

ALHAMBRA POLICE DEPARTMENT

COMMUNITY SERVICE OFFICER

TRAINING MANUAL

ALHAMBRA POLICE DEPARTMENT

MISSION OF THE ORGANIZATION

To provide a safe environment in which to live and work through mutual respect and teamwork between the citizens and the police and to be responsive to and supportive of our employees and the change taking place in our community.

COMMUNITY SERVICE OFFICER TRAINING

PROGRAM

MISSION STATEMENT

1. Provide a model product (report, investigation, evidence collection, interviews, etc...) through focussed attention.
2. Provide the CSO with a background that prepares him/her for a career in law enforcement.
3. Relieve patrol officers of non-emergency duties that do not require their presence.

GOALS AND OBJECTIVES

The goals of the Community Service Officer Program will be to produce personnel with the skills necessary to perform many of the non emergency tasks traditionally assigned to police officers, increase the overall competence level of the Department, and to promote public confidence in the Department. In order to accomplish these goals the Program objectives will be to utilize well-rounded, highly trained field training officers, provide detailed and thorough training guidelines, and to reinforce the policing philosophy of the Department and the Community.

THE FIELD TRAINING PROGRAM

I. PROGRAM PERSONNEL

The Community Service Officer Training Program will be made up of the following personnel: Operations Division Commander, Project Coordinator, Watch Commander, Watch Sergeant, Field Training Officer, and Community Service Officer.

OPERATIONS DIVISION COMMANDER:

The Operations Division Commander has responsibility for the overall administration of the Community Service Officer Training Program. The Commander will participate in the selection of Field Training Officers and review the performance of Community Service Officers. If during the training process it is determined that the Community Service Officer is not performing at the minimum level required by the department, the Commander has the responsibility for compiling all memoranda, reports, and tests for review. This information along with recommendations for termination, corrective action, or remedial training will be forwarded, with an explanation of proposed actions, to the Chief of Police.

THE PROJECT COORDINATOR

The Project Coordinator is a member of the Alhambra Police Department assigned to the program by the Operations Division Commander. The Project Coordinator will be responsible for the Community Service Officer during the initial training. The Project Coordinator will maintain and make available to the Field Training Officers all testing material and training aids to be used during the Community Service Officer's training. The Project Coordinator will also be responsible for maintaining all Community Service Officer records, including daily evaluations, end-of-phase evaluations, and phase tests. The records will be kept in the Community Service Officer's training file.

The Project Coordinator also has the administrative responsibility for assigning recruits to their Field Training Officers and shifts, tracking training progress, and evaluating the performance of the FTO's and the program. The Project Coordinator will also participate in the selection of FTO's for this program. The Project Coordinator must maintain a liaison with the patrol watch commanders, and the patrol sergeants for feedback on training progress and FTO performance. All daily evaluations, end-of-phase evaluations, and phase tests will be reviewed by the Project Coordinator and forwarded along with any recommendations for termination, corrective action, or remedial training to the Operations Division Commander. Finally, the Project Coordinator shall review and update the Community Service Officer Training Manual as needed.

FIELD TRAINING OFFICER:

The Field Training Officer is the primary means by which the Community Service Officer Training Program Mission is achieved. The FTO is responsible for guiding the Community Service Officer through a comprehensive curriculum that requires the blending of knowledge, skills, and the good judgement of when, where, and how to apply them. The task of the FTO is to be: 1. a role model who exemplifies excellence in carrying out the duties of general law enforcement, 2. a trainer who assesses the training needs of the new Community Service Officer and is able to apply the techniques of teaching to meet those needs, 3. an evaluator who gives critical feedback and clear direction to guide the trainee to a level of competence, 4. a supervisor who directs and coordinates training opportunities with law enforcement assignments and activity encountered each working day, and 5. a counselor who must develop rapport, utilize positive techniques to advise the trainee in career planning, and be perceptive to the trainee's needs as they relate to job performance. The FTO must complete daily evaluations on the trainee's progress and be prepared to discuss the details with the recruit and the Project Coordinator.

II. THE COMMUNITY SERVICE OFFICER TRAINING MANUAL

This Community Service Officer Training Manual was developed to assist a Field Training Officer (FTO) in providing orientation and training to a newly assigned Community Service Officer. The manual is organized in a way that will allow the trainee newly assigned to be exposed to, and master, the easier tasks before moving on to the more complex aspects of their work. The Manual contains no policies, procedures, or specific methods to follow; it simply directs a training response to needs or situations that could be encountered by a Community Service Officer assigned to patrol duties.

FORMAT:

The Community Service Officer Training Manual contains a Training Schedule consisting of four phases including; 1) Seventy hours of In-house Training; 2) Twenty-four hours of Training on Report Writing at a POST approved school; 3) A twelve hour introduction to the Field, by the FTO; and 4) Sixty-six hours of Field Training by the FTO. The training segments are separated into the phases according to the outline in the Training Schedule. The Training Schedule format is meant to be a guideline and must be flexible to accommodate variations in training that will invariably occur. However, every effort should be made to adhere to the training schedule as outlined in the manual.

PRESENTATION METHOD:

The trainee should be provided with and allowed the opportunity to study written documents, policy directives, and training materials that the trainee is responsible for knowing. As the training progresses through the Manual, the FTO should demonstrate each performance objective by handling field incidents while the trainee observes. Then the FTO should encourage the trainee to take increasing responsibility for field performance, based on the nature of the incident and the amount of experience the trainee has in the program. The trainee's performance will be reviewed and both positive and corrective feedback provided.

Upon completion of each training segment, the trainee should have satisfactorily demonstrated each performance objective in the segment. When each objective is explained, demonstrated, and completed, the FTO should initial in the column adjacent to the objective to indicate satisfactory performance. If a trainee has not satisfactorily performed an objective by the time the segment is completed, the objective must be carried over to the next segment.

Because of the very nature of the work, not every field incident that the trainee is required to perform may occur within the time frame of the Community Service Officer Training Program. Therefore, the FTO should improvise, when appropriate, by volunteering along with the trainee for assignments that will assist your trainee in meeting training objectives. As a last resort, it may be necessary for the FTO to set up a simulation exercise, or rely on the trainee's verbal explanation of handling the situation coupled with the trainee's performance in similar incidents.

III. TRAINEE EVALUATIONS

~~This Manual contains two types of trainee evaluations, Daily Evaluations, and End-of-Phase Evaluations.~~

DAILY EVALUATIONS:

A Daily Evaluation will be completed by the FTO on the Training Evaluation form after each day of patrol training. The trainee will be evaluated on his performance in training objectives covered on the day of the evaluation. The "Performance Areas" section of the Training Evaluation form will be filled in by the FTO and include objectives covered that day taken from the Training Schedule. It will be the responsibility of the FTO to follow the Training Schedule as closely as possible in the order presented.

The FTO must provide the instruction and demonstration, and the trainee must complete the application of every objective that calls for the performance of a skill or task before it can be fairly evaluated. For example, if a trainee is assigned to a complex investigation early in the training program (before he or she has had any instruction or demonstration by an FTO) and he or she does poorly, the trainee's performance may be noted and commented on in the Daily Evaluation, but these observations should not be used in the evaluation as an example of poor performance. The FTO should, of course, discuss the incident thoroughly with the trainee, point out his or her deficiencies, and give direction to correct them.

Conversely, if a trainee performs acceptably and you feel this was a case where the trainee has demonstrated mastery of a required performance objective, you may indicate in the evaluation that

the trainee has demonstrated satisfactory performance in this area.

After an objective has been completed and evaluated at a level of "acceptable" or better, future instances of regression should be noted in the evaluation form. Certain recurring areas of performance (report writing, self-initiated activity, personal relations, and dependability) are listed at the bottom of the Training Evaluation form and should be evaluated each time, once sufficiently covered in training by the FTO.

END-OF-PHASE EVALUATIONS:

An End-of-Phase Evaluation will be completed by the FTO at the end of the second of the two field training phases. The End-of-Phase Evaluations are designed to match the objectives covered during each particular phase. A trainee must satisfactorily complete each phase before advancing to the next. Prior to the End-of-Phase Evaluation, the FTO will administer a standardized End-of-Phase Test to the trainee that covers the material taught in the particular phase.

LEVELS OF PERFORMANCE - THE EVALUATION SCALE

Performance in each evaluation area or objective shall be rated on the Training Evaluation form in one of the following categories; Better Than Acceptable, Acceptable, Improvement Needed, Unacceptable, Not Responding To Training, or Not Observed.

BETTER THAN ACCEPTABLE:

This rating is used when a trainee's performance is significantly above that which is expected and is above the standard of the department.

ACCEPTABLE:

This rating is given when a trainee's performance satisfies the required standard. "Acceptable" is the description for good and substantial work performance. This rating should indicate to the trainee that his work is satisfactory and should be maintained at least at this level.

IMPROVEMENT NEEDED:

This rating officially notifies the trainee that his or her performance is deficient. It is intended to stimulate the trainee to improve and maintain a higher level of work performance. It may also mean the FTO must devote additional attention to assisting the trainee in making the needed improvement. The additional attention may take the form of greatly increased effort, special training, or, in special circumstances, reassignment to another FTO.

UNACCEPTABLE:

An evaluation rating of "Unacceptable" indicates that the trainee's performance is significantly below the expectation of standard work performance. This rating notifies the trainee that the need for improvement is so great the trainee's continued employment is in jeopardy. Such notification is required to support a recommendation for termination of a trainee who does not correct performance deficiencies.

NRT - NOT RESPONDING TO TRAINING:

The "NRT" rating should be given when a trainee has been rated "Improvement Needed" or

"Unacceptable", and after remediation shows no improvement in performance. This should alert the trainee and training staff that there is a continuing problem.

NOT OBSERVED:

This category is used when a performance area is not observed during the rating period.

COMPLETING THE TRAINING EVALUATION:

The following generally summarizes the rating methodology for trainees participating in the Field Training Program.

OBJECTIVES:

Each of the objectives in the Training Schedule calls for the trainee to demonstrate knowledge or performance of a task to the extent that acceptable proficiency on the objective has been shown. Less than acceptable performance before the trainee reaches an acceptable level of proficiency on an objective is important to show. If proficiency in the objective is not reached and maintained throughout the evaluation period, then a less than acceptable rating is appropriate.

Objectives that call for a certain level of proficiency should not be rated lower because the trainee fails to perform well in a related but different activity that calls for a higher level of performance.

RADIO COMMUNICATIONS:

Skills in this performance area are essential to safe and successful police related work. The initial objectives require the trainee to become proficient in his/her understanding and use of the

department's radio codes and phonetic alphabet. From there, the trainee should be evaluated on listening and comprehension skills and voice control as they apply to the radio. In addition, the trainee should be evaluated on his/her ability to properly use the radio for general informational transmissions.

DRIVING:

This performance area is critical because of the extensive liability attached to vehicle use and the high visibility of a marked, city owned vehicle. The trainee should be evaluated on his/her ability to maintain control of the vehicle at all times and to drive appropriately for the situation.

REPORT WRITING:

This performance area needs the experience that time and exposure to field incidents will bring. The initial objectives require the trainee to perform less complex "cold" investigations and reports and progress to more complex "fresh" incidents. After the investigation and report writing objectives have been completed, the area is evaluated in subsequent Training Evaluations with respect to the trainee's continuing progress.

Investigations that are not complete in terms of information and evidence gathering and/or reports that are illegible, not clearly written or do not contain the elements of the crime are indicative of less than standard performance. The time taken to complete an investigation or write a report should be considered with the trainee's experience in the program.

SELF-INITIATED ACTIVITY:

This performance area relates to the trainee's ability to apply skills by appropriately initiating contact with the public. In evaluating this area, the FTO should consider the quality of the contacts and the opportunities available. Performance that is rated "some improvement needed" should be substantiated by the FTO's personal observation of each incident that the trainee failed to act upon and the trainee's response as to why.

PERSONAL RELATIONS:

The positive image of a competent Community Service Officer that is manifested in a professional demeanor, confidence, and a good appearance is an important part of this area. Inter-personal relations with fellow police personnel, or the public should be included. Any incident that relates to the trainee exhibiting poor conduct with other personnel, or the public should be cause for rating him or her down in this area. If the incident results in disciplinary action, an unacceptable rating may be appropriate.

DEPENDABILITY:

This area should encourage good attendance, promptness, and preparation for each shift. The consistency of timeliness on completing reports, study assignments, or other work required during the shift should also be included. Generally, any serious incident such as an unexcused tardiness or failure to complete a study assignment should result in a "some improvement needed" rating. Anything in this area that results in formal discipline, oral reprimand, etc., warrants an "unacceptable" rating. Other examples of conduct that should be rated here include: non-response to the efforts of the Field Training Officer to correct less than acceptable performance or conduct that shows that the

trainee cannot be depended upon to act professionally.

OVERALL RATING:

This rating is not an average. If a significant problem that jeopardizes successful completion of the Community Service Officer Training Program is identified by ratings that are lower than "acceptable" in one or more areas of the evaluation, then "some improvement needed" overall is appropriate. If the problem continues or does not improve, then an "unacceptable" overall rating should be indicated and an NRT comment is appropriate. If a significant incident or serious performance problem occurs that warrants an "unacceptable" rating in one or more areas, this too may result in an "unacceptable" overall rating.

These guidelines are designed to assist the FTO in preparing evaluations that are consistent. They will provide helpful feedback to the trainee, and withstand the scrutiny of legal review. The FTO should make every effort to word narratives clearly in appropriately negative or positive terms, avoiding the use of slang or jargon. No statement that refers to any standard or requirement that has not been approved by the department should be included.

TRAINING SCHEDULE
FIELD TRAINING OBJECTIVES

TRAINING SCHEDULE

Phase 1 - In-house Training (70 Hours)

Phase 2 - Report Writing (24 Hours)

Phase 3 - Orientation (12 Hours)

Phase 4 - Field Training (66 Hours)

AGENCY ORIENTATION - Field Training Officer

1.1 The trainee shall know the agency's organization, functions, work schedule, chain of command, and rules and regulations.

A. Master Training Plan familiarization _____

B. Accident/Incident Review Board _____

E. H.I.V. exposure and hepatitis vaccination policy _____

F. Driver's license and car registration confidentiality _____

1.2 The trainee shall review and briefly explain agency policy and procedure pertaining to:

A. Standards of conduct on and off duty (values, ethics, principles) _____

B. Rules governing outside employment _____

C. Interaction with associated law enforcement agencies _____

D. Conflicts of interest _____

- E. Employee injury reporting _____
- F. Policy on press inquiries _____
- G. Disciplinary and complaint procedures _____
- H. Off-duty incident reporting _____
- I. Policy on sexual and racial harassment _____

1.3 The trainee shall define the following:

- A. Beat system _____
- B. Jurisdiction boundaries _____
- C. Hours of all shifts _____

1.4 The trainee shall give, by name, each member within his/her chain of command. _____

1.5 The trainee will be oriented to the work area, including:

- A. Introduction to key personnel _____
- B. Equipment and supply locations _____
- C. Jail _____
- D. Fitness room _____
- E. Records division _____
- F. Communications/Dispatch _____
- G. Front counter _____
- H. Investigations _____
- I. Administration _____
- J. Property/Evidence _____
- K. Range _____
- L. Fire Department _____

DEPARTMENT FACILITIES

- 2.1 The trainee shall explain department policy on the security of the department's facilities. _____
- 2.2 The trainee shall point out the locations of all exits and stairways of the facilities, including security precautions regarding each. _____
- 2.3 The trainee shall demonstrate the method of entry into the jail. _____
- 2.4 The trainee shall explain the location and general function of each unit within the department's facilities. _____

PERSONAL EQUIPMENT - Field Training Officer

- 3.1 The trainee shall know the operation of and policy regarding personal equipment, safety equipment, and department equipment, used by Community Service Officers in the field. _____
- 3.2 The trainee shall explain department policy on uniforms and equipment damage. _____
- 3.3 The trainee shall know the department policy _____

on safety equipment and what constitutes unauthorized equipment.

3.4 The trainee shall demonstrate the procedures for obtaining the following items:

- A. Vehicle
- B. Walkie-Talkie
- C. Report forms
- D. Flares
- E. Fingerprinting supplies
- F. First aid supplies

3.5 The trainee shall demonstrate the proper care and operation of the departmental shotgun.

This shall include:

- A. Placing in the vehicle
- B. Removing from the vehicle

3.6 The trainee shall demonstrate the proper care

and wearing of the department uniform.

CSO VEHICLE

4.1 The trainee shall be familiar with the CSO vehicle, and its equipment.

4.2 The trainee shall point out the location and describe the use of the following:

A. Flares

B. First aid equipment

C. Radio

D. Cones

E. Fingerprint kit

4.3 The trainee shall review the department policy on repair and servicing of city vehicles.

4.4 The trainee shall explain department policy regarding proper maintenance of the CSO vehicle. This explanation shall include:

A. The procedure for turning in a damaged or mechanically deficient vehicle. _____

B. The proper report(s) to be completed. _____

4.5 Given a patrol vehicle, the trainee will conduct a pre-shift inspection that will include:

A. Visual check of the exterior of the vehicle for damage and the tires for wear and proper inflation. _____

B. An inspection of the trunk for the spare tire and required equipment. _____

C. An operations check of the vehicle equipment (lights, horn, etc.) _____

D. An inspection of the interior of the vehicle that includes checking behind the sun visors, in the glove box, and for evidence property, or items left from a previous shift. _____

4.6 The trainee shall explain the department policy regarding the parking of patrol vehicles. _____

SUPPORT SERVICES

5.1 The trainee shall know the location and general function of department support services and shall explain the proper utilization of department special teams/units.

5.2 The trainee shall identify the location and general function of each of the following:

A. City Hall

B. Municipal, Superior, and Juvenile Courts

C. District Attorney's Office

D. Probation Department

E. Health Department and Coroner's Office

F. Emergency hospitals

G. Welfare Department

H. Juvenile Hall - Los Padrinos

I. State and Federal Law Enforcement

J. Agencies, including:

California Highway Patrol
Department of Motor Vehicles
Federal Bureau of Investigation
Postal Inspectors
Drug Enforcement Administration
Secret Service
Immigration and Naturalization Service
Bureau of Alcohol, Tobacco & Firearms
Military Police
U.S. Marshall
Railroad Police

- K. L.A. County General Hospital (Jail Ward) _____
- L. L.A. County Jail _____
- M. Sybil Brand Institute _____
- N. Neighboring Police Departments _____
- O. City Tow Services _____

5.3 The trainee shall explain the services rendered by the fire department which may be of use to an officer. These services shall minimally include:

- A. Inhalator _____
- B. Rescue truck _____
- C. Clean up duties on spills _____
- D. Stand by on gas leaks _____

5.4 The trainee shall know the location of each firehouse in the city. _____

REPORT WRITING

6.1 The trainee shall exhibit an understanding of the flow of completed police reports and the relative importance of the information they contain.

6.2 The trainee shall give the location of the report depository.

6.3 The trainee shall explain the importance of police reports by listing their various uses. These uses shall minimally include:

A. Recording facts into a permanent record

B. Providing coordination of follow-up activities

C. Providing investigative leads

D. Providing a source for trainee evaluation

E. Providing statistical data

F. Providing reference material

6.4 The trainee shall understand the qualities of a good police report. These qualities shall minimally include:

A. Accuracy _____

B. Brevity _____

C. Completeness _____

D. Clarity _____

E. Legibility _____

F. Objectivity _____

6.5 The trainee shall use the proper report form(s) in each situation that requires a report. _____

6.6 Following the completion of preliminary investigation of a "cold" crime, the trainee shall record all pertinent information in correct format on the proper report form. _____

6.7 The trainee shall prepare a report that minimally includes:

- A. Organizing facts in chronological order _____
- B. Relating facts in appropriate sentence form _____
- C. Correctly filling in all appropriate boxes _____
- D. Properly establishing who, what, when, where,
how, and how many _____

RADIO COMMUNICATIONS

- 7.1 The trainee shall become familiar with the policy
and use of the police radio. _____
- 7.2 The trainee shall review and briefly summarize
agency policy on communications control and
coordination and radio call numbers. _____
- 7.3 The trainee shall memorize the phonetic
alphabet, and agency brevity radio code, including
commonly used Penal Code Section numbers and
codes for dispatching emergency vehicles. _____
- 7.4 The trainee shall properly designate his or her
unit in service over the police radio. _____
- 7.5 The trainee shall demonstrate knowledge of radio

procedures and proper use of the radio.

7.6 The trainee shall explain procedures and techniques of radio communications, including:

- A. Waiting until the air is clear before pressing the transmit button.
 - B. Pressing the transmit button firmly and speaking calmly and clearly into the microphone.
 - C. Avoiding over modulation by speaking moderately into the microphone.
 - D. Knowing the meaning of "emergency traffic only" and always saving routine and non-emergency transmissions until the termination of "emergency traffic only" status.
 - E. Knowing the call signs, assignments, and beat locations of other units in the area.
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7.7 The trainee shall assume general communications responsibility, and shall

demonstrate the ability to properly use the radio in all situations.

7.8 The trainee shall take responsibility for all radio communications.

COMMUNITY SERVICE

8.1 The trainee shall recognize the agency's responsibilities to community service.

8.2 The trainee shall identify roles encompassed in the agency's responsibility to provide community service.

8.3 The trainee shall, at all times, act in a manner that promotes positive community attitudes.

FIELD NOTES

9.1 The trainee shall know the proper use of the Field Notebook and shall complete field notes in such a manner as to effectively carry out the duties of a law enforcement officer.

9.2 The trainee shall identify the types of

information that should be entered in the Field Notebook. This information should minimally include:

- A. Day and date _____
- B. Vehicle number _____
- C. Weather conditions _____
- D. Name of partner and supervisor _____
- E. Time of occurrence of each listed incident _____
- F. Type of incident _____
- G. Pertinent information or circumstances leading to police action _____
- H. Names of suspects, victims, witnesses, and reporting persons _____

9.3 The trainee shall understand that the contents of field notebooks are discoverable in court proceeding. _____

9.4 The trainee shall explain the necessity for field _____

notes. This explanation shall minimally include:

- A. Reference for future investigation _____
- B. Reference for future court appearance _____
- C. Beat or area information _____
- D. Briefing information _____

9.5 The trainee shall properly utilize the Field Notebook to record all pertinent information on any given incident. _____

THE COMMUNITY

10.1 The trainee shall explain the performance role of order-maintenance activities in the community or assigned area. This explanation shall minimally include:

- A. A concern for the needs of persons residing, visiting, and doing business in the beat areas. _____
- B. The discovery of conditions which adversely affect public welfare. _____

C. The security of premises. _____

10.2 The trainee shall know locations of physical features of the community or assigned area which are important to the accomplishment of law enforcement objectives. These physical features shall minimally include:

A. Hospitals _____

B. Firehouses _____

C. Bars or other "hot spots" _____

D. Homes or locations of law enforcement hazards _____

E. Abandoned homes _____

F. Schools _____

G. Community service organizations _____

10.3 The trainee shall know the names and locations of important types of roadways in the community or assigned area. These types of roadways shall minimally include:

- A. Major arteries _____
- B. "Through" streets _____
- C. Dead end streets _____
- D. Freeway entrances and exits _____
- E. Fire trails or other special access routes _____

LAW

11.1 The trainee shall be able to recognize and identify violations of California criminal law, local ordinances, and rights and regulations granted under the United States Constitution. _____

11.2 The trainee shall define certain terms as recognized in California criminal law. These terms shall minimally include:

- A. Accessory _____
- B. Corpus delicti _____
- C. Criminal negligence _____

D. General intent _____

E. Specific intent _____

F. Transferred intent _____

G. Principal _____

11.3 The trainee shall identify the elements of a "crime". These elements shall minimally include:

A. Any act or omission _____

B. By a person _____

C. In violation of statutory law _____

D. For which there is a punishment _____

11.4 The trainee shall describe those persons who are legally incapable of committing a crime in the State of California (Section 26 PC). _____

11.5 Given any situation in which a possible crime has occurred the trainee shall identify those situations where the crime is complete and shall identify the crime by its common name and

crime classification. These crimes shall minimally include California laws pertaining to:

A. Court order violations _____

B. Assaults _____

C. Children as victims of crimes _____

D. Disturbing the peace _____

E. Burglary _____

F. Trespassing _____

G. Vandalism _____

H. Theft _____

11.6 The trainee shall recognize violations of local ordinances and, given reference text, will locate the applicable section. _____

PRELIMINARY INVESTIGATION

12.1 The trainee shall demonstrate the ability to

conduct thorough and complete preliminary investigations.

12.2 The trainee shall discuss factors which must be determined when interviewing complainants, reporting persons, and witnesses, including:

- A. When

- B. Where

- C. What

- D. How

- E. Who (including complete suspect and/or vehicle description)

- F. How many

12.3 The trainee shall understand situations when skills of an evidence technician or criminalist are required.

12.4 The trainee shall properly obtain all information necessary for the completion of a thorough preliminary investigation of a "cold" crime.

DRIVING

13.1 The trainee shall know and understand agency policy regarding driving and on-duty vehicle collisions.

13.2 The trainee shall possess a recognition and understanding of common psychological, mechanical, and environmental factors which greatly affect the probability of being involved in a vehicle accident.

13.3 The trainee shall identify common driving movements or activities during which the majority of collisions involving police vehicles occur. These movements shall minimally include:

A. Backing

B. Parking

C. Right-of-way violations

D. Passing

E. Excessive Speed

13.4 The trainee shall identify the components of "defensive driving". These shall minimally include:

A. Driver attitude _____

B. Driver skill _____

C. Vehicle capability _____

13.5 The trainee shall identify driver attitudes which contribute to the occurrence of traffic accidents. These attitudes shall minimally include:

A. Overconfidence _____

B. Impatience _____

C. Self-righteousness _____

13.6 The trainee shall understand the objectives of a vehicle inspection prior to driving. These objectives shall minimally include:

A. Prevention _____

B. Promotion of operational efficiency _____

C. Reduction of maintenance and repair costs _____

13.7 Before driving the vehicle, the trainee shall
conduct a basic vehicle inspection to minimally
ensure that:

A. Emergency equipment and the radio are working
properly _____

B. The vehicle is equipped with flares _____

C. The tires are in good condition _____

D. A spare tire is in the trunk and in good
condition _____

E. There is no visible damage or previous damage
has been reported _____

F. Floor areas beneath front and rear seat are
clear of contraband, or items of evidence _____

G. Glove box, sun visors, and trunk have no
items left behind by the previous operator _____

13.8 The trainee shall drive the CSO vehicle in a safe and alert manner complying with all laws, regulations, and policies. _____

EVIDENCE COLLECTION AND PRESERVATION

14.1 The trainee shall possess the ability to preserve evidence in such a way as to ensure that it is received by an examining authority or court in as near to the condition it was found as possible. _____

14.2 The trainee shall understand the agency's policies on:

- A. Handling controlled substances _____
- B. Depositing property, evidence, and money _____
- C. Withdrawing and returning property _____
- D. Handling of firearms, miscellaneous weapons, and explosives _____
- E. Handling of cocaine and other controlled substances classified as hazardous _____

14.3 The trainee will explain the methods for

preserving evidence at a crime scene in fair and inclement weather.

14.4 The trainee will discuss the provisions of the agency's rules, policies, and procedures regarding the storage of evidence.

14.5 The trainee will understand the agency's policies and procedures regarding the taking of evidence to laboratory examination facilities and court.

14.6 The trainee shall explain the term, chain of custody.

14.7 Given a list of evidence, the trainee shall properly complete required property report(s) and any evidence tag(s) needed.

14.8 Given a crime situation in which any form of evidence is recovered, the trainee shall collect, preserve, and deliver the evidence and properly complete all necessary forms in order to ensure the chain of custody.

14.9 Evidence camera policy/35 mm and Polaroid.

INTERVIEWING

15.1 The trainee shall demonstrate the ability to properly conduct an interview and satisfactorily relate the information on the appropriate form. _____

15.2 The trainee shall discuss basic rules in statement taking and interviewing. These rules shall minimally include:

A. Asking direct and brief questions. Letting the person being interviewed do the majority of talking. _____

B. Controlling the interview. Avoiding rambling by the person being interviewed. _____

C. Avoiding leading questions except when absolutely necessary. _____

D. Putting the person being interviewed at ease. _____

E. Writing statements verbatim (when appropriate) from the person being interviewed, not improvising or making assumptions. _____

15.3 Given a situation in which a statement should be taken, the trainee shall properly conduct an interview and satisfactorily relate the information on the appropriate form.

IMPOUNDING/STORING VEHICLES

16.1 The trainee shall understand the agency's policy regarding towing procedures.

16.2 The trainee shall possess the knowledge to impound/store vehicles in an authorized manner

16.3 The trainee shall discuss the legal authority for those instances when a Community Service Officer may impound/store a vehicle from public and private property.

16.4 The trainee shall identify the local tow service(s).

16.5 The trainee will discuss the following consideration for recovering a vehicle under suspicious circumstances, that it:

A. Is an unreported stolen

B. May have been used in a crime _____

C. Was involved in a hit and run _____

16.6 Given an incident in which a vehicle is to be impounded or stored, the trainee shall impound or tow the vehicle in an authorized manner. This shall minimally include:

A. Compliance with State law _____

B. Compliance with agency policy _____

C. Completion of all required reports in a satisfactory manner. _____

VEHICLE COLLISIONS

17.1 The trainee shall recognize all appropriate law enforcement duties at the scene of a traffic accident. _____

17.2 The trainee shall be familiar with the agency's policy regarding traffic collision investigation and reporting. _____

17.3 The trainee shall define the term vehicle

collision.

17.4 The trainee shall discuss advantages and disadvantages of immediately removing (or having removed) all vehicles involved in a traffic accident from the highway.

17.5 The trainee shall identify and discuss the primary duties of an officer at any traffic accident scene. These duties shall minimally include:

A. Protecting the scene, including the appropriate use of flares (spilled fuel)

B. Determining injuries and need for emergency first aid treatment

C. Ascertaining the need for ambulance service.

D. Considering the need for tow services

E. Determining the need for further assistance

17.6 The trainee shall discuss the instances when a traffic accident must be investigated. These instances shall minimally include any:

— A. Injury accident _____

— B. Hit and run accident _____

— C. Accident involving suspected drunk driving _____

D. Accident involving city property _____

17.7 The trainee shall identify instances when photographs should be taken at an accident scene. _____

17.8 The trainee shall define the term "primary collision factor". _____

17.9 The trainee shall define the term "point of impact" and shall explain and demonstrate how point of impact is determined at both intersection and non-intersection accidents. Define term "point of rest". _____

17.10 The trainee shall define the term "coefficient of friction" as it pertains to roadways. Define term "coefficient of restitution". _____

17.11 Given a traffic accident, the trainee shall respond in a safe, efficient and effective manner, and shall properly and accurately report the accident according to agency policy.

ANIMAL CONTROL

18.1 The trainee shall understand the agency's policy on animal control procedures and be able to effectively deal with situations involving animals.

18.2 The trainee shall explain the agency's policy and procedure when confronted with different types of animal control situations. These types of situations shall minimally include:

- A. Injured animals
 - B. Dead animals
 - C. Rabid animals
 - D. Noisy animals
 - E. Stray animals
-
-
-
-
-

F. Wild animals _____

G. Nuisances created by unsanitary keeping of
animals _____

H. Protective custody of animals _____

I. Animal bites _____

MISSING PERSONS

19.1 The trainee shall know the state law and
agency's policies and procedures for handling
missing persons, both adult and juvenile, and
shall be able to adhere to these policies and
procedures when called to the scene regarding a
missing person. _____

19.2 The trainee shall understand the agency's
policy on critical missing persons. _____

19.3 The trainee shall explain the agency's policy
regarding both adult and juvenile missing
persons. _____

19.4 The trainee shall explain the agency's policy
regarding search procedures for missing persons. _____

19.5 Given an incident involving a missing person, the trainee shall properly adhere to the agency's policies and procedures in reporting the situation and, if necessary, initiating search procedures.

COURT RESPONSIBILITIES AND COURTROOM Demeanor

20.1 The trainee shall possess the ability to prepare and furnish courtroom testimony in such a manner as to promote professionalism and the administration of justice.

20.2 The trainee shall explain the value of a pre-trial conference with the prosecuting attorney, these values shall minimally include:

A. Refreshing the Trainee's memory

B. Coordination of efforts

20.3 The trainee shall explain the value of impressive and professional courtroom demeanor and appearance.

20.4 The trainee shall identify and explain principles of effective testimony. These principles shall minimally include:

A. Honesty

B. Clarity

C. Brevity

D. Objectivity

E. Emotional control

20.5 Given a courtroom appearance, the trainee shall furnish testimony in a professional manner.

20.6 On-call court policy and procedure.

DEALING WITH SPECIAL TRAINEE PROBLEMS

The following special training guide is designed to assist the Field Training Officer in recognizing and correcting training deficiencies and/or performance problems. It describes some of the common Trainee problems and offers a brief suggestion for resolving them. This guide should be expanded upon by experienced Field Training Officers as they encounter different problems and/or training techniques other than those described here:

TRAINEE PROBLEMS AND SUGGESTED SOLUTIONS

The trainee cannot find locations, main streets or addresses, gets lost en route to calls, doesn't use the street guide efficiently.

As an assignment, have the trainee mark off his or her assigned area (beat, district, town, etc.) and important landmarks on a map. Suggest that some off-duty time might be well spent driving the area. Demonstrate that an efficient way to use a street guide is to check the index for reference and description of where the street is.

The trainee does not know his or her location on a stop or on-view observation.

Encourage the trainee's attentiveness by stopping, then asking the trainee to give the correct location as if it were a critical situation that required other units to respond. This can be done two or three times during a shift. Start with locations that are easiest to find.

The trainee displays "tunnel vision" while driving in that nothing is seen but that which is directly in front of him or her.

Same techniques as above, however, the cause of this may be a fear of seeing something that will require him or her to take action for which he or she does not feel confident. This usually occurs when the trainee is afraid to make a mistake. Give the trainee encouragement to learn from mistakes.

The trainee has difficulties with the police radio, is afraid to speak, has a weak voice, stops for long pauses, does not know or use the proper code, overrides other units.

Provide as much experience with the radio as possible. Have the trainee role-play or practice responses to the FTO. Assign the trainee the responsibility for all of the routine transmissions early in the program. Visit the communications center, if possible. Direct the trainee to memorize the code and listen to radio tapes.

The trainee does not effectively listen to the radio, does not know where nearby units are, does not hear back-up requests or potentially hazardous calls go out, does not hear own call-sign.

In addition to the techniques described above, periodically question the trainee on the status

and/or location of nearby units, explain the propriety of responding as a back-up (distance, traffic, proximity of other units):

The trainee displays report writing problems with spelling and grammar.

Suggest using a small spelling dictionary. Review each report, point out and correct the poor grammar, provide examples of similar reports that have been written correctly.

Report lacks elements of a crime, is unclear, or out of sequence.

Have the trainee recite the elements of the crime(s) involved, then ask him or her to verbalize how those elements were accomplished in the incident, followed by a verbal description of what occurred prior to and after the crime. After these are discussed, the report can be written in proper sequence; i.e., what led up to the incident, the crime, then what followed.

Too much time taken to write reports.

Provide as much report writing experience as possible, assign written scenarios of incidents that contain enough information to complete a report, provide a check list for each of the common crimes of the important items that need to be included.

Most report writing problems can be overcome by experience and effective training techniques.

Special training can also be provided by academy instructors or in-house experts.

NARRATIVE COMMENTS

Most Acceptable Performance of the Day/Week

Least Acceptable Performance of the Day/Week

Additional Comments:

PHONETIC ALPHABET

A---ADAM

I---IDA

Q---QUEEN

Y---YOUNG

B---BOY

J---JOHN

R---ROBERT

Z---ZEBRA

C---CHARLES

K---KING

S---SAM

D---DAVID

L---LINCOLN

T---TOM

E---EDWARD

M---MARY

U---UNION

F---FRANK

N---NORA

V---VICTOR

G---GEORGE

O---OCEAN

W---WILLIAM

H---HENRY

P---PAUL

X---XRAY

RADIO CODES

- Code 1 - Acknowledge receipt of message
- Code 3 - EMERGENCY, use red lights and siren
- Code 4 - No further assistance needed
- Code 5 - Stake out, other units stay away unless ordered there in response to call
- Code 6 - Out for investigation
- Code 7 - Out of service to eat
- 10-1 - Radio weak
- 10-2 - Radio O.K.
- 10-4 - O.K.
- 10-7 - Out-of-service
- 10-8 - In-service
- 10-9 - Repeat
- 10-19 - Return to station
- 10-20 - What is your location?
- 10-21 - Call station by phone
- 10-22 - Disregard last information, take no further action

10-36 - Correct time
10-45 - Out at city yards
10-97 - Arrived at scene
10-98 - Clear from last call
187 - Murder
207 - Kidnapping
211 - Robbery
211 Silent - Robbery alarm silent
211 In progress - Robbery being committed now
242 - Assault and/or battery, misdemeanor
243 - Battery on a peace officer
245 - Assault with a deadly weapon
261 - Rape
288 - Sex crimes against child
314 - Indecent exposure
390 - Drunk male
415 - Disturbing the peace
459 - Burglary
459 Ringer - Burglar alarm Ringer
459 Silent - Burglar alarm Silent
470 - Forgery
484 - Theft Misdemeanor
487 - Theft Felony

594 - Malicious mischief

647f - Drunk

9 Codes

911A - Contact informant

911B - Contact officer

911C - Contact citizen

912 - Are we clear

913 - You are clear

925 - Subject acting suspiciously

998 - Officer request help, involved in shooting

999 - Officer needs help urgently, 10-33, Code 3