

**CHAPTER 4**  
**TRAINING AND EVALUATION**  
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## CHAPTER 4

### TRAINING AND EVALUATION

1. GENERAL. The Communications Training and Evaluation Program (CTEP) provides a well-defined, in-depth, and standardized training and evaluation process. This standardized process utilizes highly structured training combined with a detailed system of performance documentation.
  
2. TRAINING PROGRAM.
  - a. Curriculum. The program's training curriculum consists of a progressive sequence of the job-related knowledge, skills, and abilities (KSA) that all Public Safety Dispatchers (PSD) and Public Safety Operators (PSO) must possess in order to successfully carry out their duties.
  
  - b. In-House Module Training. The in-house CTEP consists of two modules of training, one for the service desk position and one for the radio position. Public Safety Operators will complete Module A, however, PSDs will complete Module A and Module B. Although PSOs attend the Module O training at the Academy to obtain Peace Officer Standards and Training certification, there is no on-the-job training for Module O during in-house training. Each module consists of three training cycles.
  
  - c. Training Cycle.
    - (1) Purpose. The purpose of training cycles is to ensure trainees receive the best possible training from their Communications Training Officer (CTO). Each cycle progresses from introductory to more complex expectations of performance. Ideally, the trainee will be assigned to a different CTO during each cycle. The modules and training cycles have been designed to provide:
      - (a) A systematic approach to training.
      - (b) Consistent, reliable, relevant, and standardized training.
      - (c) An opportunity to train with multiple CTOs which exposes the trainee to different styles and techniques, while operating within standardized guidelines.
      - (d) A means of ensuring trainees will ultimately possess the skills to competently perform the tasks required of a PSD or PSO.

(2) Training Cycle Duration.

(a) Trainees shall receive a minimum of 120 hours of evaluation per cycle. If additional training is needed to ensure performance standards are met, remedial, or extension training may be provided. The additional training is evaluated and documented pursuant to policy.

(b) As a best practice, trainees should be evaluated for eight hours per shift.

(c) With the Area commander's approval, trainees may be released early from training, during Cycle III, if the 120-hour minimum requirement has been met.

(3) Cycle I. Cycle I is the introductory cycle. It consists of the orientation period and assignment to the first cycle CTO. During this cycle, trainees will gradually be presented with new KSAs and tasks. The crucial aspect of this cycle is molding the trainee's attitude, so the program is seen as an opportunity for development.

(4) Cycle II. Cycle II is more complex than Cycle I, and the trainee should become more familiar with performing KSAs and tasks independently. The trainee may still rely on their CTO to process more difficult tasks.

(5) Cycle III. Cycle III is the last cycle of formal training. It is characterized by advanced training and refining the PSD's or PSO's KSAs. During Cycle III, trainees begin to demonstrate mastery of the skills required to be a successful PSD or PSO.

(6) Time in Training Concept. A newly hired PSD's or PSO's progress is measured by the "time in training" concept. The ratings describe the level of performance expected and compare the trainee's performance to those performance expectations. The trainee's performance is judged by what can reasonably be expected from a trainee at that particular time in training.

(7) Building Skills Concept – Radio Training. In larger communications centers (CC), with multiple radio channels, it is not necessary for the trainee to work every radio prior to being released from training status. The primary goal is for the trainee to learn the fundamentals of dispatching and demonstrate their ability to meet performance objectives. The secondary goal is to learn the unique Area specifics of each radio. The trainee should begin their radio training on an introductory, or slower, radio channel. As the trainee advances through training cycles, they should be assigned to progressively busier radio channels.

(a) Radio channels such as Safety Services Program, Freeway Service Patrol, or relief should not be considered as a requirement for successful completion of radio training. However, the radio trainee should be introduced to these radio channels prior to the end of their probationary period. As a best practice, this introduction should be completed by any of the trainee's previous radio cycle CTOs.

d. Limbo Days. Limbo days are workdays that are documented but not evaluated as training days. As a best practice, trainees should not have more than two limbo days per cycle. Depending on the needs of the CC, limbo days may be used as follows:

(1) Field ride-alongs or sit-alongs at allied agencies or for other orientation and learning programs.

(2) Self-study days may be used to study specific material that will serve to increase the trainee's skills.

e. Remedial Training. Remedial training may be utilized any time a trainee's performance has been rated "Unacceptable" or a pattern of "Needs Improvement" in one or more critical tasks, and the trainee is not responding to standard training. See paragraph 3.c.(3) of this chapter for completing the remedial training plan.

f. Extension Training. The decision to extend training should be made at the conclusion of Cycle III. Trainees experiencing significant, but correctable, deficiencies in three or less performance categories may be given one extension training cycle for each module of training (e.g., one for service desk training and one for radio training). The decision to extend training is optional and shall be made by the Area commander, based upon recommendations of the Area Training Coordinator and the CTOs. The duration of the extension training will vary but shall not exceed an additional 120 hours and shall not extend the trainee beyond their probationary period. If the entire extension period is not needed to overcome documented deficiencies, the Area commander has the discretion to end the extension as appropriate. An extension phase should not be seen as punishment, rather, as an opportunity to resolve deficiencies and successfully complete training.

(1) The decision to extend training must be based on whether or not the problem area can be corrected with additional training. Training should not be extended when it is apparent the trainee does not have the KSAs to learn the role of a PSD or PSO. Furthermore, under no circumstance should training be extended for a trainee who is an obvious threat to public or officer safety. Trainees failing to respond during extended training may be rejected during probation. Extensions are not granted casually and are only considered when there is a reasonable expectation of success.

(2) Due to the limited duration of extension training, trainees experiencing serious deficiencies should not be granted an extension.

g. Assignment. If feasible, the trainee should be assigned to a different CTO and shift for each training cycle. Rotation will expose the trainee to other personnel, various types of activities unique to each shift, and CTO training styles. The Area Training Coordinator should consider matching trainee performance issues, if any, with trainer experience. Trainees must demonstrate the ability to learn and perform satisfactorily in various and diverse positions within the CC.

### 3. EVALUATION PROCESS.

a. General. The evaluation process is a critical element of training; learning cannot take place without constant, immediate, and documented feedback to the trainee. The program's evaluation process necessitates open, candid, and meaningful communication occurring between the evaluator and the trainee.

b. Purpose. For purposes of consistency, the training and evaluation process has been standardized. It is important to keep an accurate and chronological record of the trainee's progress. Objective evaluation and consistent feedback keep the trainee informed of their progress. Evaluations provide a documented history of any deficiencies that may need to be addressed in remedial or extension training. It provides essential documentation to ensure satisfactory performance is attained prior to the end of probation.

c. Documentation.

(1) CHP 157, Communications Training and Evaluation Program – Daily Observation Report. The Daily Observation Report (DOR) specifies the critical tasks on which the trainee is evaluated. The DORs are to be completed each day by the CTO.

(a) The DOR should be completed and discussed with the trainee at the end of the shift when issues and details can accurately be recalled and discussed by the CTO. Discussion provides trainees the opportunity to ask questions, seek clarification, and receive an overview of the workday. Immediate feedback reinforces the instruction, praise, and constructive criticism given during the training shift.

(b) Area Training Coordinators are to ensure DORs are accounted for and processed within time frames established in this chapter. Regular inspection of the trainee's CHP 157E, Communications Training and Evaluation – Performance Log provides a quick and easy method to

determine whether the CTO has completed and filed the DORs as required. The Area Training Coordinator shall keep management updated as needed.

(c) It is imperative CTOs use the standardized performance guidelines outlined in Annex F of this chapter to ensure evaluations remain objective.

(d) The CTO shall comment on any “Needs Improvement” or “Unacceptable” rating.

(e) The evaluation process of the CTEP has specific components that shall be included in every evaluation. The process includes:

- 1 Set realistic performance and conduct standards.
- 2 Communicate standards to the trainee.
- 3 Observe and measure performance.
- 4 Provide feedback and solicit trainee input.
- 5 Identify training needs and document training efforts.

(f) Completing the CHP 157, Communications Training and Evaluation Program – Daily Observation Report.

1 Completing the Top Portion. Enter the trainee’s and CTO’s name and ID number; the Area location code; the appropriate module, cycle, and day of training, and the calendar date.

2 Numbering. To facilitate tracking of each trainee’s progress, the DORs must be numbered. Limbo days shall be dated but not numbered. Remediation or extension DORs shall be numbered consecutively from one to the number of days used for additional training.

3 Daily Objective. The purpose of the daily objective is to ensure both the CTO and the trainee have the same expectations for the day’s training. The daily objective should specifically identify what the trainee is expected to accomplish.

4 Critical Tasks. The bottom section of the DOR contains performance categories on which the CTO evaluates the trainee’s performance. The CTO shall use the performance guidelines outlined

in Annex F of this chapter, using the three-point rating system. The guidelines are based on observable trainee behavior for each performance category. The CTO will assign a numeric rating (1 through 3) for each of the 46 categories. If any category is not observed during the shift, the CTO will check the No Ratings box. When documenting a limbo day, entries are not made in the rating column.

5 Trainer Comments. The reverse side of the DOR is used to explain specific ratings. Comments assist the evaluation process by presenting a comprehensive picture of the trainee's performance. Comments are also used for preparation of the End of Cycle Report. The CTO should describe any noteworthy events that occurred during the shift. To prepare effective comments, the following factors shall be considered:

- a The CTO shall clearly and concisely document discussion relative to training.
- b The CTO shall report only facts and avoid conclusions.
- c The CTO shall focus on performance to ensure accurate documentation of the trainee's actions.
- d The CTO should not make generalizations or compare one trainee to another.
- e The trainee's actions are to be the focus of the comments.

6 Assessments Given. If the trainee is provided any assessments, they should be documented in the appropriate box.

7 Goals. In the Goals section, the direction and focus of ongoing training shall be detailed. Utilize this section to note and support ongoing acceptable performance or address performance deficiencies.

8 Trainee Comments. The trainee should be encouraged to record their observations, opinions, and insights on the day's training. Any trainee's comments shall be completed after the CTO and trainee have discussed the ratings for the training day.

9 Supervisor Comments. The Area Training Coordinator, or supervisory designee, may add comments as needed in this box.

10 Signatures. Once the DOR has been completed by the trainer, the trainee shall initial the comments and the DOR shall be routed to the Area Training Coordinator. The trainee should not sign the DOR until the Area Training Coordinator, or supervisory designee, have reviewed the DOR and have had the opportunity to add comments.

(2) CHP 157A, Communications Training and Evaluation Program End of Cycle Report. The CHP 157A shall be completed after each training cycle and any extended training. This report identifies the trainee's strengths, weaknesses, and documents their progress in meeting the training objectives for each cycle. It also serves to identify if a trainee is ready to move onto the next cycle of training or be released from training. The CTO shall submit the End of Cycle Report to their Area Training Coordinator at the completion of the cycle. The End of Cycle Report includes comments from the Area Training Coordinator which should support the observations of the CTO.

(a) Completing the CHP 157A, Communications Training and Evaluation Program End of Cycle Report.

1 Completing the Top. Enter the trainee's and CTO's names and ID numbers, the Area's location code, the appropriate module, cycle, and day of training, and the calendar date. The CTO will check the appropriate box to indicate their recommendation for the advancement, remediation, or rejection of the trainee. Additionally, the CTO will indicate if the training checklist has been completed.

2 Strengths, Weaknesses, Comments. The CTO should document any strengths, weaknesses, and supplemental comments in the appropriate box. Any recommendation should be followed up with a justification to support the suggested course of action.

3 Signatures. The CTO shall sign and date the End of Cycle Report and submit to the Area Training Coordinator. The Area Training Coordinator documents in the Supervisor Comments section the decision to advance, extend, reject, or successful completion of the training program. The Area Training Coordinator signs and dates the End of Cycle Report and returns to the trainee for signature. The Area commander will sign at the end of each module. See paragraph 4.a.(6) of this chapter for additional information on Area Management Interviews.

(3) CHP 157B, Communications Training and Evaluation Program Remedial Training Plan. Remediation is used when established training procedures and timeframes are not sufficient to ensure the trainee's success. Substandard

performance shall be documented prior to the progressive discipline process. The Area Training Coordinator shall notify the Statewide CTEP Coordinator prior to a trainee being placed in remedial training.

(a) A remediation plan may be implemented any time a trainee's performance has been rated as "Unacceptable" or there is a pattern of "Needs Improvement" in one or more critical tasks, and the trainee is not responding to standard training. Additionally, if the trainee has not attained a level of competency and efficiency which warrants progression to the next cycle, a remediation plan shall be implemented.

(b) The remediation format is designed to identify a specific task deficiency, develop a focused training plan to address the issue, set a specific timeframe to correct the problem, and provide specific ongoing feedback to the trainee during the remediation period. All performance objectives shall be thoroughly discussed with the CTO and Area Training Coordinator. The commander should be apprised of all information.

(c) The remediation plan is intended to provide the necessary assistance to overcome deficiencies. It is important the trainee understands all aspects of the remediation plan. Additionally, the trainee should be encouraged to provide input if necessary. All performance objectives should be thoroughly discussed and documented.

(d) During remedial training, the CTO will continue to document the trainee's performance on the CHP 157.

(e) Completing the CHP 157B, Communications Training and Evaluation Program Remedial Training Plan.

1 Completing the Top Portion. Enter the trainee's and CTO's name and ID number, the Area location code, and the remedial training begin and end dates in the appropriate box.

2 Documenting the Remedial Training Plan. The Area Training Coordinator, or designee, will identify the problem, develop an achievable action plan, set goals, establish a timeframe and make any additional comments. The Area Training Coordinator shall discuss the training plan with the trainee.

3 Signatures. The Area Training Coordinator and trainee will sign and date the form.

(4) CHP 157E, Communications Training and Evaluation Program – Performance Log. The CHP 157E is used to record the DOR ratings and remediation entries. The log provides the CTO and the Area Training Coordinator a method to assess tendencies and overall trainee progress. The Area Training Coordinator shall set up a separate log at the beginning of each cycle, remedial training, or extension training to record the DOR ratings. The ratings shall be entered by the Area Training Coordinator on a daily basis.

(a) Completing the CHP 157E, Communications Training and Evaluation Program – Performance Log.

1 Completing the Top Portion. Enter the trainee's name, ID number, and the Area location code. Select the appropriate module and cycle.

2 Adding Ratings. At the end of each training day, after the DOR is complete, the CTO or Area Training Coordinator shall copy the ratings into the CHP 157E.

3 Signatures. Upon completion of the cycle, the trainee and CTO will sign and date the form.

(b) The Area Training Coordinator shall thoroughly review the CHP 157E and provide a copy to the next cycle CTO. These logs provide the next CTO with a comprehensive picture of the trainee's progress.

(5) CHP157R, Communications Training and Evaluation Program Checklist – Radio, and CHP 157S, Communications Training and Evaluation Program Checklist – Service Desk. The program's training format consists of job-related KSAs and tasks presented in the highly structured CHP 157R and CHP 157S. The checklists are divided into categories with several itemized line items to assist in gradually introducing concepts to the trainee.

(a) Completing the CHP 157R, Communications Training and Evaluation Program Checklist – Radio, and CHP 157S, Communications Training and Evaluation Program – Service Desk.

1 Enter the trainee's name and ID number in the appropriate box.

2 The CTOs will review the checklist with the trainee, ensure their understanding and, if necessary, have the trainee perform the task. If the trainee performs the task during the course of their day to day duties, the CTO may check the task off the list.

3 It is preferable for the benefit of the trainee that at least two boxes be dated. For example, the CTO explains the task and the trainee later performs or explains it.

4 Upon completion of each module, the CTO and trainee sign and date the form on the last page.

d. Document Retention. Training files shall be retained at the CC through the trainee's probationary period. Within 30 days of the conclusion of the probationary period, the training files shall be forwarded to Communications Centers Support Section (CCSS) via the Dispatch Training Resource website. The CCSS shall retain the file for an additional year for trend analysis.

(1) The following documents shall be forwarded to CCSS:

(a) CHP 157, Communications Training and Evaluation Program – Daily Observation Report.

(b) CHP 157A, Communications Training and Evaluation Program End of Cycle Report.

(c) CHP 157B, Communications Training and Evaluation Program Remedial Training Plan.

(d) CHP 157E, Communications Training and Evaluation Program – Performance Log.

(e) CHP 157J, Communications Training and Evaluation Program – Trainee Evaluation.

(f) CHP 157K, Communications Training and Evaluation Program – Trainer Evaluation.

(g) CHP 157L, Communications Training and Evaluation Program – Learning Measurement Survey.

(h) CHP 157R, Communications Training and Evaluation Program Checklist – Radio.

(i) CHP 157S, Communications Training and Evaluation Program Checklist – Service Desk.

#### 4. COMMUNICATIONS CENTER TRAINING OVERSIGHT.

a. General. The Area Training Coordinator shall continuously monitor the progress of any trainee assigned to their CC. Area Training Coordinators shall review and monitor efforts made by the CTO to resolve any difficulties the trainee may experience. The Area Training Coordinator shall implement the features described in the following sections to maintain the effectiveness of the training and evaluation process.

(1) Orientation. Trainees should report to their assigned CC for orientation no more than five days prior to their Academy start date. The purpose of orientation is to familiarize the trainee with the Area training program and the CC environment. Refer to Annexes A through E of this chapter for orientation guides.

(2) Weekly Meetings. The Area Training Coordinator, or designee, shall meet with the CTO and trainee on a weekly basis to review progression in training.

(3) End of Cycle Meetings. At the end of each cycle, a CTO meeting shall be scheduled to review how trainees progressed in the last training cycle and to resolve any problems the CTOs may be having with training and/or evaluation before the next cycle begins. The meeting shall be attended by the current and upcoming CTO as well as appropriate supervisory personnel. The Area Training Coordinator, or designee, shall use the end of cycle meeting to identify trainee strengths and weaknesses, training status, and ensure program consistency.

(4) End of Module Meetings. At the end of each training module, a meeting shall be scheduled to critique and discuss the previous training cycles. This meeting provides an opportunity for the trainee and Area Training Coordinator to exchange ideas, experiences, and information. The Area Training Coordinator should discuss expectations, the role of working independently, and the importance of utilizing peers as a resource.

(5) Sit-Along/Trainer Observation Period. The Area Training Coordinator, or designee, shall periodically observe the training and performance of trainees assigned to their CC. Sit-alongs are an especially effective observation tool. The sit-along serves two purposes:

(a) Provides a check and balance to ensure the CTO continues to operate according to program guidelines.

(b) Provides an opportunity for the Area Training Coordinator to personally observe the trainee's progress for future informed discussions and feedback sessions.

(6) Management Interviews. The CTEP facilitates the proactive involvement of Area management in an effort to provide a positive and supportive training environment. It is incumbent upon Area commanders to be approachable and convey a genuine concern for the quality and consistency of training. Area Training Coordinators will arrange for all trainees to be interviewed by the Area commander at the end of each module. Accordingly:

(a) Commanders should be alert for, and responsive to, any problem which may develop during in-house training which adversely affects the performance, morale, or retention of the trainee.

(b) The trainee's own assessment of the training should be consistent with that of the CTO. If not, the Area commander should discuss the disparity in viewpoints with the Area Training Coordinator for necessary action to ensure the trainee has a clear understanding of any problem performance areas.

(c) The date and time of each interview, along with the name, signature, and rank of the interviewer, shall be provided in the section at the bottom of the CHP 157A.

b. Final Evaluation/Release from Training. A final evaluation is required prior to release from each module of the CTEP to ensure the trainee has acquired the KSAs needed to perform the basic functions of a PSD or PSO. The evaluation can be administered at any point during the field training, but only when all performance categories have been addressed and documented on a completed CHP 157S or CHP 157R. The trainee must demonstrate the ability to work independently on a consistent basis and attain acceptable ratings in all critical tasks.

**ANNEX A**  
**TRAINEE ORIENTATION**

1. PURPOSE. The purpose of this annex is to familiarize the trainee with the CC and local command structure, and to provide an explanation of equipment, policies, training goals, and expectations, including, but not limited to, the following:

- a. Tour of facility and specialized equipment.
- b. Introduction of personnel.
- c. Employment and insurance forms.
- d. Area security.
- e. Local command structure.
- f. Training goals.

2. ORIENTATION RESOURCES.

- a. Area Standard Operating Procedures (SOP).
- b. Nonuniformed Orientation Guide.
- c. Highway Patrol Manual 60.1, Communications Operations Manual.
- d. General Order (GO) 0.1, Departmental Mission Statement and Organizational Values.
- e. General Order 21.1, Organization of the Department of California Highway Patrol.
- f. General Order 11.3, Location Codes.
- g. Highway Patrol Manual 10.3, Personnel Transactions Manual.
- h. Bargaining Unit 7 Contract, Memorandum of Understanding
- i. Hiring Package.
- j. Maps.

- k. CHP 254, Aural Brevity Codes.
- l. Highway Patrol Manual 10.10, Performance Appraisal Manual, Chapter 1, General Information and Chapter 7, Performance Appraisal Process for Public Safety Operator, California Highway Patrol, and Public Safety Dispatcher, California Highway Patrol.
- m. CHP 100PSD, Monthly Job Performance Summary.
- n. Highway Patrol Manual 40.71, 415 User's Manual.

3. COMMONLY USED CODES.

a. Aural Brevity Code Definitions. Aural brevity codes are to be used when talking or transmitting to CHP personnel only. When dealing with other agencies or the public, use plain English to convey the meaning of the CHP codes. Aural brevity codes can be found on a CHP 254.

4. GLOSSARY OF COMMONLY USED TERMS AND ABBREVIATIONS. (Refer to Annex G.)

5. COMMONLY USED FORMS. (Refer to Annex H.)

6. PUBLICATIONS AND MANUALS.

a. California Highway Patrol Publications.

(1) General Orders. General Orders establish policy, assign responsibility, and contain permanent and detailed instructions and procedures that direct personnel on how to perform their duties. A GO is initiated when preparation of a manual is not feasible. When two or more GOs relate to the same subject, they will be considered for consolidation into a single manual or GO. Unless an exception is granted by the Assistant Commissioner, Staff, a GO shall not exceed 20 numbered pages.

(2) Manuals. Highway Patrol Manuals establish policy, assign responsibility, and contain procedures that direct personnel in how to perform their duties. In content, a manual may be general and deal with principles or concepts; it may be a compilation of material related to an entire function; or it may be a step-by-step directive on the accomplishment of a specific task or operation.

(3) Guides. Highway Patrol Guides contain informational material. They may refer to or restate a policy but do not establish policy. Generally, guides are intended for departmental use only.

(4) Handbooks. Highway Patrol Handbooks usually contain quoted policy, law, procedures, etc., and are primarily of an informational nature. In addition to departmental use, they are also made available to the public.

(5) Management Memorandums. Management Memorandums provide the means for issuing temporary directives and contain expiration dates not to exceed nine months from their effective dates. Management Memorandums provide a fast medium for:

(a) Issuing temporary regulatory material.

(b) Announcing new or changed policies, procedures, or instructions. (Permanent departmental policy will be contained only in orders or manuals.)

(6) Information Bulletins. Information Bulletins are transmitting changes on various issues to departmental staff and are not specifically related to policy.

b. Non-CHP Manuals and Publications.

(1) California Department of Justice Manual. This manual is compiled and edited by Department of Justice and includes all information needed to enter, modify, clear, or change any records submitted by an agency. At this time, 11 different sections are included in their Criminal Justice Information System (CJIS) Manual. These sections are:

(a) Stolen Vehicle System.

(b) Automated Boat System.

(c) Wanted Persons System.

(d) Automated Firearms System.

(e) Automated Property System.

(f) California Restraining and Protective Order System.

(g) Missing Persons System and Unidentified Persons System.

(h) California Sex and Arson Registration.

- (i) Supervised Release File.
- (j) Criminal History System.
- (k) Mental Health Firearms Prohibition System.

(2) National Crime Information Center Operating Manual. This manual is divided into several sections covering the wanted files maintained by National Crime Information Center (NCIC) at the national level. In addition to the files contained in CJIS, the NCIC Manual also contains the following:

- (a) Foreign Fugitive.
- (b) Identity Theft.
- (c) Interstate Identification Index.
- (d) Originating Agency Identifier.
- (e) United States Secret Service Protective Order.
- (f) Known or Appropriately Suspected Terrorist File.

(3) Department of Motor Vehicles Publications. Department of Motor Vehicles (DMV) publishes and distributes manuals outlining information available to various users; these are available via the California Law Enforcement website.

(4) Miscellaneous Manuals and Information Books. This category will include mailing guides or lists of cities, towns, and county locations; National Insurance Crime Bureau books for proper identification of vehicles; and many more that will assist on a day-to-day basis.

c. Frequently Referenced Publications.

(1) Highway Patrol Manual 60.1, Communications Operations Manual. This manual contains policies and guidelines for CCs, including dispatch and field personnel.

(2) Highway Patrol Manual 40.71, CHP 415 User's Manual. This manual outlines instruction on completing the daily time sheet.

(3) Highway Patrol Handbook 84.3, Explosive Materials Shipments: Routes, Safe Stopping Places and Safe Parking Places. This handbook provides maps and outlines routes that can be legally used by transporters of explosive materials.

(4) Highway Patrol Manual 84.2, Hazardous Materials Transportation and Incident Management. This manual provides guidance and assigns responsibilities for enforcing legal requirements relating to the transportation of hazardous materials.

(5) Highway Patrol Manual 10.10, Chapter 7, of this manual outlines critical tasks and performance elements for Public Safety Dispatchers.

(6) Highway Patrol Manual 10.3, Personnel Transactions Manual. This manual provides information on conditions of employment, such as salaries, vacations, retirements, probationary periods, performance appraisals, and sick leave.

(7) Highway Patrol Guide 40.72, Management Information System Users' Guide. This guide provides information on operation of the Management Information System, including use of the terminal, automated files, repair, etc.

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## ANNEX B

### TELEPHONE ORIENTATION

1. PURPOSE. The purpose of this annex is to develop the trainee's knowledge of telephone equipment, systems, procedures, and policies, including, but not limited to, the following:

- a. Documentation of emergency and nonemergency incoming calls.
- b. Documentation of outgoing calls.
- c. Repair and maintenance.
- d. Telephone techniques.

2. TELEPHONE RESOURCES.

- a. Area SOP.
- b. Communications center's in-house telephone directory.
- c. General Order 11.3, Location Codes.
- d. CHP 102, Address and Emergency Information.
- e. Hazardous Materials Checklist.
- f. General Order 100.45, Assistance to Pedestrians and Occupants of Disabled Vehicles, and Inspection of Unoccupied Vehicles.
- g. Highway Patrol Manual 81.2, Vehicle Procedures Manual.
- h. General Order 100.46, Reporting of Highway Conditions.
- i. General Order 100.31, Stopping of Trains.

3. OPERATING TECHNIQUES. A new PSD/PSO should be instructed in the following techniques:

- a. The caller should not be allowed to monopolize the conversation. Politely and quickly take charge of the conversation and determine the necessary information. Most people are not aware of exactly what we need to process their call.
- b. Always document the information from the beginning of the call. Do not trust your memory.
- c. Repeat critical information back to the caller.
- d. Ask callers to repeat or clarify information you do not understand.
- e. An orderly, step-by-step procedure for answering calls will save time.

## ANNEX C

### COMPUTER SYSTEMS ORIENTATION

1. PURPOSE. The purpose of this annex is to provide an overview of the CC's computerized equipment, systems, procedures, and policies, including, but not limited to, the following:

- a. Hardware.
- b. System Structure.
  - (1) Management Information System (MIS).
  - (2) California Law Enforcement Telecommunications System (CLETS)/ National Law Enforcement Telecommunications System (NLETS).
- c. Local Computers.
  - (1) Computer Aided Dispatch (CAD).
  - (2) Personal Computers.
  - (3) News computer.
- d. Automated Files/Data Base.
  - (1) Criminal Justice Information System (CJIS).
  - (2) National Crime Information Center.
  - (3) Department of Motor Vehicles.
  - (4) Local (Automated Wants and Warrant System, etc.).
  - (5) In-house systems.
- e. Administrative messages.

2. COMPUTERIZED SYSTEMS RESOURCES.

- a. Manuals and User's Guides (MIS, CLETS, NCIC, DMV, NLETS).
- b. Area SOP.

- c. Criminal History Users' Guide.
- d. Department of Justice CJIS Workbook.

**ANNEX D**  
**RADIO ORIENTATION**

1. PURPOSE. The purpose of this annex is to develop the trainee's ability to operate departmental radio systems. The trainer shall provide an overview of radio equipment, systems, procedures, policies, and dispatching techniques, including, but not limited to, the following:

- a. Communications center and mobile equipment.
- b. System structure including:
  - (1) Remote sites.
  - (2) Base station.
  - (3) C and S channels.
  - (4) Frequencies.
- c. Maintenance and Reporting.
- d. Procedures including:
  - (1) Transmitting traffic.
  - (2) Receiving traffic.
  - (3) Emergency traffic.
  - (4) Prioritizing.
  - (5) Anticipating needs.
  - (6) Paging.

2. RADIO RESOURCES.

- a. Area SOP.
- b. Highway Patrol Manual 60.1, Communications Operations Manual.
- c. Highway Patrol Manual 70.6, Officer Safety Manual.

- d. Highway Patrol Manual 90.1, Media Relations Manual.
- e. Highway Patrol Manual 110.1, Multidisciplinary Accident Investigation Team Operations Manual.
- f. Highway Patrol Manual 110.5, Collision Investigation Manual.

## ANNEX E

### ADDITIONAL EQUIPMENT ORIENTATION

1. PURPOSE. The purpose of this annex is to familiarize trainees with additional equipment used in the CC including, but not limited to, the following:

- a. Audio logging equipment.
- b. Chairs.
- c. Shredder.
- d. Copier.
- e. Fax.
- f. Lockers.
- g. Alarms and Security systems.
- h. Printer.
- i. File systems.
- j. Supplies.
- k. Workstations.

2. EQUIPMENT RESOURCES.

- a. Area procedures, guides, and manuals.
- b. Highway Patrol Manual 60.1, Communications Operations Manual.

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**ANNEX F**  
**TRAINING GUIDE**

1. IMPLEMENTING DEPARTMENTAL POLICIES AND PROCEDURES. The trainee will be evaluated on their knowledge of general departmental policies and procedures as they apply to dispatching; their ability to apply this knowledge; their knowledge of general Area policies and procedures, including SOP; and their ability to apply this knowledge.

a. Unacceptable.

- (1) Consistently displays a lack of overall knowledge of departmental policies and procedures.
- (2) Fails to adhere to established local policies.
- (3) Consistently misinterprets policies.
- (4) Displays lack of consideration for co-workers by consistently returning late from breaks/lunch.
- (5) Fails to ask questions to clarify issues.

b. Improvement Needed.

- (1) Displays only a basic knowledge of departmental policies and procedures.
- (2) Routinely misquotes departmental and/or local policies.
- (3) Routinely displays dissatisfaction with the policies and procedures set by the Department.
- (4) Routinely reports late for duty or from lunch/breaks.

c. Meets Performance Standards.

- (1) Adheres to all departmental policies and procedures.
- (2) Demonstrates good working knowledge of local policies.
- (3) Understands the importance of reporting for duty on-time and prepared for their shift.

(4) Uses manuals and guides to reference policies and procedures.

2. INTERPERSONAL RELATIONS. The trainee will be evaluated on their ability to interact with departmental and allied agency personnel as well as the public under both routine and emergency conditions.

a. Unacceptable.

(1) Demonstrates poor interpersonal skills with the public and co-workers and displays inappropriate or antagonistic behavior.

(2) Insubordinate.

(3) Argumentative with CTO or other departmental personnel.

(4) Demonstrates biases when performing their duties.

(5) Fails to accept responsibility for their actions.

(6) Fails to correct mistakes.

(7) Fails to demonstrate knowledge of allied and support services functions and/or utilizes them incorrectly.

b. Improvement Needed.

(1) Periodically loses focus.

(2) Does not display an empathetic demeanor towards all callers.

(3) Routinely displays frustration when interacting with the public, co-workers, and supervisors.

(4) Attempts to justify errors or actions rather than accept responsibility.

(5) Routinely fails to address issues using the proper chain of command.

(6) Does not accept constructive criticisms from the CTO.

(7) Routinely displays confusion regarding allied and support services along with their functions.

(8) Routinely unable to effectively communicate in a professional and unbiased manner towards co-workers, public, and allied agencies.

c. Meets Performance Standards.

- (1) Demonstrates good interpersonal skills.
- (2) Interacts in a courteous, friendly, and empathetic manner with the public, co-workers, and supervisors.
- (3) Understands and adheres to the chain of command.
- (4) Communicates in a professional and unbiased manner.
- (5) Maintains self-control and performs duties in a professional manner.
- (6) Accepts constructive criticism and correction and applies it to improve work performance.
- (7) Follows direction.
- (8) Demonstrates good working knowledge of available allied and support services and their functions.

3. WRITTEN COMMUNICATIONS. The trainee will be evaluated on their ability to accurately create, process, and route proper documentation.

a. Unacceptable.

- (1) Fails to organize and prioritize information in a logical sequence.
- (2) Unable to listen and write/type at the same time.
- (3) Fails to rapidly document incoming information.
- (4) Fails to use correct codes, terminology, and abbreviations.
- (5) Unable to comprehend directions or fails to ask adequate questions.
- (6) Fails to correctly use CAD codes, abbreviations, and GEO-Syntax.
- (7) Fails to make entries in a timely manner.
- (8) If applicable:
  - (a) Unable to correctly complete the CHP 140, Complaint - Dispatch - APB and CHP 141, Field Service Request without assistance.

(b) Fails to correctly utilize the preprinted area and handwriting is difficult to read.

b. Improvement Needed.

- (1) Often uses incorrect abbreviations or acceptable terms in CAD logs.
- (2) Often enters information into the CAD log out of chronological order.
- (3) Rather than consult available resources or references, forces improperly formatted locations into the CAD without using proper GEO-Syntax.
- (4) Organization and prioritization skills are inconsistent when attempting to document information.
- (5) Waits until a caller or unit has finished talking/transmitting before documenting the information.
- (6) Routinely uses the wrong aural brevity, type code, terminology, and/or abbreviation.
- (7) Is unable to thoroughly comprehend the necessity to obtain adequate and pertinent details.
- (8) Routinely displays an inability or difficulty formatting a location using the proper GEO-Syntax.
- (9) Unable to recognize duplicate incidents, and will routinely allow the incident to remain in a pending, and/or initiated state.

c. Meets Performance Standards.

- (1) Organizes and prioritizes information in a logical sequence.
- (2) Performs several activities at the same time, typing or writing while receiving information.
- (3) Clearly and concisely documents incidents including all necessary elements.
- (4) Uses correct codes, terminology, and abbreviations.
- (5) Uses correct forms and properly routes them for processing with minimal assistance.

- (6) If applicable:
  - (a) Correctly completes CHP 140 and CHP 141.
  - (b) Correctly utilizes the preprinted area and handwriting is legible.

4. VERBAL COMMUNICATIONS – TELEPHONE. The trainee will be evaluated on their listening ability, establishing priorities, how they present information, their voice tone and modulation, their ability to extract necessary information as quickly as possible, and their knowledge of the geographical areas for which the CC has responsibility.

a. Unacceptable.

- (1) Consistently demonstrates a lack of knowledge of the areas dispatched by the CC.
- (2) Demonstrates a lack of knowledge or incorrectly applies basic telephone policies and procedures.
- (3) Fails to handle routine calls from the public, allied agencies, or departmental personnel in an appropriate manner.
- (4) Fails to prioritize incoming calls and/or becomes overwhelmed or confused.
- (5) Reacts emotionally to calls and fails to respond to the needs of the caller.
- (6) Fails to obtain all pertinent information.
- (7) Transfers calls incorrectly.
- (8) Fails to identify the type of call or provide appropriate assistance.
- (9) Frequently becomes impatient, sarcastic, or unprofessional with callers, co-workers, and supervisors.
- (10) Becomes argumentative, sarcastic, or unsympathetic.
- (11) Lacks assertiveness or adequate voice projection when required.
- (12) Repeatedly fails to hear or comprehend information provided.
- (13) Fails to act or make appropriate decisions.

b. Improvement Needed.

- (1) Routinely demonstrates a lack of basic geographical responsibility for their CC.
- (2) Routinely allows callers to ramble, instead of properly taking control of the call.
- (3) Routinely becomes overwhelmed and confused during calls.
- (4) Frequently reacts improperly or causes unnecessary delays of service.
- (5) Routinely fails to obtain all pertinent information prior to transferring a caller.
- (6) Is unable to consistently identify the type of call or provide appropriate assistance.
- (7) Routinely demonstrates an impatient, sarcastic, or unprofessional demeanor with callers.
- (8) Routinely lacks the overall assertiveness or adequate voice projection during difficult calls.
- (9) Demonstrates selective hearing.

c. Meets Performance Standards.

- (1) Makes proper use of beat and Area maps.
- (2) Elicits accurate, complete, and pertinent information in a timely manner.
- (3) Demonstrates and consistently applies a reasonable working knowledge of telephone policies and procedures.
- (4) Asks appropriate questions.
- (5) Maintains control of conversations in a calm, assertive, and professional manner.
- (6) Transfers calls correctly or accurately determines the type of call and responds appropriate assistance.

(7) Prioritizes and codes calls appropriately while remaining courteous, patient, empathetic, and unbiased.

(8) Maintains a professional, calm, courteous, assertive, and unbiased demeanor.

(9) Is aware of surrounding activity and responds accordingly.

(10) Understands and processes information when initially presented.

(11) Organizes and expresses thoughts in a comprehensive manner.

5. WORKING IN STRESSFUL SITUATIONS. The trainee will be evaluated on their ability to perform job duties in a competent manner during stressful situations.

a. Unacceptable.

(1) Frequently panics, loses their temper, overreacts, or becomes disorganized and unable to perform their duties.

(2) Fails to maintain control when confronted with critical incidents or when dealing with argumentative, frightened, angry, or hysterical citizens.

(3) Takes inappropriate action or fails to act during an emergency.

b. Improvement Needed.

(1) Routinely loses their temper, overreacts, or becomes disorganized during difficult training situations.

(2) Routinely is unable to maintain control when confronted with critical incidents, dealing with argumentative, frightened, or angry citizens.

(3) Frequently takes inappropriate action or fails to act during an emergency.

(4) Routinely displays frustration or annoyance towards CTO, co-workers, and supervisors.

c. Meets Performance Standards.

(1) Maintains self-control in most situations.

(2) Determines proper course of action and follows through.

(3) Does not allow situations to deteriorate.

(4) Maintains professional demeanor.

6. DECISION MAKING. The trainee will be evaluated on their ability to make decisions.

a. Unacceptable.

(1) Consistently acts without thought or good reason.

(2) Fails to consider logical solutions.

(3) Is indecisive.

(4) Takes action or makes decisions that are inappropriate for the situation.

(5) Overreacts or underreacts during routine situations.

(6) Is unable to recall and apply proven strategies from previous situations.

(7) Fails to comprehend and respond appropriately when dealing with a routine or emergency situation.

(8) Fails to demonstrate knowledge of and follow correct procedures during routine or emergency incidents.

(9) Fails to interact appropriately with allied agencies during routine or emergency incidents.

(10) Becomes emotional, disorganized, and unable to function during routine or emergency incidents.

(11) Consistently fails to recognize and prioritize routine or emergency incidents and takes inappropriate or no action.

b. Improvement Needed.

(1) Routinely acts without good thought or reason.

(2) Fails to consider logical solutions on occasion.

(3) Frequently becomes indecisive or second guesses themselves.

- (4) Routinely takes the wrong action or makes an inappropriate decision based on known circumstances or situations.
- (5) Overreacts or underreacts during routine situations.
- (6) Demonstrates an occasional inability to recall and apply proven strategies from previous situations.
- (7) Frequently is unable to comprehend and respond appropriately when dealing with a routine or emergency situation.
- (8) Is unable to demonstrate knowledge of and follow correct procedures during routine or emergency incidents.
- (9) Fails to properly interact with allied agencies during routine or emergency incidents.
- (10) Displays an emotional, disorganized demeanor which makes them unable to function during routine or emergency incidents.
- (11) Periodically displays an inability to recognize and prioritize routine or emergency incidents.

c. Meets Performance Standards.

- (1) Considers options and makes reasonable decisions based on information available.
- (2) Realistically perceives situations.
- (3) Makes appropriate decisions without assistance.
- (4) Utilizes previous experiences.
- (5) Demonstrates a good working knowledge of and follows correct procedures during routine or emergency incidents.
- (6) Interacts well with allied agency personnel in a calm, professional manner.
- (7) Determines and prioritizes routine or emergency incidents and takes appropriate action.

7. COMMUNICATIONS EQUIPMENT. The trainee will be evaluated on their ability to operate the equipment used in the CC.

a. Unacceptable.

- (1) Fails to utilize service desk equipment in an appropriate manner and does not follow policies and procedures when operating the equipment.
- (2) Fails to demonstrate adequate knowledge of the various law enforcement messaging systems and databases as well as the services each provide.
- (3) Fails to correctly use the proper procedures, formats, or methods to access and update databases or send messages.
- (4) Fails to understand and/or adhere to security and confidentiality policies and procedures.
- (5) Fails to properly utilize the CAD keyboard and monitors.
- (6) Fails to properly process CAD logs or utilize appropriate Powerline command formats.
- (7) Fails to monitor channel 2 radio traffic or other frequencies.
- (8) Fails to monitor the Emergency Alert System and America's Missing Broadcast Emergency Response Alerts bulletins.
- (9) Fails to correctly sign on to the CAD, and telephone systems.

b. Improvement Needed.

- (1) Routinely is unable to utilize service desk equipment in an appropriate manner and does not follow policies and procedures when operating the equipment.
- (2) Routinely displays confusion about the various law enforcement messaging systems and databases regarding the services and information they provide.
- (3) Routinely uses improper procedures, formats, or methods to access and update databases or send messages.
- (4) Seems unsure about or unable to adhere to departmental security and confidentiality policies and procedures.
- (5) Routinely displays difficulty using the CAD keyboard and monitor screens.

(6) Is frequently unable to properly process CAD logs or utilize Powerline command formats.

(7) Routinely mutes radio channels inappropriately.

(8) Frequently misses channel 2 radio traffic.

c. Meets Performance Standards.

(1) Efficiently utilizes service desk equipment in an appropriate manner and follows policies and procedures when operating the equipment.

(2) Demonstrates a working knowledge of the structure and use of law enforcement computer systems as well as the ability to access and update databases.

(3) Follows security and/or confidentiality policies for system use.

(4) Correctly interprets CAD information and GEO-File prompts.

(5) Demonstrates a good working knowledge of the computer keyboard including CAD functions and screens.

(6) Copies units' call signs and is aware of channel 2 traffic.

8. VERBAL COMMUNICATIONS – RADIO. The trainee will be evaluated on their ability to listen, extract necessary information, establish priorities, respond in a timely manner, use air time effectively, modulate voice and tone, speak clearly and concisely, and present information accurately and professionally while working the radio.

a. Unacceptable.

(1) Consistently violates or displays a lack of working knowledge of departmental policies, regulations, and procedures.

(2) Fails to use correct codes, abbreviations, terminology, and proper phrasing.

(3) Repeatedly fails to recognize or acknowledge units' call signs and is unaware of channel 2 traffic.

(4) Fails to hear or comprehend officers' radio transmissions.

- (5) Speaks too quickly or slowly, cuts off officers' radio traffic, and over or under modulates their voice.
- (6) Unable to organize thoughts or effectively explain difficult situations.
- (7) Improperly holds or delays the proper dispatch of pending calls.
- (8) Fails to speak clearly or effectively.
- (9) Fails to elicit and document pertinent information.
- (10) Fails to review incidents before dispatching units.
- (11) Fails to interact professionally with CHP employees, allied agencies, and the public.
- (12) Broadcasts information in a confusing manner.
- (13) Demonstrates an argumentative, demeaning, rude, or sarcastic demeanor.
- (14) Fails to listen as traffic is received.
- (15) Fails to document information as it is provided or in a logical sequence.
- (16) Fails to obtain supervisory approval for delay of broadcast of pending calls.

b. Improvement Needed.

- (1) Routinely violates or displays a lack of basic knowledge of departmental policies, regulations, and procedures.
- (2) Routinely uses incorrect codes, abbreviations, terminology, and proper phrasing.
- (3) Routinely fails to recognize or acknowledge units' call signs and misses channel 2 radio traffic.
- (4) Routinely displays inability to comprehend an officer's radio transmission.
- (5) Frequently speaks too quickly or too slowly, and has routinely cut off an officer's radio traffic, and over or under modulates their voice.
- (6) Routinely displays inability to organize thoughts or effectively explain difficult situations or circumstances.

- (7) Routinely fails to speak clearly or effectively.
- (8) Is routinely unable to elicit and document pertinent information.
- (9) Routinely fails to review an incident before broadcast.
- (10) Frequently displays an inappropriate demeanor towards other CHP employees, allied agencies, and the public.
- (11) Routinely broadcasts information in a confusing manner.
- (12) Routinely demonstrates an argumentative, demeaning, or sarcastic demeanor towards others.
- (13) Frequently is unable to understand radio traffic or a field unit request.
- (14) Routinely fails to document information as it is provided or in a logical sequence.
- (15) Periodically forgets to make proper notifications.

c. Meets Performance Standards.

- (1) Demonstrates knowledge of and complies with CHP and Area policies, regulations, and procedures as they pertain to radio dispatch duties.
- (2) Demonstrates ability to use correct codes, abbreviations, terminology, and phrasing.
- (3) Uses proper procedures with clear, concise, and complete transmissions.
- (4) Demonstrates ability to organize thoughts and communicates effectively.
- (5) Reviews details of incidents prior to dispatching units.
- (6) Elicits and documents information when dealing with CHP employees, allied agencies, and the public.
- (7) Hears, comprehends, and repeats radio traffic quickly and accurately.
- (8) Demonstrates ability to listen while accurately documenting information as it is received.
- (9) Consistently contacts the on-duty field supervisor for pending and emergency incidents.

9. COORDINATION OF FIELD UNITS. The trainee will be evaluated on their ability to establish priorities, monitor appropriate frequencies, knowledge of geographic areas, effective air time usage, and anticipating officers' needs during routine and emergency incidents.

a. Unacceptable.

- (1) Fails to take action or make decisions.
- (2) Fails to understand proper techniques to ascertain the officer's status.
- (3) Fails to accurately obtain or update officers' status or location.
- (4) Fails to use proper procedures when a citizen is on the radio.
- (5) Fails to broadcast officer safety information quickly and correctly.
- (6) Fails to monitor channel 2 traffic.
- (7) Fails to use pre-alert or Event In Progress (EIP) tones properly.
- (8) Fails to check officers' status and assigns units to incidents without proper back-up.
- (9) Fails to recognize emergency radio traffic or realize a routine incident has deteriorated into an emergency situation.
- (10) Fails to follow correct procedures during an emergency.
- (11) Demonstrates a lack of knowledge of the role of allied or support agencies during an emergency incident.
- (12) Becomes emotional, disorganized, or fails to respond correctly during an emergency.
- (13) Fails to act or set correct priorities during an emergency.
- (14) Fails to monitor appropriate frequencies during emergencies.
- (15) Fails to control the radio frequency or uses inappropriate terminology on the radio during routine or emergency incidents.
- (16) Fails to comprehend prioritization and planning ahead when coordinating resources and field units.

(17) Fails to understand the relationship between field unit responsibilities and geographic assignments, beat structure, or assignment of alternate units.

(18) Fails to monitor appropriate frequencies and unable to distinguish between channel 1 and channel 2 traffic.

(19) Consistently fails to assign the correct units to incidents.

(20) Fails to dispatch calls according to priority guidelines.

(21) Fails to dispatch units to pending incidents in a timely manner.

(22) Becomes confused when multiple units transmit simultaneously and is consistently unaware of units' locations.

(23) Fails to understand operating procedures for guest user, allied, and support agencies.

(24) Inappropriately activates or uses other agencies' radio systems.

b. Improvement Needed.

(1) Routinely demonstrates an inability to take the necessary action or make proper decisions.

(2) Routinely fails to accurately obtain or update officers' status or location.

(3) Routinely fails to broadcast officer safety information quickly and correctly.

(4) Frequently misses or fails to monitor channel 2 traffic.

(5) Routinely fails to properly use the pre-alert or EIP tone properly.

(6) Routinely fails to check officers' status and frequently assigns units to incidents without proper back-up.

(7) Demonstrates an occasional inability to properly recognize emergency radio traffic or realize a routine incident may deteriorate into an emergency situation.

(8) Routinely demonstrates an inability to follow correct procedures during an emergency incident.

(9) Routinely demonstrates a lack of knowledge of the role an allied or support agency may have during an emergency incident.

(10) Routinely becomes emotional, disorganized, or is unable to respond properly during an emergency.

(11) Is routinely unable to properly act or set correct priorities during an emergency.

(12) Routinely fails to monitor the appropriate frequencies during emergencies.

(13) Routinely demonstrates a lack of control over the radio frequency or may use inappropriate terminology on the radio during routine or emergency incidents.

(14) Is routinely unable to comprehend prioritization and planning ahead when coordinating resources and field units.

(15) Displays confusion over the relationship between field unit responsibilities and geographic assignments, beat structure, or assignment of alternate units

(16) Routinely mutes or does not monitor appropriate radio frequencies.

(17) Displays some confusion between channel 1 and channel 2 radio traffic.

(18) Routinely assigns the wrong unit to pending incidents.

(19) Displays a lack of basic knowledge of dispatch priority guidelines.

(20) Routinely delays broadcast of pending incidents.

(21) Routinely displays confusion when multiple units transmit simultaneously.

(22) Routinely displays confusion over guest users, allied, and support agencies.

c. Meets Performance Standards.

(1) Assesses and responds appropriately to routine or emergency situations initiated via the radio.

(2) Routinely checks officers' status on enforcement stops.

(3) Properly documents all pertinent information into the CAD log.

(4) Uses proper procedures when a citizen is on the radio.

(5) Broadcasts officer safety related information quickly and accurately.

- (6) Properly monitors channel 2 radio traffic.
- (7) Understands and applies officer safety responsibilities and procedures when dispatching allied, support agencies, or guest users.
- (8) Demonstrates the ability to properly use pre-alert tone or EIP.
- (9) Ensures an appropriate number of units are dispatched to calls.
- (10) Uses correct radio phrases during routine or emergency incidents.
- (11) Properly utilizes allied, support agencies, and other resources during routine and emergency incidents.
- (12) Remains calm and uses even voice tones while on the radio.
- (13) Demonstrates and understands prioritization and coordination of allied, support agencies, and other resources.
- (14) Demonstrates an understanding of the relationship between field units' responsibilities, geographic assignments, beat structure, and assignment of alternate units.
- (15) Is aware of units' locations and assigns calls appropriately.

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## ANNEX G

### COMMONLY USED TERMS AND ABBREVIATIONS

911T .....Emergency 9-1-1 transfer

A.....Armed  
AAA/3A.....Automobile Association of America  
ABC.....Alcoholic Beverage Control  
A/C.....Animal Control  
ADV.....A disabled vehicle  
ADV/ADVS.....Advise  
ADW.....Assault with a deadly weapon  
AFS.....Automated Firearm System  
AFA.....Asian female adult  
AFJ.....Asian female juvenile  
AI/AIFU.....Accident investigation/Accident investigation follow up  
AKA.....Also known as  
ALI.....Automatic Location Information  
AMA.....Asian male adult  
AMJ.....Asian male juvenile  
AMBER.....Amber Alert  
AMIS.....Automated Management Information System  
ANI.....Automatic Number Identification  
ANS.....Answer  
APB.....All Points Bulletin  
APPR/APR'G/APPRO.....Approaching  
APT.....Apartment  
APS.....Automated Property System  
ASC.....Ascertain  
ATC.....Attempt to contact  
ATL.....Attempt to locate  
ATO.....Attempt to overtake  
ATV.....All-terrain vehicle  
AVE.....Avenue

BA.....Blood Alcohol  
BC/BCST.....Broadcast  
BEAT.....A specific area assigned to an officer for patrol  
BERM.....Raised edge of roadway  
BET/BTWN.....Between

BFA .....	Black female adult
BFJ.....	Black female juvenile
BIG RIG.....	Large truck, 3 axles or more
BL/BLVD .....	Boulevard
BLDG .....	Building
BMA .....	Black male adult
BMJ.....	Black male juvenile
BO.....	Bad order (Out of order/broken)
BOBTAIL.....	Two-axle flatbed truck
BOL/BOLO .....	Be on the look out
BOOK.....	Enter into evidence or custodial facility
BOT.....	Back on top (In relation to tow cancel)
BREAK.....	A traffic break led by an officer to slow traffic and creates a predetermined gap or a break used to separate sections of a lengthy radio transmission
C2.....	Code 2 (Urgent)
C3.....	Code 3 (Emergency)
C4.....	Code 4 (Situation stable, emergency situation no longer exists)
C/CAPT .....	Captain
CAD.....	Computer Aided Dispatch
CALFD/CALFIRE .....	California Department of Forestry and Fire Prevention
CalOES .....	California Office of Emergency Services
CALTRANS/CT .....	California Department of Transportation
CB/CBX.....	Callbox
CBXCHK .....	Callbox check
CC.....	Conservation Camp or minimum security facility or Communications/Dispatch Center
CCSS .....	Communications Centers Support Section
CCW.....	Carrying a concealed weapon
CD.....	Center divider
CDL.....	California Driver's License
CFIRE/C/FIRE.....	Car fire
CHAIN CONTROL.....	Chains are required
CHIN .....	California Highway Information Network
CHK/CK.....	Check
CHKPT .....	Checkpoint
CHP.....	California Highway Patrol
CII.....	Criminal Identification and Information
CIR.....	Circle
CIRC/CIRCS .....	Circumstance/Circumstances

CITZ/CITX .....	Citizen
CJ.....	County jail/Central jail
CJIS .....	Criminal Justice Information System
CLEMARS.....	California Law Enforcement Mutual Aid Radio System
CLERS .....	California Law Enforcement Radio System
CLETS.....	California Law Enforcement Telecommunications System
CLOSUR .....	Closure
CLR.....	Clear
CMS .....	Changeable message sign
CO.....	County/Correctional Officer/Company
COL.....	Collector road
COLD PLATED .....	Stolen vehicle bearing a plate from another vehicle which is not stolen
COMMAND POST (CP) .....	Central information source at a major incident
COMM-NET .....	Communications Network Message (MIS)
CON .....	Connector road/Connected
CONF .....	Confidential
CONST.....	Construction
COP .....	Complaint of Pain/Chief of Police
COPIED .....	Received information
COR .....	Coroner/Custodian of records
CO RD/CR .....	County road
CP.....	Coupe/Command post
CT .....	Court
CTC.....	Clark Training Center
CTEP.....	Communications Training and Evaluation Program
CTO.....	Communications Training Officer
CV .....	Convertible
CVC.....	California Vehicle Code
CYA.....	California Youth Authority
CYN.....	Canyon
CZ/CZP .....	COZEEP – Construction Zone Enhanced Enforcement Program
DA .....	District Attorney
DAM/DMG .....	Damage
DBA.....	Doing business as
DDL/DL .....	Division of Drivers Licensing/Departmental Driver's License/Driver's license
DEPT.....	Department
DFW .....	Department of Fish and Wildlife

DISC.....	Disconnect
DISP.....	Disposition
DIV.....	Division
DMV.....	Department of Motor Vehicles
DOA.....	Dead on arrival
DOB.....	Date of birth
DOD.....	Department of Defense
DOE.....	Department of Energy
DOJ.....	Department of Justice
DOT.....	Date of transaction/Department of Transportation
DOT/DIR.....	Direction of travel
DUALS/DUALLY.....	Two wheels bolted together at the end of an axle
DUI.....	Driving Under the Influence
DUSTER.....	A person on PCP
DRE.....	Drug Recognition Evaluator
DRVR.....	Driver
DV.....	Domestic violence
DWI.....	Driving while intoxicated
DZ.....	Drop zone
EB (E/B).....	Eastbound
EIP.....	Event in progress
EMS.....	Emergency Medical Service
EMT.....	Emergency Medical Technician
ENG.....	Engine
ENCROACHMENT PERMIT.....	A permit which allows a company or individual to do work or make special use of a highway or roadway
ENRT.....	En route
ENT/ENTR.....	Enter/Entrance
ENTAC.....	Emergency Notification and Tactical Alert Center
EOC.....	Emergency Operations Center
ER.....	Emergency Room
ESCORT.....	CHP vehicle which accompanies or provides direction for a civilian vehicle
ETA.....	Estimated time of arrival
ETO.....	Estimated time of opening
EVAL.....	Evaluation
EVOC.....	Emergency Vehicle Operations Course
EXP.....	Expedite
EXP.....	Expired
EXT.....	Extended
EXTENDER.....	Handheld portable radio





JUV/JUVI.....Juvenile  
 JWO .....Just West of

K9.....Canine/Unit with a dog  
 K-RAIL.....Portable concrete barrier used to shield construction zones

L/LT .....Lieutenant  
 LAN .....Local Area Network  
 LEG BAIL .....Suspect fleeing on foot  
 LF .....Left front  
 LIC.....License  
 LKA .....Last known address  
 LL .....Landline  
 L/M .....Left message  
 LN.....Lane  
 LOC.....Location  
 LOG.....Chronological record of events and activities  
 LOWBOY .....Tow truck  
 LS/LSH.....Last seen/Last seen heading  
 LSW .....Last seen wearing  
 LT .....Left/Light  
 LZ.....Landing zone

MAIT.....Multidisciplinary Accident Investigation Team  
 MAJ.....Major  
 MAZEEP/MZP.....Maintenance Zone Enhanced Enforcement Program  
 MC/M/C .....Motorcycle  
 MED .....Medical/Medication  
 MEP .....Maximum Enforcement Period  
 MI .....Mile  
 MIN.....Minor  
 MIS.....Management Information System  
 MISC .....Miscellaneous  
 MISD .....Misdemeanor  
 MM/MPM.....Mile marker/Mile post marker  
 MOD.....Moderate/Memorandum of Direction  
 MOUNTAIN TOP.....Remote radio transmitting and receiving site controlled from a CC, usually on an elevated platform  
 MP.....Missing person/Military Police  
 MPH .....Miles per hour

MRE ..... Mobile Road Enforcement  
 MSG ..... Message  
 MTN/MT ..... Mountain  
 MTR ..... Motor  
 MUNI ..... Municipal  
 MUTUAL AID ..... Prearranged agreement between agencies to provide assistance when their own resources are depleted

NA ..... No answer/Not available/Not applicable  
 NAC ..... National Auto Club  
 NB (N/B) ..... Northbound  
 NCIC ..... National Crime Information Center  
 NEG ..... Negative  
 NFD ..... No further details  
 NFI ..... No further information  
 NICB ..... National Insurance Crime Bureau  
 NIK ..... Narcotics Identification Kit  
 NLT ..... No later than  
 NO BAIL WARRANT ..... An offense for which no bail will be set  
 NO LL ..... No longer landline  
 NR/N/R ..... Negative response  
 NS ..... No spare  
 NTSB ..... National Transportation Safety Board

O/ ..... Over  
 OAN ..... Owner applied number  
 OC/O/C ..... On call  
 O/C/OC/O/CROSS ..... Over crossing  
 OCA ..... Originating Case Agency (case number)  
 OCC ..... Occur/Occupy  
 OCCD/OCC'D ..... Occurred/Occupied  
 OCCUP ..... Occupants  
 ODT ..... Operational Dial Telephone (green phone)  
 OFC ..... Office  
 OFCR ..... Officer  
 OFR ..... Off ramp  
 OHEAT/O/HEAT ..... Overheated (vehicle)  
 OHV ..... Off-Highway vehicle  
 OIC ..... Officer in Charge  
 OLN ..... Operator's license number  
 OMG ..... Outlaw motorcycle gang

ONR .....	On ramp
OOG/O/GAS/O/G/OO GAS .....	Out of gas
O/PASS .....	Overpass
O/POS/OOP .....	Out of position
OPI .....	Office of Primary Interest
OR#/ORD .....	Order #, Used by 3A to document request
ORI .....	Originating Agency Identifier
OT/O/T .....	Overtaken/Overtime/Office Technician
O/SIDE/OTS .....	Over the side
PADDLE MARKER .....	Metal roadside sign, shaped like a paddle
PARK .....	Parking
PAS .....	Preliminary Alcohol Screening Device
PC .....	Probable Cause/Penal Code
PCF .....	Primary Crash Factor
PCFV .....	Primary Crash Factor Vehicle
PD .....	Police Department
PED .....	Pedestrian
PERMIT LOAD .....	A commercial load, larger or heavier than normally permitted by Vehicle Code regulation
PINCH BOOK .....	An officer's ticket book
PIO .....	Public Information Officer
PK .....	Pickup (as in pickup truck)
PKWY .....	Parkway
PL .....	Parking lot/Place
P/LOT .....	Parking lot
PLS .....	Please
PM .....	Passing Motorist
POB .....	Place of birth
POI .....	Point of impact
PORT .....	Port of entry
PORTABLE SCALES .....	Used by CHP MRE officers to weigh trucks
POSS .....	Possible
PRINTOUT .....	Hard copy
PROBABLE CAUSE/PC .....	Legal justification for an officer to stop, detain, or search a person or vehicle
PSAP .....	Public Safety Answering Point
PSD .....	Protective Services Detail/Public Safety Dispatcher/Protective Services Division
PSDBC .....	Public Safety Dispatcher Basic Course
PSDIC .....	Public Safety Dispatcher in Charge
PSDS .....	Public Safety Dispatch Supervisor (I/II)

PSGR.....Passenger  
 PSO.....Public Safety Operator  
 PT.....Point (example: Gore Point)  
 PU.....Pickup truck  
 PUR.....Pursuit  
 PVT.....Private

R.....Residence  
 RABBIT.....Take off at high speed  
 RAP SHEET.....Criminal history record  
 RDO.....Regular day off  
 RDWY.....Roadway  
 RE.....Regarding/Reference  
 REC.....Recovery  
 RECOVERY.....Stolen or lost property that has been located  
 REEFER.....Refrigerated van  
 REF.....Reference  
 REG.....Registration  
 RES.....Residence/Responding  
 RESP.....Responsible  
 RF.....Right front  
 RHS.....Right hand shoulder  
 RIP.....Registration in process  
 RO.....Registered Owner  
 ROUND ROBIN.....Escort provided to slow traffic for safety  
 RP/R/P.....Reporting or responsible party/Resident Post  
 RPT.....Report  
 RR.....Railroad/Right rear  
 RS, R/S.....Right shoulder  
 RT.....Right  
 RTE.....Route  
 RV.....Recreational vehicle

S#.....Number assigned to a stolen vehicle or plate  
 SAG.....Safety admonishment given  
 S/SGT.....Sergeant  
 SB (S/B).....Southbound  
 SD.....Sedan/Service desk  
 SECURE.....Everything locked up or in proper order  
 SEMI.....Big Rig, 18-Wheeler, tractor truck  
 SET OF DOUBLES.....Truck tractor towing two semi-trailers



UA ..... Unit advised  
 UC/U/C ..... Under crossing  
 UI ..... Unit informed  
 UNIT ..... Officer or patrol car  
 UNK/UNKN ..... Unknown  
 UPRR ..... Union Pacific Railroad  
 USFS ..... United States Forestry Service  
 UTL ..... Unable to locate

VAND ..... Vandalized  
 VC ..... Vehicle Code  
 VEH ..... Vehicle  
 VHF ..... Very High Frequency  
 VICT/VIC ..... Victim  
 VIN ..... Vehicle Identification Number  
 VIOL ..... Violation/Violator  
 VLY ..... Valley  
 VS ..... Versus

W/ ..... With  
 W/ADV ..... Wind advisory  
 WAR ..... Warrants  
 WB (W/B) ..... Westbound  
 WFA ..... White female adult  
 WFJ ..... White female juvenile  
 WGA ..... Will go again  
 WGT ..... Weight  
 WHEELS DOWN ..... Dignitary arrival  
 WHEELS UP ..... Dignitary departure  
 W&I ..... Welfare and Institution Codes  
 WIT ..... Witness  
 WMA ..... White male adult  
 WMJ ..... White male juvenile  
 WO/W/O ..... Watch Officer  
 WPS ..... Wanted Person System  
 WW/W/WAY ..... Wrong way

X/XRAY ..... Female  
 X ..... Times (e.g., 1015 X2)  
 XFER/XFR ..... Transfer  
 XING ..... Crossing

XMIT.....Transmit  
XMTR.....Transmitter  
XST.....Cross street

YOA.....Years of age  
YR/YRS.....Years

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**ANNEX H**  
**COMMONLY USED FORMS**

STD. 634	Absence and additional time worked report
CHP 2	Incident Report (used to document censurable or commendable actions by an employee)
CHP 34	Bomb Threat Telephone Calls (list of questions to ask)
CHP 71	Attendance Report
CHP 102	Address and Emergency Information
CHP 121	Employer's Report of Occupational Injury or Illness
CHP 121A	Supervisory Review of Occupational Injury or Exposure
CHP 122A	Dispatch Media Record
CHP 140	Complaint - Dispatch - APB (pink edged card)
CHP 141	Field Service Request (blue edged card)
CHP 142	Signal 10-11 Card (purple edged card)
CHP 160	Roll Call-Briefing Item (used to advise field units of officer safety issues or for informative items)
CHP 180	Vehicle Report (used to record identification and inventory on stored or stolen vehicles)
CHP 202	Driving Under the Influence Arrest – Investigation Report
CHP 215	Notice to Appear (used to issue a traffic citation)
CHP 220N	Request for Transfer - Nonuniformed
CHP 223	Broadcast Record (Stolen-Wanted-Cancelled Vehicles)
CHP 231A	Beat Schedule Work Sheet
CHP 240	Civilians' Complaint

CHP 254	Aural Brevity Codes
CHP 255	Radio Transmission Tally (3 month tally or radio counts by shift)
CHP 256	Area Holiday Accident Worksheet (used to record fatal accident and drunk driving arrests during holiday periods)
CHP 262	Travel Expense Claim
CHP 272	Radio Trouble Report (used to report radio, audio logger, and power troubles)
CHP 288A	Report of Collision – News Release
CHP 318	Notice of Intent to Engage in Secondary Employment
CHP 369	Authorization to Release Medical Information for Public Disclosure
CHP 415	Daily Activity Record (used by personnel to record their working hours)
CHP 422	Vehicle Check/Parking Warning (yellow card used to tag abandoned vehicles by officers)
CHP 555	Accident Report (used in the field to record accident information)
CHP 556	Narrative/Supplemental to CHP 555
CHP 100PSD	Monthly Job Performance Summary
CHP 118PSD	Performance Appraisal – Public Safety Dispatcher/Operator

## ANNEX I

### GLOSSARY OF TERMS

Affective Domain	This is the learning domain that deals with a person and how they act and feel. Emotions, feelings, and different behaviors, such as a person's attitude, are characteristics of this domain.
Agency	Used throughout the Association of Public-Safety Communications Officials American National Standards, refers to the agency or body that defines the roles, responsibilities, policies and procedures, and performance standards that direct the activity of the Public Safety Dispatcher/Public Safety Operator.
Americans with Disabilities Act	A Federal law that requires all Public Safety Answer Points to provide direct and equal access to emergency telephone services to individuals with disabilities who use teletypewriters and other communication devices.
Base Station	Radio used at Area offices to communicate with officers assigned to that particular office.
Channel 1, S Channel	Frequency used by patrol units to transmit to the station.
Channel 2, C Channel	Frequency used by patrol units to transmit car to car.
Color	A pair of operating frequencies (C and S) used in a given area for communications.
Core Competency	The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the caller, co-worker, other public safety stakeholders, or event(s) consistent with general practices and locally defined parameters.
Calls for Service	A call that results in the provisions of a public safety service or response.

Call taker	A telecommunicator who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.
Cognitive Domain	This is a learning domain that involves knowledge and the development of intellectual skills. This includes the recall or recognition of specific facts, procedural patterns, and concepts that serve in the development of intellectual abilities and skills. There are six major categories: knowledge, comprehension, application, analysis, synthesis, and evaluation.
Criminal Justice Information System	This is a system, automated or manual, operated by local, state, regional, federal, tribal, or international governments or governmental organizations for collecting, processing, preserving, or disseminating criminal justice information.
“DC”	Call sign designator for a radio technician.
Emergency Medical Services Dispatcher	A telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to calls for emergency medical services, in accordance with local state, tribal, or national standards. All CHP PSD/PSOs are Level I emergency medical dispatchers, which means when a medical response is required, the caller is transferred to the responsible medical dispatch for that geographical area.
Extender	A common name used by field officers referring to their portable radios.
Fire Service Dispatcher	A telecommunicator who provides dispatcher services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, tribal, or national standards.
Fire Service Dispatcher (cont.)	

Green Phone/ODT	Term for the state-owned telephone system which uses the State Microwave System to carry signals from office to office.
Key	To activate the radio in order to transmit.
Knowledge	Fundamental understanding one must have in order to perform a specific task.
Law Enforcement Dispatcher	A telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to request for law enforcement services, in accordance with local, state, tribal, or national standards.
Microwave Channel	One individual channel on the microwave system.
Microwave System	Network or fixed radio equipment carrying many different, unrelated signals over long distances. The green phone, base station control, and other signals travel via this system. Many state agencies share this system.
Mountaintop/Remote Site	Location of radio equipment/tower where transmissions are relayed from patrol unit/officer to CC or base station.
National Incident Management System/Incident Command	A system mandated by Homeland Security Presidential Directive 5 that provides a consistent, nationwide approach for federal, state, local, and tribal governments; the private sector; and nongovernmental organizations to effectively and efficiently work together to prepare for, respond to, and recover from domestic incidents, regardless of size or complexity.
Psychomotor Domain	This is a learning domain that pertains to the physical realm, manual skills, actions, and physical skills.
Public Safety Answering Point (PSAP)	A facility equipped and staffed to receive emergency and non-emergency calls, request public safety services via telephone and other communications devices. Emergency calls are first answered,

assessed, classified, and prioritized. The Federal Communications Commission further defines a PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 control office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

Public Safety Communications Center

A public safety entity where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.

Public Safety Communications Supervisor

The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency's mission, standards, and goals.

Public Safety Telecommunicator

The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

Quality Assurance

All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

Quality Assurance and Improvement Program

An on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the agency.

Quality Assurance/Improvement Process

A formal assessment process by which actual performance, behavior, and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of quality of service.

Records Management System

An automated systems used to manage public safety records.

Repeater	Radio system in each enforcement vehicle that allows a traffic officer to use a hand-held radio to communicate through the vehicle's radio. It is also known as a "Vehicular Repeater."
Service Channel	An intercom used by technicians to communicate between microwave stations.
Shall	Indicates a mandatory requirement.
Should	Indicates a recommendation or recommended course of action.
Simulcast	To transmit simultaneously on two or more mountaintops, either on one frequency or different frequencies. (Note: Not available in all areas.)
Skip	Radio interference from users in other states caused by sunspots or atmospheric conditions.
System	An integrated set of elements that are combined in an operational or support environment to accomplish a defined objective. These elements may include people, hardware, software, firmware, information, procedures, facilities, services, and environment.
Telematics	A technology that uses two-way wireless communications between a vehicle and a process center to transmit voice and data information from the vehicle to the driver. Also used to describe the industry that used this technology to deliver service to consumers and to commercial fleet owners and managers.
Trainee	A telecommunicator being trained in fire, emergency medical services, or law enforcement dispatch.
Written directive	A set of agency specific policies, procedures, rules, regulations, and guidelines.
Unsquench	Occurs when a base station receives a signal.
Voting	Directing a radio signal to the mountaintop where it is the clearest. (Note: Not available in all areas.)

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## ANNEX J

# EXAMPLE CHP 157, COMMUNICATIONS TRAINING AND EVALUATION PROGRAM – DAILY OBSERVATION REPORT

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL						
<b>COMMUNICATIONS TRAINING AND EVALUATION PROGRAM – DAILY OBSERVATION REPORT</b>						
CHP 157 (Rev. 9-19) OPI 048						
TRAINEE	I.D. NUMBER	LOCATION CODE	MODULE			
Annie Driver	A54321	048	Module A			
TRAINER	I.D. NUMBER	DATE	CYCLE	DAY		
Jane Smith	A43210	09/16/2019	Cycle 1	1		
<b>DAILY OBJECTIVE</b>						
Answer 9-1-1 calls using the approved departmental greeting.						
1 – Unacceptable 2 – Needs Improvement 3 – Meets Performance Objective NR – No Rating						
1 – Implementing Departmental Policies and Procedures						
3	Knowledge				X	
3	Tardiness and absence(s)				X	
3	Application				X	
3	Local procedures				X	
2 – Interpersonal Relations						
3	Departmental				X	
3	Allied and support agencies				X	
3	Public				X	
3 – Written Communications						
3	Accuracy				X	
3	Response time				X	
3	Easily understood				X	
3	Proper documentation				X	
3	Routing				X	
4 – Verbal Communications - Telephone						
3	Listening ability				X	
3	Courtesy				X	
3	Extract necessary information as quickly as possible				X	
3	Presents information accurately and professionally				X	
3	Clear and concise				X	
3	Establishes priorities				X	
3	Voice tone and modulation				X	
3	Knowledge of geographic areas				X	
3	Applies public trust principles				X	
5 – Working in Stressful Situations						
3	Dealing with emotionally distraught people				X	
3	Maintains composure				X	
3	Performs essential tasks				X	
6 – Decision Making						
3	Analyzes information				X	
3	Takes appropriate action				X	
3	Assumes responsibility				X	
3	Timeliness				X	
7 – Use of Communications Related Equipment						
3	Correct physical operation				X	
3	Appropriate use of maps				X	
3	Performs multiple functions simultaneously				X	
3	Work habits				X	
8 – Verbal Communications - Radio						
NR	Listening ability					X
NR	Establishes priorities					X
NR	Extracting necessary information					X
NR	Presents information accurately and professionally					X
NR	Effective use of air time					X
NR	Clear and concise					X
NR	Voice tone and modulation					X
9 – Coordination of Field Units						
NR	Establishes priorities					X
NR	Effective use of resources					X
NR	Knowledge of geographic areas					X
NR	Monitoring appropriate frequencies					X
NR	Emergency incidents					X
NR	Anticipates officers' needs					X
NR	Awareness and retention					X

**TRAINER COMMENTS:**

Annie, today we worked our first shift on service desk. You came to work prepared for shift with all required equipment. You demonstrated you were able to login into the CAD system. We discussed logging into the VESTA 9-1-1 telephone system and went over the local speed dials buttons. We began the shift with the trainer talking and you typing the CAD log. After a few hours we switched roles to provide an opportunity for you to focus on each aspect. Towards the end of shift you were beginning to take calls while talking with the caller and documenting the information in the CAD log. As we continue through training this task will become easier and easier. You did very well for your first day. Continue to study you reference materials and area geography.

**ASSESSMENT(S) GIVEN:**

None.

**GOALS:**

Continue to orient with area geography and standard operating procedures.

**TRAINEE COMMENTS:**

**SUPERVISOR COMMENTS:**

TRAINEE SIGNATURE	ID NUMBER	DATE
	A54321	09/16/2019
TRAINER SIGNATURE	ID NUMBER	DATE
	A43210	09/16/2019
SUPERVISOR SIGNATURE	ID NUMBER	DATE
	A32100	09/16/2019

## ANNEX K

### EXAMPLE CHP 157A, COMMUNICATIONS TRAINING AND EVALUATION PROGRAM END OF CYCLE REPORT

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL			
<b>COMMUNICATIONS TRAINING AND EVALUATION PROGRAM END OF CYCLE REPORT</b>			
CHP 157A (Rev. 3-21) OPI 048			
TRAINEE Annie Driver	ID NUMBER A54321	LOCATION CODE 048	MODULE Module A <span style="float: right;">▼</span>
TRAINER Jane Smith	ID NUMBER A43210	DATE 03/05/2021	CYCLE DAY Cycle 1 <span style="float: right;">▼</span> 15
<b>END-OF-CYCLE REPORT</b>			
<input checked="" type="checkbox"/> RECOMMEND ASSIGNMENT TO NEXT CYCLE OF TRAINING		<input type="checkbox"/> RECOMMEND REMEDIATION TRAINING	
<input type="checkbox"/> TRAINING CHECKLIST COMPLETED FOR THIS CYCLE		<input type="checkbox"/> RECOMMEND REJECTION DURING PROBATION	
<b>STRENGTHS:</b>			
* Maintains composure during telephone contacts.			
* Reports to work on time with necessary resources and equipment for shift.			
* Courteous, clear, and concise with telephone contacts.			
* Knowledge of departmental policy and procedures.			
<b>WEAKNESSES:</b>			
* Knowledge of geographic area. Continue to study Area geography maps.			
* Response time. Continue working on asking questions in the order you want your CAD log documented. Remember CAD logs should be a chronological order of events.			
<b>COMMENTS:</b>			
Annie, you did very well for your first month of service desk training. Continue studying Area geography maps and beat boundaries. As you continue through training geography should get easier. Your voice tone and modulation are excellent. Additionally, you are courteous and clear with your questioning to the caller. Keep up the great work.			
TRAINER SIGNATURE		ID NUMBER A43210	DATE 03/05/2021
<b>AREA TRAINING COORDINATOR</b>			
<input type="checkbox"/> SUCCESSFUL COMPLETION: FIELD TRAINING PROGRAM		<input type="checkbox"/> EXTEND TRAINING FOR REMEDIATION	
<input checked="" type="checkbox"/> ASSIGN TO NEXT CYCLE OF TRAINING		<input type="checkbox"/> RECOMMEND INITIATING REJECTION DURING PROBATION	
Annie, congratulations on completing your first month of training! Continue working on the items recommend by your trainer and studying Area geography.			
AREA TRAINING COORDINATOR SIGNATURE		ID NUMBER A32100	DATE 03/05/2021
<b>TRAINEE</b>			
TRAINEE SIGNATURE		ID NUMBER A543231	DATE 03/05/2021
<b>AREA MANAGEMENT INTERVIEW</b>			
INTERVIEWER'S NAME (Last, First, Middle - Print) Area Commander information		RANK Area Commander rank	
SIGNATURE		ID NUMBER 10000	INTERVIEW DATE 03/05/2021
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## ANNEX L

### EXAMPLE CHP 157B, COMMUNICATIONS TRAINING AND EVALUATION PROGRAM REMEDIAL TRAINING PLAN

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL <b>COMMUNICATIONS TRAINING AND EVALUATION PROGRAM</b> <b>REMEDIAL TRAINING PLAN</b> CHP 157B (Rev. 9-19) OPI 048			
TRAINEE Annie Driver	ID NUMBER A54321	LOCATION CODE 048	
TRAINER Jane Smith	ID NUMBER A43210	REMEDIAL BEGIN DATE 09/23/2019	REMEDIAL END DATE 09/27/2019
This plan has been developed to assist you in successfully completing this portion of your training.			
<b>PROBLEM IDENTIFICATION:</b> Geo-verification of incident locations.			
<b>ACTION PLAN:</b> Remedial training for five working days. Remedial training will begin on 9/23/2019 and conclude on 9/27/2019. During this time you will listen to recorded audio to practice entering different locations into CAD. During this time you will make any reference aids that will facilitate your ability to manipulate the CAD. Your trainer will provide you with simulated phone calls to practice entering common and difficult locations. You will review premises already built into the CAD to assist with location verification.			
<b>GOALS:</b> Become more efficient entering locations into the CAD system.			
<b>TIME-FRAMES:</b> Five 8-hour work days.			
<b>COMMENTS:</b> This hurdle can easily be overcome. Use this time to focus on manipulating the CAD in a manner that is efficient for you.			
TRAINEE SIGNATURE	ID NUMBER	DATE	
SUPERVISOR SIGNATURE	ID NUMBER	DATE	
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## ANNEX M

### EXAMPLE CHP 157E, COMMUNICATIONS TRAINING AND EVALUATION PROGRAM – PERFORMANCE LOG

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL															
<b>COMMUNICATIONS TRAINING AND EVALUATION PROGRAM – PERFORMANCE LOG</b>															
CHP 157E (Rev. 9-19) OPI 048															
TRAINEE	ID NUMBER	LOCATION CODE	MODULE	CYCLE											
Annie Driver	A54321	048	Module A	Cycle 1											
PERFORMANCE OBJECTIVES															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
<b>1 – Implementing Departmental Policies and Procedures</b>															
Knowledge	3														
Tardiness and absence(s)	3														
Application	3														
Local procedures	3														
<b>2 – Interpersonal Relations</b>															
Departmental	3														
Allied and support agencies	3														
Public	3														
<b>3 – Written Communications</b>															
Accuracy	3														
Response time	3														
Easily understood	3														
Proper documentation	3														
Routing	3														
<b>4 – Verbal Communications - Telephone</b>															
Listening ability	3														
Courtesy	3														
Extract necessary information as quickly as possible	3														
Presents information accurately and professionally	3														
Clear and concise	3														
Establishes priorities	3														
Voice tone and modulation	3														
Knowledge of geographic areas	3														
Applies public trust principles	3														
<b>5 – Working in Stressful Situations</b>															
Dealing with emotionally distraught people	3														
Maintains composure	3														
Performs essential tasks	3														
<b>6 – Decision Making</b>															
Analyzes information	3														
Takes appropriate action	3														
Assumes responsibility	3														
Timeliness	3														
<b>7 – Use of Communications Related Equipment</b>															
Correct physical operation	3														
Appropriate use of maps	3														
Performs multiple functions simultaneously	3														
Work habits	3														
<b>8 – Verbal Communications - Radio</b>															
Listening ability	NR														
Establishes priorities	NR														
Extracting necessary information	NR														
Presents information accurately and professionally	NR														
Effective use of air time	NR														
Clear and concise	NR														
Voice tone and modulation	NR														
<b>9 – Coordination of Field Units</b>															
Establishes priorities	NR														
Effective use of resources	NR														
Knowledge of geographic areas	NR														
Monitoring appropriate frequencies	NR														
Emergency incidents	NR														
Anticipates officers' needs	NR														
Awareness and retention	NR														
TRAINEE SIGNATURE	DATE		TRAINER SIGNATURE							DATE					
	09/28/2019									09/28/2019					

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