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# DAILY TRAINING EVALUATION FORMS STANDARDIZED GUIDELINES

ALBANY POLICE



## STANDARDIZED EVALUATION GUIDELINES

### Public Safety Dispatcher

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## PERFORMANCE

### 1. LISTENING AND COMPREHENSION

#### Competent

*General ability to accurately hear and comprehend information relayed via telephone, radio or voice.*

- A. Comprehends information received
- B. Aware of surrounding activity
- C. Rarely has to have information repeated
- D. Repeats information for verification only
- E. Does not make assumptions

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Needs Improvement

*General inability to accurately hear and comprehend information relayed via telephone, radio or by voice.*

- A. Inability to comprehend information received
- B. Not aware of surrounding activity
- C. Must have others repeat on a continual basis
- D. Continually repeats unnecessary information
- E. Makes assumptions

## **2. DECISION MAKING/CRITICAL THINKING**

Competent

*General ability to make independent decisions and solve problems reasonably*

- A. Makes appropriate decision without assistance or hesitation
- B. Makes decisions in line with departmental policies and procedures
- C. Considers options/alternatives
- D. Recognizes when to ask for help
- E. Able to prioritize multiple calls and requests
- F. Anticipates potential problems and prepares solutions.

Needs Improvement

*General inability to make independent decisions and solve problems reasonably*

- A. Acts without thought. Overlooks logical solutions
- B. Over or under reacts, even to routine situations
- C. Fails to consider options/alternatives
- D. Does not recognize when to ask for help
- E. Unable to prioritize multiple calls/requests
- F. Relies on CTO to provide solutions to situations that the trainee has handled on prior occasions

## **3. CALL-TAKING**

Competent

*General ability to accurately identify the type of call. Obtains accurate, complete information.*

- A. Returns to holding calls and remembers the caller's name or what the caller was reporting
- B. Accurately classifies and prioritizes calls, events and computer work
- C. Able to field more than one call or request at a time
- D. Obtains accurate and complete information

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- E. Maintains composure even during critical events
  - F. Asks pertinent questions
  - G. Is understandable and concise when answering questions or providing information
  - H. Comprehends information provided by callers

Needs Improvement

*General inability to identify the type of call or appropriate response. Information is inaccurate or incomplete. Spends too much time collecting information on low priority events while holding off other events or duties.*

- A. Callers holding must repeat information previously provided
- B. Fails to correctly classify or prioritize calls or events
- C. Unable to field more than one call or request at a time
- D. Obtains inaccurate or incomplete information
- E. Becomes emotional or panics in emergency situations
- F. Fails to ask pertinent questions
- G. Uses confusing or misleading language and provides lengthy explanations.

#### **4. DISPATCHING**

Competent

*Ability to recognize and respond to calls for service and/or radio traffic appropriately.*

- A. Accurately prioritizes pending calls, events and radio traffic
- B. Able to field more than one request at a time
- C. Maintains composure even during critical events
- D. Echoes pertinent information when appropriate
- E. Accurately updates call narrative
- F. Is understandable and concise
- G. Comprehends and rarely misses radio traffic or information provided by field units.

Needs Improvement

*General inability to identify the appropriate response to radio traffic, pending calls for service and or computer work associated to radio duties.*

- H. Fails to correctly prioritize calls or events
- I. Unable to field more than one call or request at a time
- J. Fails to update call narrative or echo pertinent information
- K. Becomes emotional or panics in emergency situations
- L. Uses confusing or misleading language and has lengthy transmissions
- M. Unable to comprehend or misses radio traffic/information from field units

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## **5. PRIORITIZATION**

### *Competent*

*General ability to properly prioritize daily tasks, including call taking and radio traffic.*

- A. While taking calls, is able to triage calls based on priority of callers needs.
- B. Handles non-emergency calls in order of calls received.
- C. Is able to complete other tasks while managing calls or radio traffic in a timely manner.
- D. Is able to dispatch calls for service correctly based on call priority.
- E. Is able to handle officer requests while on radio or on the phone in a timely manner, while still handling other traffic.

### *Needs Improvement*

*Inability to correctly prioritize incoming calls, radio traffic, and requests.*

- A. Is unable to correctly triage incoming phone calls.
- B. Returns to callers out of order of receipt or prioritization.
- C. Is unable to complete other tasks or officer requests in a timely manner.
- D. Does not dispatch calls based on priority.
- E. Is unable to prioritize radio traffic/requests.

## **6. RETENTION OF INFORMATION/PROCEDURES**

### *Competent*

*Generally able to retain information, recent calls for service, requests, briefing intelligence and departmental policies and procedures.*

- A. Commits CTO's instructions to memory
- B. Recalls most recent calls for service
- C. Remembers information provided at briefing
- D. Able to recall departmental policies and procedures
- E. Able to retrieve information from individual notes or departmental resources

### *Needs Improvement*

*Inability to recall information, recent events, requests, briefing intelligence or departmental policies and procedures.*

- A. Unable to recall recent conversations/transmissions
- B. Unable to recognize previous calls for service or similar events
- C. Fails to retain information provided at briefing
- D. Unable to recall departmental policies and procedures
- E. Unable to retrieve information from notes or departmental resources

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## **7. OFFICER SAFETY**

### Competent

*General ability to recognize officer safety issues*

- A. Obtains/relays information regarding weapons, drugs and alcohol
- B. Quickly records/relays important information
- C. Suspect, location, descriptions and time element are complete
- D. Keeps unit status board updated

### Needs Improvement

*General inability to recognize officer safety issues*

- A. Does not ask/relay about weapons, drugs or alcohol
- B. Does not record important information in a timely manner
- C. Suspect, location, descriptions and time element are inaccurate/incomplete
- D. Does not keep unit status board updated

## **8. VERBAL SKILLS**

### Competent

*General ability to maintain a calm assertive demeanor while accurately relaying necessary information to others in a concise, timely and understandable manner.*

- A. Maintains poise, professionalism and asserts authority in a courteous manner
- B. Initiates direct questioning
- C. Conveys concern and interest to the caller
- D. Preplans before transmitting
- E. Articulate transmissions

### Needs Improvement

*General inability to maintain a calm demeanor. Unable to accurately relay necessary information to others in a concise, timely and understandable manner.*

- A. Becomes flustered, lacks assertiveness or unprofessional
- B. Fails to interrupt. Does not direct the flow of conversation or radio traffic
- C. Allows caller to ramble or talk excessively
- D. Does not preplan before transmitting
- E. Does not use proper grammar or police related phrasing

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## **9. WRITTEN SKILLS**

### Competent

*General ability to accurately compile a concise, organized CAD event or any written communication in a timely manner.*

- A. Completed statement of fact in a logical order
- B. Specific crime elements delineated
- C. Approved abbreviations
- D. Concise, understandable language
- E. Complete suspect and/or vehicle description
- F. Updates information in a timely manner

### Needs Improvement

*General inability to accurately organize a concise, accurate CAD event or any written communication in a timely manner.*

- A. Omission or misstatement of facts
- B. Elements of crime missing
- C. Use of unapproved abbreviations
- D. Spelling errors or typos
- E. Confusing narrative
- F. Incomplete suspect and or vehicle description or details

## **10. TYPING**

### Competent

*General ability to keep pace with telephone and/or radio traffic with minimal errors*

- A. Able to apply basic formats with reasonable speed and accuracy.
- B. Proof reads for errors
- C. Events are updated immediately with accurate information

### Needs Improvement

*Unable to keep pace with telephone and/or radio traffic. Makes errors.*

- A. Unable to apply basic formats.
- B. Does not proof read. Makes errors.
- C. Updates are attached to the wrong event

## **11. CAD/RIMS SKILLS**

### Competent

*General ability to enter and locate information in RIMS using the command line, search fields, and various tools.*

- A. Utilizes RIMS commands correctly
- B. Moves quickly and efficiently about the RIMS masks

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- C. Is able to access all databases in RIMS
  - D. Able to reboot RIMS workstation after a lock up

Needs Improvement

*General inability to navigate through RIMS.*

- A. Does not utilize RIMS commands correctly.
- B. Is unable to move about the RIMS masks without delay or difficulty.
- C. Difficulty in restarting the RIMS workstation after a lock up
- D. Is unable to access all databases in RIMS

## **12. MULTI-TASKING**

Competent

*General ability to perform multiple tasks simultaneously, accurately and efficiently*

- A. Typing/talking/listening simultaneously
- B. Ability to incorporate communication center activity
- C. Ability to prioritize multiple calls and requests

Needs Improvement

*General inability to perform multiple tasks simultaneously, accurately and efficiently*

- A. Inability to type/talk/listen simultaneously and accurately
- B. Inability to incorporate communication center activity
- C. Inability to prioritize multiple calls and requests

## **13. TOLERANCE FOR STRESS/VERSATILITY & ADAPTABILITY**

Competent

*General ability to maintain control. Exhibits calm, controlled, professional attitude. Is flexible and adaptable.*

- A. Flexible
- B. Ability to adapt to changing situations
- C. Applies acquired knowledge to new situations
- D. Maintains calm, controlled attitude
- E. Visibly calm/monotone
- F. Uses TDD mode and manual mode without incident

Needs Improvement

*Generally unable to function. Becomes emotion and panic stricken. Allows situation to deteriorate. Is not flexible or adaptable.*

- A. Inflexible
- B. Tends to see things in black and white

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- C. Does not apply acquired knowledge to new situations
  - D. Panics. Visibly nervous, overwhelmed, freezes
  - E. Inability to function . Unable to use TDD or perform in manual mode

## **14. INITIATIVE**

### Competent

*General ability to take steps to enhance learning and improve performance, increase efficiency and job knowledge.*

- A. Needs minimal supervision
- B. Tends to do more on their own to increase knowledge and efficiency
- C. Utilizes computers/resources
- D. Uses free time to study/review
- E. Takes initiative to complete assignments

### Needs Improvement

*Generally does not take initiative to enhance learning, improve performance, increase efficiency or job knowledge.*

- A. Needs continual direction/supervision
- B. Tends to do the minimum required
- C. Failure to use computer/resources
- D. Idle during free time/wastes time
- E. Asks for answers instead of researching
- F. Must be reminded by trainer to complete assignments

## **15. PERFORMANCE, VERBAL OR WRITTEN TESTS**

### Meets Standards

*Having received training, trainee is able to apply instruction*

### Needs Improvement

*Having received training, trainee is unable to apply instruction*



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## **KNOWLEDGE**

### **16. CALL TYPES**

#### *Competent*

*General ability to correctly classify calls*

- A. Commits call types to memory
- B. Consistently applies call types to appropriate scenarios
- C. Can accurately define all call types and provide the elements

#### *Needs Improvement*

*Unable to correctly classify calls.*

- A. Unable to commit call types to memory
- B. Unable to accurately assign a call the correct call type
- C. Unable to define or provide the elements of call types

### **17. DEPARTMENT/COMMUNICATIONS POLICIES**

#### *Competent*

*Working knowledge and ability to apply department/division policies and procedures.*

- A. Understands policies and procedures
- B. Applies policies and procedures
- C. Knows how to apply policies and procedures
- D. Acceptable performance

#### *Needs Improvement*

*Unfamiliar with department/division policies and procedures and how to apply them.*

- A. Does not understand policies and procedures
- B. Does not apply policies and procedures
- C. Does not know how to access policy and procedure manuals
- D. Unacceptable performance

### **18. RESOURCES**

#### *Competent*

*Understands and utilizes available resources efficiently*

- A. Understands how to utilize the resources available
- B. Has an understanding of assistance available from outside agencies
- C. Knows what/where information is available

#### *Needs Improvement*

*Does not understand and/or utilize available resources*

- A. Does not understand how to utilize the resources available

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- B. Does not understand what assistance is available from outside agencies
  - C. Does not know what/where information is available

## **19. COMPUTER SYSTEMS/FORMS/EQUIPMENT**

### Competent

*Has a good working knowledge of the equipment and forms utilized in the Communications Center*

- A. Is familiar with and able to utilize computer systems with speed and accuracy
- B. Has an understanding of location of forms and how to use them
- C. Is able to correctly use various equipment

### Needs Improvement

*Does not have a functional knowledge of the equipment and forms utilized in the Communications Center*

- A. Is unfamiliar with and unable to use the computer system with speed and accuracy
- B. Does not understand how to use forms correctly or their location
- C. Is unable to correctly use various equipment

## **20. GEOGRAPHY**

### Competent

*General ability to determine jurisdiction of calls*

- A. Able to use map books or city map
- B. Able to use RIMS for jurisdiction verification
- C. Is familiar with common landmarks
- D. Understands Beat/District boundaries and street numbering system

### Needs Improvement

*General inability to determine jurisdiction of calls*

- A. Unable to use map books or city map
- B. Unable to use RIMS for jurisdiction verification
- C. Is unfamiliar with common landmarks
- D. Does not understand Beat/District boundaries and street numbering system

## **21. IDENTIFIERS**

### Competent

*Consistently identifies unit/terminal call signs*

- A. Familiar with unit designators and area of responsibility
- B. Understands specialized units functions
- C. Knowledge of terminal ID's

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Needs Improvement

*Inability to accurately identify correct unit/terminal call signs*

- A. Unable to correctly identify units and area of responsibility
- B. Does not understand specialized units functions
- C. Unfamiliar with terminal ID's

## INTERPERSONAL SKILLS

### 22. ACCEPTANCE OF INSTRUCTION/FEEDBACK

Competent

*Able to accept instruction and constructive criticism in a positive manner*

- A. Receptive to trainer
- B. Accepts responsibility of actions
- C. Accepts criticism without being argumentative or defensive
- D. Accepts scheduling and shift rotation without complaint

Needs Improvement

*Unable to accept instruction or constructive criticism in a positive manner*

- A. Rationalizes or argumentative
- B. Fails to make corrections
- C. Defensive
- D. Complains regarding scheduling or shift rotation

### 23. APPLICATION OF INSTRUCTION/FEEDBACK

Competent

*Is able to apply instruction to further learning process*

Needs Improvement

*Is unable to apply instruction to further learning process*

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## **24. ATTITUDE TOWARD CITIZENS**

### *Competent*

*Generally establishes competent, courteous interpersonal contacts*

- A. Professional
- B. Impartial
- C. Non-discriminatory
- D. Objective
- E. Patient
- F. Empathetic
- G. Friendly

### *Needs Improvement*

*Unable to establish competent, courteous interpersonal contacts*

- A. Unprofessional
- B. Tone is sarcastic
- C. Displays prejudicial demeanor
- D. Unable to maintain objectivity
- E. Impatient
- F. Is not empathetic
- G. Abrupt, belligerent or overbearing

## **25. ATTITUDE TOWARD CO-WORKERS**

### *Competent*

*Gets along well with employees from all divisions of the department*

- A. Polite
- B. Considerate
- C. Avoids gossip

### *Needs Improvement*

*Relates poorly with others*

- A. Defensive
- B. Argumentative
- C. Gossips

## **26. CONDUCT TOWARDS SUPERVISION**

### *Competent*

*The trainee respects and supports the duties, roles and responsibilities of the training officer and supervision.*

- A. Respects/adheres to chain of command.
- B. Does not criticize or ridicule training officers or supervisors in an inappropriate forum but addresses the issues with the training officers or supervisors.

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- C. Follows direct orders without argument.

Needs Improvements

*The trainee does not display respect for the duties, roles, and/or responsibilities of training officer or supervisor.*

- A. Fails to follow the chain of command  
B. Discusses or solicits information from others outside the their chain of command in an effort to support their position, belief, or conduct  
C. Is critical, disrespectful, or insubordinate to training officer or supervisor

**27. DECISION MAKING AND JUDGEMENT**

Competent

*Consistently exercises sound judgement and exhibits a professional demeanor*

- A. Uses departmental equipment or telephones for business purposes only  
B. Shows logical though process  
C. Takes decisive action  
D. Ability to make decisions in line with department policies and procedures  
E. Effectively chooses between alternative course of action and draws a logical conclusion  
F. Able to operate without supervision

Needs Improvement

*Does not exercise sound judgement and/or lacks a professional demeanor*

- A. Uses departmental equipment or telephones for business purposes only  
B. Acts without thought  
C. Indecisive  
D. Takes action inappropriate to the situation  
E. Must continually redo work due to incorrect decision  
F. Lacks discretion

**28. PUNCTUALITY/DEPENDABILITY**

Competent

*Is on time and ready to work at assigned position. Does not abuse sick leave*

- A. Punctual  
B. Minimum use of sick leave  
C. Brings required work materials/equipment

Needs Improvement

*Is generally unprepared to begin at assigned time. Appears to abuse sick leave*

- A. Late for duty or tardy from code 7 or breaks  
B. Excessive use of sick leave  
C. Fails to bring necessary equipment. Unprepared.

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## **29. GENERAL APPEARANCE**

### Competent

*Uniform is neat and in good condition with polished shoes. Well groomed, maintains hygiene.*

### Needs Improvement

*Inappropriate attire, shoes or uniform. Unkempt, offensive body odor including perfume.*

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# Albany Police Communications DAILY OBSERVATION REPORT

Trainee's Name & Badge Number

\_\_\_\_\_  
Trainer's Name & Badge Number

\_\_\_\_\_  
Date/Position(s) Worked

Completed Week Review:

YES

NO

Rating Instructions: Rate observed performance of trainee using the following categories. Specific comments are required for all ratings of needs improvement, not responding to training, and exceeds training expectations. You may comment on any observed behavior. Use the category number below to reference your narrative.

C = Competent

NI = Needs Improvement

ETE = Exceeds Training Expectations

P = Progressing Satisfactorily

NO = Not Observed

NRT = Not Responding to Training

## PERFORMANCE

1.	LISTENING & COMPREHENSION	C	ETE	P	NI	NO	NRT
2.	DECISION MAKING/CRITICAL THINKING	C	ETE	P	NI	NO	NRT
3.	CALL-TAKING	C	ETE	P	NI	NO	NRT
4.	DISPATCHING	C	ETE	P	NI	NO	NRT
5.	PRIORITIZATION	C	ETE	P	NI	NO	NRT
6.	RETENTION OF INFORMATION/PROCEDURES	C	ETE	P	NI	NO	NRT
7.	OFFICER SAFETY	C	ETE	P	NI	NO	NRT
8.	VERBAL SKILLS	C	ETE	P	NI	NO	NRT
9.	WRITTEN SKILLS	C	ETE	P	NI	NO	NRT
10.	TYPING	C	ETE	P	NI	NO	NRT
11.	CAD SKILLS	C	ETE	P	NI	NO	NRT
12.	MULTI-TASKING	C	ETE	P	NI	NO	NRT
13.	TOLERANCE FOR STRESS & ADAPTABILITY	C	ETE	P	NI	NO	NRT
14.	INITIATIVE	C	ETE	P	NI	NO	NRT
15.	PERFORMANCE, VERBAL OR WRITTEN TESTS	C	ETE	P	NI	NO	NRT

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**KNOWLEDGE**

16.	CALL TYPES	C	ETE	P	NI	NO	NRT
17.	DEPARTMENT/COMMUNICATIONS POLICIES	C	ETE	P	NI	NO	NRT
18.	RESOURCES	C	ETE	P	NI	NO	NRT
19.	COMPUTER SYSTEMS/FORMS/EQUIPMENT	C	ETE	P	NI	NO	NRT
20.	GEOGRAPHY	C	ETE	P	NI	NO	NRT
21.	IDENTIFIERS	C	ETE	P	NI	NO	NRT

**INTERPERSONAL SKILLS**

22.	ACCEPTANCE OF INSTRUCTION/FEEDBACK	C	ETE	P	NI	NO	NRT
23.	APPLICATION OF INSTRUCTION/FEEDBACK	C	ETE	P	NI	NO	NRT
24.	CONDUCT TOWARD CITIZENS	C	ETE	P	NI	NO	NRT
25.	CONDUCT TOWARD CO-WORKERS	C	ETE	P	NI	NO	NRT
26.	CONDUCT TOWARD SUPERVISION	C	ETE	P	NI	NO	NRT
27.	DECISION MAKING AND JUDGEMENT	C	ETE	P	NI	NO	NRT
28.	PUNCTUALITY/DEPENDABILITY	C	ETE	P	NI	NO	NRT
29.	GENERAL APPEARANCE	C	ETE	P	NI	NO	NRT

The most acceptable area of performance today was rating category number \_\_\_\_\_  
Provide examples:

The area that could use the most improvement was rating category \_\_\_\_\_  
Provide examples:

Additional comments and documentation of performance (include rating category numbers).



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Trainee's Comments:

Is there anything I am doing as your communications training officer that is hindering your performance or anything I can do to help improve your performance?

TRAINEE SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

TRAINER SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_

TRAINING SUPERVISOR SIGNATURE \_\_\_\_\_

Date \_\_\_\_\_