program  
**Previous Revisions:**

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### **I. PURPOSE**

The purpose of the Germantown Police and Fire Department Communications Center is to provide public safety support and services to the citizens of the City of Germantown in an efficient and professional manner.

The goals of the PSD/J training program are to familiarize new personnel with the City of Germantown Communications Center function, to teach them the necessary job related skills and to provide information essential for properly performing the job.

During the training period, the trainee will be required to progress from a single simple task into complex multi-tasking. The PSD/J (Public Safety Dispatcher Jailer) must perform tasks in the most efficient manner, while staying focused and accurate.

PSD/J need to be skilled professionals. They must evaluate each call; they must get as much relevant information as possible, as quickly as possible, and they must relay that information to the right people.

The PSD/J needs to know Communication Center policies and standard operating procedures. They must also be capable of operating sophisticated telecommunications equipment and computer systems.

The PSD/J also performs the duties of a Jailer. The PSD/J receives new inmates, books inmates, oversees security in the jail, issues inmate supplies, assigns temporary housing, and handles property control. The PSD/J trainee will be evaluated in these and other jail related areas. The Communications Center must gain and hold the respect and confidence of the community that it serves. To accomplish this, each PSD/J must perform his or her duties in an efficient, honest and businesslike manner.

**A. Program Structure**

**1. Modules**

The training program consists of a total of 80 days.

<b>Orientation</b>	-----5 Days
<i>(Supervisor- 5 days)</i>	
<b>Module One</b> – General Comm. Center Operations	-----5 Days
<i>(Trainer-4 days, Supervisor- 1 day)</i>	
<b>Module Two</b> – Phone System/Call Taking	-----5 Days
<i>(Trainer-4 days, Supervisor- 1 day)</i>	
<b>Module Three</b> – CAD/Police Radio Operations	-----25 Days
<i>(Trainer-20 days, Supervisor- 5 days)</i>	
<b>Module Four</b> – Jail/Court Operations	-----20 Days
<i>(Trainer-15 days, Supervisor- 5 days)</i>	
<b>Module Five</b> – CAD/Fire Radio Operations	-----20 Days
<i>(Trainer-15 days, Supervisor- 5 days)</i>	

- ❑ The PSD/J Training Program does not account for any previous training or experience a new employee may have.
- ❑ All new employees will fully complete all five training modules, unless deemed otherwise by the Division Commander.
- ❑ A training module may be extended if the trainee has not demonstrated proficiency in the required skills. A maximum of 20 total days will be granted for remedial training. The Trainee will be recommended for termination after failing to meet requirements.
- ❑ Other training segments will include a Ride-Along, A Basic Telecommunication Training Course, Jail Basic Training, EMD, CPR Certification, and 40-Hour TIES State Certification.

**B. Program Administration**

**1. Trainee Responsibilities**

Trainees are responsible for:

- a. Familiarizing themselves and take notes for future reference regarding each component of the training program.
- b. Ask questions and seeking clarification from their PSD/J trainer or Shift supervisors, if a specific task or skill is not understood.
- c. Maintain a positive attitude and accept constructive criticism or correction from their PSD/J trainer, Shift supervisors, and on duty senior ranking PSD/J's.

- d. Ensure that the trainer completes the DAILY OBSERVATION REPORTS and SKILLS/ TASKS CHECKLISTS for each day of training.
- e. Ensure that a supervisor completes the WEEKLY SUPERVISOR REPORTS and END OF MODULE SUMMARYS at the end of each week and when a training module is completed.
- f. Complete a TRAINER EVALUATION FORM on each trainer at the end of the training program.
- g. All original forms, i.e.: (DAILY OBSERVATION REPORTS, SKILLS/ TASKS CHECKLISTS, SUPERVISOR'S WEEKLY REPORTS, END OF MODULE SUMMARYS, and TRAINER EVALUATIONS) will be placed and maintained in the trainee's Training Journal.
- h. A copy of each original form shall be forwarded, when completed, to the Shift supervisor, Training Coordinator, and Communications Center Captain for review.

**C. Dress Code**

Probationary PSD/J's will dress in a business casual manner until issued uniforms.

Members should refer to the regulations outlined in the department policy and procedure manual regarding personal appearance and grooming (Chap. 11, sec. 7).

**D. Structure--Chain of Command**

The line of authority and communication from the Public Safety Dispatcher/Jailer up to the Chief of Police shall be followed in order to maintain the principles of good administration. This procedure is necessary to ensure proper training, supervision, and good morale.

The following is a chart of the Communication Training Program chain of command:

1. **Chief of Police.**
2. **Deputy Chief of Police.**
3. **Inspector—Administrative Division Commander.**
4. **Captain—Communications Center Manager.**
5. **PSDJ Lieutenant—Shift Supervisor.**

6. **Public Safety Dispatcher/Jailer Trainer or Senior ranking PSD/J.**

7. **Public Safety Dispatcher/Jailer Trainee.**

**E. Trainer Responsibilities**

PSD/J trainers will be selected on criteria based on the discretion of the Communications Center Captain and Inspector of the Administration Division.

PSD/J trainers will receive additional compensation for each day of training performed. The Chief of police will determine the amount of training pay.

PSD/J trainers will be evaluated and retained as trainers, on their ability to effectively train new personnel.

PSD/J trainers are expected to:

1. Model the values of the department and set a positive example for the trainee.
2. Ensure that all pertinent training material is discussed, demonstrated, understood by the trainee, and documented, using a **SKILLS/ TASKS CHECKLIST**.
3. Evaluate the PSD/J trainees' performance in a fair and reasonable manner using daily observation reports.
4. The trainer will discuss the DOR with the trainee each day.
5. Explain any deficiencies and problems, and any additional training he/she believes is needed.
6. Keep the Shift Supervisor and Training Coordinator informed of the trainees progress.
7. Properly complete all training forms and forward a Copy of each original form, when completed, to the Shift supervisor, Training Coordinator, and Communications Center Captain for review.

**F. Shift Supervisor Responsibilities**

Shift supervisors will act as positive role model, evaluator, supervisor, and trainer. In addition to assisting and monitoring the PSD/J trainers under their supervision they will:

1. Review and sign the **DAILY OBSERVATION REPORTS** and forward a copy, when completed, to the Training Coordinator and Communications Center Captain for review.

2. Prepare the **SUPERVISOR'S WEEKLY REPORT** and **END OF MODULE SUMMARYS** describing the trainees' performance. The completed reports will be submitted to the Training Coordinator and the Communications Center Captain for review and filing.
3. All original forms, i.e.: (**DAILY OBSERVATION REPORTS, SKILLS/ TASKS CHECKLISTS, SUPERVISOR'S WEEKLY REPORTS, END OF MODULE SUMMARYS, and TRAINER EVALUATIONS**) will be placed and maintained in the trainee's Training Journal.
4. Complete a City Of Germantown **PERFORMANCE EVALUATION FORM** every three (3) months during the trainees' probationary period (1 year).

#### **G. Training Coordinator Responsibilities**

The Training Coordinator is responsible for:

1. Ensuring a professional and productive PSD/J Training Program by constantly communicating with Trainees, PSD/J Trainers, and Supervisor/Trainers.
2. Assign trainees to a shift, PSD/J Trainer, and Supervisor/Trainer.
3. Overseeing the proper documentation of the performance of trainees and ensuring that required forms are completed in a timely manner.
4. Ensuring that all original forms, i.e.: (**DAILY OBSERVATION REPORTS, SKILLS/ TASKS CHECKLISTS, SUPERVISOR'S WEEKLY REPORTS, END OF MODULE SUMMARYS, and TRAINER EVALUATIONS**) are placed and maintained in the trainee's Training Journal.
5. A copy of each original training form shall be forwarded, when completed, to the Shift supervisor, Training Coordinator, and Communications Center Captain for review.
6. Maintain employees training folders in the training file cabinet located in the Communications Center Captain's Office.

#### **H. Performance Evaluations**

##### **1. Daily Evaluations—DOR**

- a. The trainer is responsible for evaluating the PSD/J trainees' performance, using a **Daily Observation Report** form (DOR).
- b. For each day of training, the trainer will complete a DOR, indicating how well the PSD/J trainee performed various tasks.

- c. The trainer will refer to the Standard Evaluation Guidelines (SEG's) to ensure standardization of the evaluations.
- d. The narrative portion of the form permits the trainer to explain any deficiencies and problems, and any additional training he/she believes is needed.
- e. The trainer will discuss the DOR with the trainee each day and both will sign the form. There is also space on the evaluation form so the trainee may add comments.
- f. Ratings of "2" or below and "6" or above require special comments or explanations by the trainer.

**I. Testing**

- 1. The trainee will be tested periodically during the different Modules to determine if he/she is performing up to standard and to measure their progress and ability to retain covered material.
- 2. The tests may be written, verbal or computer based. Completed tests will be filed in the trainees' folder and results documented on the DOR.

**II. TRAINING AGENDA**

**A. Orientation**

The training program will begin with five days of orientation and introduction to the City of Germantown, TN. Primarily supervisors in an informal office and classroom environment will conduct orientation.

The trainee will also receive an introduction and training material on Basic Police/ Fire Dispatch and Jail Operations, Ethics, Policy And Procedure, and other job related subjects.

The trainee will be given a physical tour of the City of Germantown, TN. (*City Government Buildings, Firehouses, Schools, Hospitals, Neighborhoods, Apartments, Parks, Business Areas, and Major Thoroughfares, etc.*)

**B. Module Training—Daily Requirements—Trainer**

- 1. For each day of evaluation, the trainer will complete a DAILY OBSERVATION REPORT, and review it with the trainee at the end of

the shift.

2. The trainer will explain any below or above-average performance ratings in the narrative portion of the Daily Observation Report.
3. The completed form will be reviewed by the shift supervisor/trainer and forwarded to the Training coordinator who will file them in the trainee's folder and send a copy to the Communications Center Captain.
4. The trainer will sign off in the **SKILLS MASTERY CHECKLIST** on any skills observed, discussed or demonstrated during the shift.

**C. Module Training — Weekly Requirements — Supervisory**

1. The shift supervisor/ trainer will be responsible for preparing the **WEEKLY TRAINING REPORT** and forwarding it to the Training Coordinator and Communication Center Captain For Review.
2. The shift supervisor will meet with the Training Coordinator and Communication Center Captain to discuss any issues that need specific attention, action or clarification.

**D. End of Module Requirements**

1. At the end of each Module of training, the shift supervisor/trainer will meet with the PSD/J trainer to review the **SKILLS MASTERY CHECKLIST** and determine if the trainee, should be passed to the next module of training, needs additional or remedial training or if other action is required.
2. The shift supervisor/trainer will complete the **END OF MODULE REPORT and** forwarding it to the Training Coordinator and Communication Center Captain For Review.
3. The Training Coordinator will ensure the proper filing of all training documents, including evaluations and tests.

**E. Release from Training Program**

1. Upon completion of all five training modules and any remedial training, the training coordinator will notify the Communication Center Captain.
2. A memo will be issued to the employee by the Communication Center Captain informing them that they have completed the PSD/J Training Program.

3. Trainees will be instructed to turn in the following paperwork within three days to the training coordinator:
  - TRAINING JOURNAL.**
  - DOR's** for Training Modules 1-5.
  - SKILLS AND TASKS CHECKLISTS** for Training Modules 1-5.
  - SUPERVISORS WEEKLY REPORTS.**
  - END OF MODULE SUMMARYS** for Training Modules 1-5.
  - TRAINER EVALUATION FORM** on each person assigned to train, to include supervisors.
4. All the above listed forms and reports are to be completed and signed by the trainee, trainers, and appropriate supervisors.
5. The training coordinator will review all forms and forward them to the Communications Center Captain.
6. After all documents are found to be in proper order, a **END OF TRAINING RECOMMENDATION** form will be signed by at least three trainers, a PSD/J supervisor from A, B, and C shifts, the PSD/J Training Coordinator, the Communications Center Captain, and the Admin. Division Inspector.
7. All of the above listed personnel shall reach a consensus agreement and recommend one of the two actions listed below:
  - RETAIN AS A PROBATIONARY EMPLOYEE.**
  - TERMINATE AS A PROBATIONARY EMPLOYEE.**
8. The completed and signed END OF TRAINING RECOMMENDATION form will be forwarded to the Chief of Police for a final decision regarding employment status. Supporting documents (*training folder*) for the recommendation should be attached.

**F. Probationary Period**

1. Upon being released from the PSD/J Training Program, the employee will be required to have a Shift Supervisor complete and sign a **SUPERVISORS WEEKLY REPORT** regarding the employees performance as a PSDJ on probationary status.
2. The SUPERVISORS WEEKLY REPORT will be forward to the PSDJ training coordinator, who will make a copy and forward it to the



Communications Center Captain and Admin. Division Inspector for review.

3. The shift supervisor will also complete a **CITY OF GERMANTOWN PERFORMANCE EVALUATION** form every three (3) months during the employee's probationary period (1 year).
4. At the 10<sup>th</sup> month from the trainee's date of hire all personnel involved in the employees training and supervision will conduct a review of the employees **Job Performance, Attendance, Conduct, And Attitude.**
5. After the review an **END OF PROBATION RECOMMENDATION** form will be completed in the same manner as the END OF TRAINING PROGRAM RECOMMENDATION form and forwarded to the Chief of Police for a final decision regarding employment status.

**G. Additional Program Guidelines**

1. The majority of training will be conducted primarily on B shift 0600-1400 hours and C shift 1400-2200 hours.
2. Trainees will be assigned the same shift and regular days off as their assigned trainers.
3. Trainees, trainers, and supervisors work schedules will be subject revision, if training needs require changes.
4. The trainees will not normally work overtime until they have finished the training program.
5. The trainee will not be assigned any duties without the direct supervision or knowledge of a trainer or supervisor.
6. The trainee will not be considered in the normal shift staffing or bid for a shift assignment until they have successfully completed the training program.
7. Basic TIES Certification, Jail Basic, EMD, and CPR will be conducted after completion of Modules 1-5.
8. The Basic Telecommunications Course will be the only outside training conducted during the training program in order to minimize interruptions.

## **H. Standard Evaluation Guidelines (SEG's)**

**1–unacceptable 4–acceptable 7–superior**

### **1. Attendance & dependability**

**1–** Is frequently tardy or late for work. Takes sick leave that is considered abusive under policy guidelines. Cannot be expected to complete tasks independently.

**4–** On time for work, ready to begin the day's training. Can handle tasks independently and finish them on time. Uses very little sick leave.

**7–** Is always on time for work and aware of the current day's goals. Uses very little sick leave. Finishes on-time and according to instructions when handling tasks independently.

### **2. Acceptance of feedback**

**1–**Becomes argumentative and rationalizes, rather than accepting feedback on performance. Is unwilling to learn new ideas or methods. Consistently gives an alibi for improper actions or inaccuracies.

**4–**Accepts performance feedback and applies it to the learning process. Expresses an active interest in the training program.

**7–**Actively solicits feedback and uses it to improve performance. Is never argumentative. Tactfully explains his/her actions and behavior without excessive rationalization or defensiveness.

### **3. Attitude toward public safety work**

**1–**Displays a non-chalant or flippant attitude. Considers him/herself superior to others. Lacks dedication to the agency/department. Is indifferent to communications as a career.

**4–**Expresses an active interest in the job and a positive attitude. Is conscientious and loyal to work and co-workers.

**7–**Displays enthusiasm toward the job and exhibits confidence and professionalism. Considers communications a career. Is consistently conscientious and loyal, even during difficult situations.

**4. Attitude toward police/fire personnel**

1–Makes inappropriate remarks about officer performance, and freely gossips about officers. Believes that all mistakes are officer-generated, does not try to see officer viewpoint of the job. Calls officers inappropriate names and questions their work ethics.

4–Does not talk negatively about public safety personnel, and has a basic understanding of the job that officers perform.

7–Has a balanced view of the importance of each unit in public safety, including officers and dispatchers. Never talks negatively about officers or their performance. Doesn't gossip or discuss officers' personal lives.

**5. Attitude toward citizens**

1–Considers every citizen's telephone call as an interruption to his/her own time. Argues with callers, belittles problems reported by citizens, makes inappropriate references to their ethnic background, sexual preference or foreign accent. Questions the caller's actions, reacts sarcastically to their situation, does not offer any solution to their problem. Interrupts callers so they cannot fully explain their situation. Considers most police and fire responses to be unnecessary. Complains about each telephone call after they've hung up with the caller.

4–Understands some principles of customer service. Is polite to all citizens and presents a helpful tone. Fully explains the applicable law, policy or procedure to callers. Offers a solution or referral to all callers. Is apologetic if unable to assist the caller.

7–Is very focused on customer service. Considers each telephone call as an opportunity to help a citizen. Always pleasant and helpful to callers, understands their situation with a minimum of explanation. Explains the law or policy in an easily understood way. Is aware of neighborhood or on- going problems. Takes extra time or an additional step to find a solution to a caller's problem. Before hanging up, always lets the caller know what action will be taken. Callers routinely say, "Thank you" to dispatcher.

**6. Knowledge of policies and procedures**

1–Does not know policies and procedures, as demonstrated.

4–Knows the policies and procedures, as demonstrated. Can pass on correct information to others.

7–Demonstrates exceptional knowledge of policies and procedures, even those infrequently used. Can make logical connections between related policies, and can interpret the rules for situations not specifically covered. Is a resource of information for others and freely offers to share his/her knowledge.

7. **Knowledge of personnel, units IDs, telephone numbers**

1–Cannot remember officer and other employee names, radio numbers, etc. Cannot relate officers to assignments. Does not know commonly used telephone numbers. Must look up names, badge numbers and assignments on most occasions.

4–Knows the names of most officers and their assignments. Remembers most department telephone numbers.

7–Knows all officer names, shifts, assignments and work locations. Knows all department telephone numbers, including ones rarely used.

8. **Knowledge of geography and use of resources**

1–Unable to identify the city boundaries, is unfamiliar with major streets and landmarks, intersections, businesses and residential districts. Cannot determine the proper handling jurisdiction for most areas of the city.

4–Knows the city boundaries and the geography of some surrounding jurisdictions. Knows all the major and most minor streets, most block ranges, most intersections, and most commonplace names, principal businesses and public buildings.

7–Thorough knowledge of the town, its boundaries, streets (major and minor), block ranges and intersections. Knows the responsibilities of surrounding jurisdictions.

9. **Knowledge of equipment, systems, information sources**

1–Unfamiliar with essential systems, their functions, methods of access and operation. Does not know what information each computer system provides. Makes numerous errors when operating equipment and works very slowly. Does not know where to look for information.

4–Understands the basic function and operation of each major system. Selects the appropriate system to accomplish a given task. Operates

quickly, and mostly without errors. Can locate almost any information with the available printed and computer sources.

7–Knows all equipment and systems thoroughly, and their principles of operation. Can explain systems and their operation to others. Very knowledgeable about printed and computer information sources. Is able to use multiple systems, computers, or information sources to accomplish a complex task.

**10. Knowledge and use of radio**

1–Does not know proper format, as demonstrated by tests and actual dispatching. Makes frequent errors.

4–Knows the proper format, as demonstrated by tests or actual dispatching. Can correctly explain information about the format to others.

7–Can properly dispatch any type of call in the correct format. Routinely helps others with terminology and format of calls.

**11. Memory retention**

1–Unable to recall recent incidents, telephone calls or messages. Cannot memorize officers' assignments or locations. Does not know officer badge numbers, assignments. Does not recall names of frequent callers, high-incident or hazard locations, or information from the bulletin. Often forgets to follow up on deferred tasks.

4–Recalls recent incidents, telephone calls and messages. Has a good memory of frequent callers and incident locations, previous suspects and bulletin details. Almost always remembers to finish a task that was deferred.

7–Recalls recent and long-ago incidents and events. Has excellent recall of previous suspects and descriptions, including bulletins. Never forgets to handle tasks that were deferred.

**12. Use of good judgment, decision-making**

1–Acts without thought or is indecisive. Does not take his/her experience into account when making decisions. Overlooks logical solutions. Takes actions or makes decisions that are inappropriate to the situation. Over or under-reacts, even to routine situations.

4–Evaluates alternative courses of action, consequences, and benefits. Makes the appropriate decision and takes action without hesitation or assistance in most situations.

7–Always selects the most appropriate action to take, even under stressful circumstances. Foresees possible problems and prepares solutions for possible use. Quickly arrives at a solution and follows through immediately.

**13. Ability to correlate information**

1–Does not recognize the essential elements of two or more incidents that might be related. Cannot make time, distance or other connections between incidents, people or places.

4–Almost always sees the logical connection between related events. Understands why the events are related and the implications of the connection.

7–Quickly draws logical connections between widely diverse events. Immediately understands what the connection means and any task required because of the link.

**14. Ability to multi-task**

1–Unable to fully focus on more than one task at a time. Cannot type, listen and think at the same time when taking citizen telephone calls or handling the police/fire radio. Cannot hear background conversations or handle more than one source of incoming information.

4–Capable of receiving and absorbing more than one source of information at a time. Smoothly handles telephone calls by typing information, formulating and asking the next question. Efficiently manages police and fire units by entering information, reading incident details and talking on the radio.

7–Easily absorbs information from several sources and understands it without delay. Routinely handles writing, typing, listening and talking tasks at the same time without degrading his/her performance.

**15. Accuracy**

1–Makes frequent errors or omissions. Does not notice a mistake unless it's pointed out. Cannot account for the errors and has trouble correcting them. Does not check finished work for accuracy.

4—Works with very few errors, and always checks work to insure accuracy. Understands why a mistake occurred and is quick to correct it. Changes work habits to minimize future errors.

7—Rarely makes an error and always checks work for accuracy. Finds ways to revise standard procedures to help minimize mistakes and errors for all dispatchers.

**16. Team work**

1—Ignores the capabilities and talents of other member of the team. Is argumentative or disrespectful of co-workers and defensive of questions about his/her own performance.

4—Is comfortable in using the talents and skills of co-workers. Easily communicates with fellow workers. Pitches in to help others with their work, and allows others to give help when needed.

7—Works efficiently by accepting work from others, and handing off tasks to others. Sets the pace for the team and is a focus for ideas, opinions and energy.

**17. Initiative to solve problems**

1—Refers even routine questions or problems to a supervisor. Unable to call on his/her own experience to guide actions, make a decision or solve a problem.

4—Accepts problems and questions, and routinely makes his/her own decisions based on experience.

7—Seeks out problems which hinder individual and comm center performance. Analyzes the situation, identifies the critical issues, applies experience, and executes a plan for an optimum, constructive solution.

**18. Dispatch/call-taking skills**

1—Answers the telephone slowly and doesn't use the proper greeting. Asks caller to repeat information several times during the call. Completely misses key or critical words or phrases spoken by the caller. Takes a long time to handle the call. Does not ask critical questions, phrased in a way to elicit the most information.

4—Answers the call promptly and with the appropriate greeting. Quickly determines if the caller is asking a question, giving information, requires a police/fire response, or needs a referral. Uses tested and successful phrases when questioning the caller.

7—Always answers the call promptly and with the appropriate greeting. Quickly senses the type of call, and what action is needed. Can recall from memory any previous telephone calls from the person and responses to the location. Uses carefully worded questions to elicit precisely what information is needed.

**19. Entry of call details, proper incident type**

1—Cannot properly classify the type of incident, and is incapable of boiling down the pertinent details into CAD comments. The comments don't reflect what the caller said and are wordy. Obscure abbreviations or misspellings make it impossible for the radio dispatcher to understand the call details.

4—Correctly assigns a CAD incident type code, enters sufficient information for a proper police or fire dispatch, accurately enters caller's name, address and telephone. The radio dispatcher infrequently asks for more information or clarifications.

7—Quickly and accurately determines the incident type from the caller's information, mentally rearranges the caller's information as necessary, and enters only the most pertinent words that most accurately describe the situation. Always includes only the required information in a clearly-readable form, without using extensive abbreviation. Information is unambiguous and the proper response is always obvious to the radio dispatcher.

**20. Radio dispatch techniques**

1—Does not accurately hear radio broadcasts, is slow to react to requests for information, cannot keep up with the level of normal activity, does not keep accurate status of units. Cannot handle the workload involved with critical incidents, such as pursuits, crimes in progress. Cannot correlate the activities of different officers and separate CAD entries. Does not proactively plan or predict officer or unit activity, to better insure the prompt dispatch of incidents.

4—Recognizes unit IDs and hears the information broadcast in most transmissions. Quickly adds or changes information in incidents, makes quick and correct unit status changes. Can handle the level of activity



associated with pursuits and crimes in progress. Makes a connection between related incidents.

7–Recognizes officer voices and associates them with unit IDs. Always understands radio transmissions and accurately tracks officers and units. Easily keeps up with the most hectic level of activity. Easily makes a connection between several seemingly unrelated incidents, officers and units. Plans ahead by several steps to dispatch incidents promptly.

**21. Listening and comprehension skills**

1–Repeatedly fails to hear, or doesn't understand, what a caller or officer has said. Frequently asks for a repeat of information. Doesn't hear secondary conversations or information from other PSDs. Needs time to process information and understand its implications.

4–Hears and comprehends most telephone conversations. Understands unit IDs and officer voices on the radio. Is aware of other PSDs' conversations. Quickly understands information received and its implications.

7–Consistently hears and comprehends telephone conversations and radio transmissions, and understands what it means. Rarely asks a caller or officer to repeat information. Uses an officer's voice tone to infer problems or a critical situation in the field.

**22. Concern for officer safety**

1–Fails to recognize high-risk situations. Fails to obtain information about weapons, drugs or alcohol. Does not obtain the suspect's location or description. Does not track an officer's location, or give status checks. Does not recognize potentially dangerous situations on-viewed by an officer. Does not relay information to officers from computer systems, bulletins or teletypes.

4–Consistently obtains pertinent information about weapons, drugs or alcohol use. Always obtains the suspect's location and full description. Always knows the location of officers and their assignment. Checks officers' status regularly, including those on traffic stops. Recognizes pertinent information from teletypes or computer systems and relays it to officers.

7–Immediately recognizes situations that are potentially dangerous for an officer, either when talking to callers on the telephone or when an officer on-views an incident. Is always focused on the presence of weapons, number of involved persons, prior incidents and other information

indicating an officer hazard. Quickly relays information from any source that could help an officer perform their job more safely.

**23. Knowledge of Booking processes**

**1**—Does not understand booking process including computer systems and backup process as demonstrated.

**4**—Knows and demonstrates an understanding of the booking process. Can perform tasks without assistance. Able to communicate pass on information to relief personnel.

**7**—Demonstrates exceptional knowledge and skills regarding all aspects of the jail booking and processing of inmates into the jail facility.

**24. Knowledge of Daily Jail Duties/Security**

**1**—Unfamiliar with essential functions, activities, and daily operations of jail. Does not know which activities are performed on a daily basis. Makes errors on routine tasks. Doesn't maintain control of keys. Unaware of jailer safety.

**4**—Understands the basic daily functions and activities. Handles most tasks and duties without minimal assistance. Maintains adequate control of keys and practices good jailer safety. Ensures inmates are searched according to policy.

**7**—Demonstrates knowledge of all functions and activities without prompting. Can handle all tasks without supervisory assistance. Understands and operates all equipment in jail efficiently. Knows and understands applicable policies and procedures.

**III. REVIEW PROCESS**

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.