
Communications Training Officer Program

803.1 PURPOSE AND SCOPE

The Communications Training Officer (CTO) Program is intended to provide a standardized program to facilitate the dispatcher's ability to learn general dispatching and call taking procedures of the Elk Grove Police Department.

It is the policy of this department to assign all new dispatchers to a structured Communications Training Officer Program that is designed to prepare the new dispatcher to perform in the communications center, and to possess all skills needed to operate in a safe, productive and professional manner.

803.2 COMMUNICATIONS TRAINING OFFICER SELECTION AND TRAINING

The Communications Training Officer (CTO) is an experienced dispatcher trained in the art of supervising, training and evaluating entry level and lateral dispatchers in the application of their previously acquired knowledge and skills.

The assignment as a full-time Communications Training Officer will be for the calendar year beginning in January and is subject to reevaluation through the application process annually.

Temporary Communications Training Officers may be selected through the application process as the need arises and are subject to all of the same training requirements as the full-time training officer.

803.2.1 SELECTION PROCESS

All qualified dispatchers who are interested in the CTO position must apply and complete the process even if they are current CTOs when the process is announced.

CTOs will be selected based on the following requirements:

- (a) Desire to be a CTO
- (b) Possess a POST Basic Certificate
- (c) Demonstrated ability as a positive role model
- (d) Participate and pass an internal oral interview selection process
- (e) Evaluation by supervisors
- (f) Shall be off probation at the time of appointment
- (g) Candidate may not be involved in any current investigations of their behavior, job performance, or policy violations which may result in disciplinary action
- (h) Candidate must show a high level of self-initiative

The Chief of Police or his/her designee may amend the selection process as circumstances warrant.

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803.2.2 TRAINING

A dispatcher selected as a Communications Training Officer shall successfully complete a POST certified (24 or 40- hour) Communications Training Officer's Course, or equivalent prior to being assigned as a CTO.

803.2.3 APPLICATION

The testing and selection process for the full-time Communications Training Officer will occur during the months of September and October to allow assignments to be effective for each calendar year beginning in January. There will not be a qualification list established for future use but temporary Communications Training Officers may be selected from this testing process.

The following criteria apply to the CTO application process:

- (a) The IDC announcement will clearly identify the requirements of the position and the components of the testing process, including the assigned weighting of each testing component
- (b) The selection process may include, but is not limited to, an oral interview, a review board and supervisor input
- (c) The Communication Training Supervisor will submit his/her recommendation(s) to the Dispatch manager after all required testing is complete
- (d) Administrative evaluation and approval by the Chief of Police. The Chief of Police will employ the "rule of three" in the selection process

The policy and procedures for all positions may be waived for temporary assignments, emergency situations or for training.

Each candidate expressing interest in the position of Communications Training Officer must submit an Inter-Departmental Correspondence (IDC) to his or her immediate supervisor expressing interest in the position.

The Chief of Police or his/her designee may amend the application process as circumstances warrant.

803.3 EVALUATIONS

Evaluations are an important component of the training process and shall be completed as outlined below.

803.3.1 COMMUNICATIONS TRAINING OFFICER

The CTO will be responsible for the following:

- (a) Complete and submit a written evaluation on the performance of his/her assigned trainee to the CTO supervisor on a daily basis
- (b) Review the Daily Observation Report with the trainee each day
- (c) Complete a detailed end-of-phase performance evaluation on his/her assigned trainee at the end of each phase of training
- (d) Other duties as assigned

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803.3.2 COMMUNICATIONS TRAINING SUPERVISOR

The responsibilities of the CTO Program supervisor or designee include the following:

- (a) Assignment of trainees to CTOs
- (b) Conduct CTO meetings
- (c) Maintain and ensure CTO/trainee performance evaluations are completed
- (d) Monitor individual CTO performance
- (e) Monitor overall CTO Program
- (f) Develop ongoing training for CTOs

803.3.3 TRAINEE

At the completion of the Training Program, the trainee shall submit a confidential performance evaluation on each of their CTOs and on the Communications Training Officer Program.

803.4 DOCUMENTATION

All documentation of the Field Training Officer Program will be retained in the dispatcher's training files and will consist of the following:

- (a) Daily Observation Reports
- (b) End-of-phase evaluations
- (c) A Certificate of Completion certifying that the trainee has successfully completed the required number of weeks of training