



GENERAL ORDER

MINOCQUA POLICE DEPARTMENT

SUBJECT: DISPATCH RECRUIT TRAINING

SCOPE: All Department Personnel
DISTRIBUTION: General Orders Manual

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PURPOSE: The purpose of this General Order is to establish guidelines for the Minocqua Police Department's dispatch recruit training program.

This General Order consists of the following numbered sections:

- I. POLICY
- II. FIELD TRAINING PROGRAM - DISPATCHER
- III. REMEDIAL TRAINING

I. POLICY

- A. It is the policy of the Minocqua Police Department to provide field training to all recruit dispatchers in order to promote efficiency and effectiveness, to establish and maintain standards of excellence in performance and service, and to achieve the maximum development of each employee's potential.

II. FIELD TRAINING PROGRAM – DISPATCHER

A. Objectives of the Field Training Program

- 1. Improving the overall applicant screening process. The Field Training and Evaluation are one phase of the Department's overall Applicant screening process designed to facilitate on-the-job observations and performance assessment.

2. Establishing a probationary Dispatcher appraisal system. This program is designed to provide valid job-related post Field Training evaluations of the probationary dispatcher's performance by using a standardized and systematic method designed for documenting their work performance.
3. Establishing a program review procedure. The program provides an appraisal system to measure the effectiveness of the Department's selection and training processes by allowing feedback to the appropriate personnel regarding probationary dispatcher strengths and weaknesses.
4. Improving the probationary dispatcher training process. The program provides an on-the-job training for probationary dispatchers. The Field Training Dispatcher serves as role model for probationary dispatchers in the development of the knowledge/skills/abilities needed to perform dispatching duties and practical application of Police, Fire and EMS materials.
5. Establishing improved in-service retraining program. The program provides a system to provide retraining and orientation to dispatchers returning to dispatch from extended absences or assignments.
 - a) Dispatchers who have been absent from dispatch for 365 calendar days or more will be assigned to an FTO for a minimum five-day period. This period may be extended up to ten days at the discretion of the Lead Dispatcher after discussion with the Chief of Police.
 - b) During the time such dispatchers are assigned with an FTO, they will not be subject to the formalized evaluations required of probationary dispatchers in training. The FTO's function is to familiarize the dispatcher with agency forms, updated policy/procedure/General Orders, and with the FTO Supervisor and/or training Section; and to ensure that the returning dispatcher is provided with opportunities as are necessary to meet or qualify in skill areas such as TIME, and Dispatch protocols.

B. Organization of the Field Training Program

1. Lead Dispatcher

- a) The Lead Dispatcher is responsible for the daily operation of the Dispatch Center unless otherwise designated by the Chief of Police.
- b) The Lead Dispatcher shall be responsible for the general control and evaluation of the Field Training and Evaluation Program and shall assume the staff monitoring of all probationary dispatchers for the duration of their probationary employment period.
- c) The Lead Dispatcher shall coordinate, when appropriate, the preparation of a statement of probationary dispatcher development to date and submit the statement to the Chief of Police with a recommendation to retain, recycle, or dismiss the probationary dispatcher. All other Field Training Unit personnel and Department supervisors will be offered the opportunity to provide input in this evaluation.
- d) Whenever possible, the Lead Dispatcher should conduct meetings with the Field Training Unit to provide/receive firsthand information concerning the probationary dispatcher's performance and to evaluate the instructional techniques of the Field Training Dispatchers.
- e) The Lead Dispatcher shall work closely with the Field Training Dispatchers of probationary dispatchers during and after the completion of the Field Training and Evaluation Program assignments to determine and correct any training deficiencies, and may recommend a recycling of a probationary dispatcher for retraining.

- f) The Lead Dispatcher shall facilitate the assembly of information relating to a probationary dispatcher's progress to the appropriate/designated Departmental Supervisors.
- g) The Lead Dispatcher shall conduct a comprehensive evaluation of each probationary dispatcher monthly. At the end of Field Training a statement of the probationary dispatcher's development shall be prepared and submitted to the Chief of Police with a recommendation to retain, recycle (extend training), or dismiss the dispatcher. All other Department supervisors and Field Training personnel will be offered the opportunity to provide input to assist in the final probationary evaluation.

2. Field Training Dispatcher

- a) All Field Training Dispatchers shall receive formal FTO training consistent with this program.
- b) The Field Training Dispatcher shall be responsible for the training and evaluation of the probationary dispatcher when assigned to them, as directed by the Field Training Unit staff.
- c) The Field Training Dispatcher will have at least five years of experience and demonstrate a thorough knowledge of all related tasks and duties. Past evaluations and training will be part of the selection process.
- d) The Field Training Dispatcher has two primary roles to fulfill. Their dispatch responsibility to the officer and the public and that of a trainer, coach, and evaluator of the probationary dispatcher.
- e) The Field Training Dispatcher may assist in the Police Department's background investigation and oral interview process for Dispatcher candidates.
- f) The Field Training Dispatcher may be released from field training and evaluation duties as follows.
 - (1) At the request of the individual concerned.
 - (2) At the direction of the Chief of Police.

3. Assignment of Probationary Dispatchers to Field Training

- a) Assignments
 - (1) Probationary dispatchers shall be assigned to a shift by the Lead Dispatcher, unless otherwise ordered by the Chief of Police.
 - (2) Each probationary dispatcher who is assigned to a shift shall be placed with a Field Training Dispatcher and will be under the supervision of the Shift Supervisor or OIC.
 - (a) The Field Training assignment shall be predetermined and will be varied only when a probationary dispatcher needs remedial training.
 - (b) The Lead Dispatcher may continue the Field Training assignment of a probationary dispatcher beyond the predetermined time if the need for further training and evaluation is apparent, with the Chief of Police's approval.
- b) The Field Training and Evaluation Program shall be divided into the following phases and steps.
 - (1) Phase One – One day of in-house orientation.

(2) Phase Two – Steps One-Seven

(c) Step One - Basic dispatcher information

- (i) Will last a minimum of seven days and will cover the basic responsibilities of a dispatcher, including Department policies. The 911 System, Dispatch equipment and machines, citations, forms, traffic stops, investigative information, and arrest procedures.
- (ii) Due to the importance of Step One, the duration is seven to fourteen days.
- (iii) The first three days the Field Training Dispatcher will do the dispatching duties 100% and the probationary dispatcher will observe.
- (iv) On the fourth day and until completion of Day fourteen, the probationer will be encouraged to participate with dispatch responsibilities 10-20% of the shift.

(d) Step Two

- (i) Minimum of two days related to Minocqua Fire Department and EMS information
 - Paging fire and rescue.
 - Paging EMS.
 - Daily paging tests.
 - Weather alert.
 - Emergency Government paging.
 - Logging fire, rescue and EMS times.

(e) Step Three

- (i) One day spent with an Officer which will include a tour of the area and locations of the Firehouses.

(f) Step Four

- (i) Training on the Department's current computer system, which includes data entry and word processing. Step Four will last a minimum of two days.

(g) Step Five

- (i) Probationary dispatcher will do most of the dispatching while specific dispatch information is discussed and reviewed. This step will last until the Field training Dispatcher feels that the probationary dispatcher is ready to be on his/her own.

(h) Step Six

- (i) Evaluations will be done by the Lead Dispatcher. During the first month after Step Six, a weekly evaluation will be done on his/her progress. Then a monthly evaluation will follow until the probationary period is completed.
- (ii) During the balance of the probationary period the probationary dispatcher shall be periodically assigned to a Field Training Dispatcher for performance review.

C. Extension of Training

1. The probationary dispatcher's Field Training and Evaluation period, may be extended upon the recommendation of the Lead Dispatcher and with the approval of the Chief of Police

D. Evaluation Process

1. Daily Observation Report

- a) Completed by the Field Training Dispatcher after each shift starting with Step One.

2. Weekly Evaluation Report

- a) Completed by the Field Training Dispatcher for each training and evaluation period, i.e., one (1) pay period.

3. Probationary Dispatcher Self-Evaluation

- a) Completed by the probationary dispatcher at the completion of Steps One-Five, and periodically during Step Six. This is a detailed estimate of the probationary dispatcher's performance strengths and weaknesses.

4. Evaluation of Field Training Dispatcher and Program

- a) Shall be completed by the probationary dispatcher at the end of each Step.
- b) Shall be conducted by the Lead Dispatcher and Field Training Dispatchers at periodic intervals.

5. Monthly Evaluation Report

- a) Shall be completed by the Lead Dispatcher with the collaborative assistance from other Shift Supervisors, and Field Training Dispatchers.
 - (1) The monthly Evaluation Reports will be reviewed by the Lead Dispatcher and made available to the Training Dispatchers for review and discussion.
 - (2) The Monthly Evaluation Reports shall be placed in the "DOR" notebook after being reviewed and signed by the probationary dispatcher.
 - (3) The Lead Dispatcher shall facilitate an evaluation of the Probationary Dispatcher's Steps One - Six performances and forward it to the Chief of Police for review and submittal.

E. Employment Confirmation Board

1. Shall consist of the following positions:

- a) Chief of Police
- b) Lead Dispatcher
- c) Lieutenant
- d) Detective Sergeant
- e) Field Training Dispatcher

2. Board Action

- a) Required to advance probationary dispatcher from Field Training to solo performance.
- b) To recommend an extension of the probationary period
- c) Required advancing probationary dispatcher from probationary to permanent status.
- d) The Board shall select Field Training Dispatchers.

F. Employment Status Process

1. Any time during the probationary period a probationary dispatcher is not performing at a satisfactory level, a recommendation for termination may be initiated.
2. Memorandums and recommendations for termination are forwarded to the Lead Dispatcher.
 - a) The Lead Dispatcher shall gather all memorandums and ensure that all supporting data is attached.
 - b) The Lead Dispatcher will prepare a detailed report and forward it through the chain of command to the Chief of Police with recommendation(s).
3. The Chief of Police may affect the administrative decision of the requested dismissal.
 - a) If the Chief of Police concurs with the recommendation, the probationary dispatcher shall be administratively relieved of duty by the Lead Dispatcher and schedule an Employment Status Hearing within 72 hours of the notification.
 - b) The Chief of Police shall preside over the Employment Status Hearing at which time the Lead Dispatcher and Field Training Dispatchers shall present the reasons for the recommended termination; and the probationary dispatcher shall be afforded an opportunity to respond to the Field Training Unit's Report of Recommendation.
4. The Chief of Police shall make the final decision reference dismissal within 48 hours of the Employment Status Hearing.

G. Disposition of Field Training Evaluations

1. Upon completion of the Employment Status Board action, the probationary dispatcher's Field Training and Evaluation Program reports will be filed as follow.
 - a) Department personnel file
 - (1) Employment Status Board Action Report.
 - b) All other Field Training and Evaluation Program files.
 - (1) Shall be maintained in the Departmental training file by dispatcher name.
 - (2) Field Training and Evaluation Program files are confidential and shall be reviewed only by persons approved by the Chief of Police.

III. REMEDIAL TRAINING

- A. Remedial training is defined as personalized training used to correct a specific deficiency which may have been identified through:

1. Performance evaluations;
 2. Evaluations during field training;
 3. Observations by a supervisor during routine duties;
 4. Following a sustained complaint by a citizen or other source.
- B. Upon recommendation of an employee's supervisor, training shall be scheduled for employees who:
1. Consistently demonstrate a lack of skill, knowledge, or ability in the performance of job-related skills;
 2. Have been disciplined for conduct which can be corrected through remedial training.
 3. When a supervisor determines that an employee needs remedial training, they shall forward a memo to the Chief of Police stating the deficiency. The Chief of Police shall make a determination of the stated need and recommend a course of action to correct any deficiency found.
- C. Personnel in need of remedial training shall be notified in writing and informed of the reason for the need, as well as the date, time and location of the remedial training.
- D. Upon completion of remedial training, all test scores, certifications, or other pertinent documents shall be forwarded to the Chief of Police for evaluation and inclusion in the employee's personnel file.
- E. Failure to participate or respond to remedial training may result in a recommendation for disciplinary action.

David J. Jaeger

David J. Jaeger
Chief of Police

This General Order cancels and supersedes any and all written directives relative to the subject matter contained herein.

Initial 01/15/2019