



Eric Hawkins
Chief of Police

ALBANY, NEW YORK
POLICE DEPARTMENT
165 HENRY JOHNSON BOULEVARD
ALBANY, NEW YORK 12210



1789

COMMUNICATIONS:
ORGANIZATION, ADMINISTRATION, AND MANAGEMENT
GENERAL ORDER NO: 6.1.00

Issue Date: August 5, 2019	Effective Date: March 1998
Revision Date: November 26, 2014	CALEA: 33.6.1, 81.2.5, 81.2.11, 81.2.13,
Volume 6: Communications	Chapter 1: Operations
Distribution: All Personnel	NYSLEAP: 55.1
Issuing Authority: Chief Eric Hawkins	Page: 1 of 25

PURPOSE: The purpose of this policy is to establish guidelines for the organization, administration, and management of the Communications Center.

POLICY: It is the policy of the Albany Police Department to train and develop skilled Communications personnel and to promote a professional work environment to ensure delivery of efficient and effective communication services to the people it serves.

I. COMMUNICATIONS CHAIN OF COMMAND

A. The chain of command for Communication Center personnel shall consist of the following:

1. Communications Lieutenant;
2. Communications Supervisor;
3. Senior Dispatcher;
4. Acting Senior Dispatcher;
5. Dispatcher; and
6. Dispatcher in Training.

II. TRAINING

A. Communications personnel must successfully complete the following training:

1. Per [NYCRR § 5201.3b](#), a State Certified Municipal Police Training Council (MPTC) Course for Telecommunicators, within twelve (12) months of the date of appointment;
2. Per [NYCRR § 5201.5b](#), an Emergency Medical Dispatch School (EMD), within twelve (12) months of the date of appointment (Continued re-certification, including CPR);
3. E-JusticeNY Integrated Justice (IJ) Portal (Continued re-certification, every two (2) years):

- a. Basic; and
- b. Data Entry.

4. Supervised On the Job Training (SOJT):

- a. All newly hired Communications personnel shall be assigned to work and train with a training dispatcher.
- b. Per [NYCRR § 5201.3a](#), Communications personnel shall complete a minimum of two-hundred (200) hours, (twenty-five (25) working days) of SOJT, including, but not limited to the following:
 - a. Specific performance criteria;
 - b. Daily written evaluations, as outlined below; and
 - c. Observations of the trainee while interacting with the public and applicable public safety agencies and organizations.
- c. The department may extend SOJT training, as needed. Such training shall include, but not be limited to the following:
 - i. Switchboard Operations/Procedures (PBX/E-911);
 - ii. ProQA & EMD Cards;
 - iii. Police Radio/Procedures;
 - iv. Fire Radio/Procedures; and
 - v. Teletype.
- d. Training dispatchers shall utilize the [Albany Communications Center Personnel Training Record](#), APD Form # 302 shown on pages 13-23 of this order, as a training guide and shall complete all applicable sections.
 - i. Each designated training topic, as outlined on pages 13-23 of this order, shall be discussed and/or observed during SOJT, and a notation shall be made regarding the date completed.
 - ii. A Training Progress Report, as shown on page 23 of this order, shall be completed at the end of each five (5) days of training and submitted to the supervisor.
 - iii. For each day of SOJT, a [Communications Daily Observation Report \(DOR\)](#), APD Form # 303 shown on pages 24-25 of this order, shall be completed and signed by the training dispatcher, signed by the dispatcher in training, submitted to the supervisor for review and signature, and then sent to the Lieutenant of Communications for final approval.
 - iv. The Lieutenant of Communications shall then submit all training records to the Training Unit to be filed in the respective employee's training file.
- e. Communications personnel shall not be assigned to unsupervised duty until they have satisfactorily completed the required two-

hundred (200) hours of SOJT.

5. In-Service Training:

- a. Per [NYCRR § 5201.4](#), Communications personnel shall complete twenty-one (21) hours of in-service training annually. Training shall include, but not be limited to the following:
 - i. TDD Devices;
 - ii. Stress Awareness;
 - iii. Community Relations;
 - iv. Legal Updates; and
 - v. Satisfaction of any and all applicable mandatory re-certifications, which shall include, but not be limited to the following:
 - a) Emergency Medical Dispatching; and
 - b) E-JusticeNY Integrated Justice Portal.
- b. It is the responsibility of all personnel to satisfy any re-certification mandates in order to retain their assignment.

6. Probationary Period:

- a. Communications personnel shall complete a probationary period of one (1) year, as per current applicable Agreement. Such period shall begin on the date of hire.

B. Records:

- 1. Per [GO 4.1.00 – Training: Administration](#), the Training Unit shall maintain the following records:
 - a. Accurate and current copies of curricula to include:
 - i. Course outlines and descriptions; and
 - ii. Specific lesson plans for all training courses.
 - b. Accurate training records of all trainees to include at a minimum:
 - i. Courses completed;
 - ii. Dates courses completed;
 - iii. All Daily Observation Reports; and
 - iv. Any certificates awarded.
- 2. Personnel shall ensure that copies of all certificates or records of completed training are forwarded to the Office of Professional Standards to be maintained in their personnel file, and to the Training Unit to be maintained in their training file.
- 3. The Training Unit shall ensure that original certificates or records of

completion received by the Training Unit are forwarded to the personnel that completed the training. A copy shall be placed in the training file and a copy shall be forwarded to the Office of Professional Standards.

C. Suggestion Procedures:

1. Communications personnel are encouraged to make constructive suggestions for the betterment of the department.
2. Suggestions shall be made via an Intra-Departmental Correspondence and shall be addressed to the Chief of Police, dated, and signed by the initiating employee, and submitted to their supervisor.

III. ACCESS TO RESOURCES

A. Communications personnel shall have access to, at a minimum, the following departmental resources:

1. Communications supervisor, or the Operations lieutenant via the Communications supervisor by telephone or police radio;
2. Duty roster of all personnel;
3. Residential/cellular telephone numbers of department personnel, via the [Intra-Agency Contact List](#), which can be accessed in PowerDMS by sworn and non-sworn supervisors;
4. Visual maps detailing the department's service area, via [GO 1.4.00 - Map of Patrol/NEU Zones](#);
5. Officer status indicators;
6. Written procedures and telephone numbers for procuring emergency and necessary external services, such as [fire](#), [EMS](#), and [animal control](#); and
7. Tactical dispatching plans, such as [bank robberies](#), [pursuits](#), or [crimes in progress](#).

B. Such resources may be made available electronically through the In-Time Scheduling Engine (ISE), the department Homepage, PowerDMS, Records Management System (RMS), Computer Aided Dispatch System (CAD), or through physical documents maintained at the Communications Center.

IV. DUTIES AND RESPONSIBILITIES OF COMMUNICATIONS PERSONNEL

A. Communications personnel shall be responsible for the following:

1. Becoming familiar and complying with the following:
 - a. All applicable laws and ordinances;
 - b. The Albany Police Department Policy and Procedures Manual;
 - c. The Albany Fire Department Operating Guide for Dispatching Calls;
 - d. The City of Albany Personnel Manual; and
 - e. The eJusticeNY Integrated Justice Portal manual.
2. Performing all duties in a courteous, prompt, and professional manner.

3. Handling incoming Enhanced 911 emergency and non-emergency calls for service, gathering information and discerning the type of response, and utilizing emergency medical dispatch protocols, when appropriate.
4. Sending and receiving radio transmissions and utilizing a two-way radio to assign appropriate police and fire personnel/equipment in response to calls for service.
5. Monitoring employees' locations and activities, as well as maintaining radio contact with all employees' in the field.
6. Entering data into the Computer Aided Dispatch (CAD) system.
7. Entering data, composing, sending, and receiving information utilizing the eJusticeNY Integrated Justice Portal.
8. Operating the multi-line telephone system.
9. Receiving and handling incoming non-emergency calls for service.
10. Receiving, handling, assisting, and routing inter and intradepartmental calls to the appropriate areas.
11. Establishing and maintaining appropriate logs, reports, and records, as required.
12. Assisting in training of personnel.
13. Reviewing all updates and assignments within PowerDMS at least one (1) time each week, while on-duty.
14. Reviewing department emails daily, while on-duty.
15. Performing all other work related duties or assignments, as required, or as designated by supervisory personnel.

V. SENIOR DISPATCHERS

- A. When a senior dispatcher and a Communications supervisor are both working, the Communications supervisor shall be responsible for the operation of said shift.
 1. Senior dispatchers shall assist the shift supervisor in the proper and efficient operation of the Communications Center.
 2. In the absence of the supervisor, the senior dispatcher assumes responsibility for the shift and has the same duties and responsibilities as the supervisor.
 3. Senior dispatchers are responsible to act as supervisors when working as such.
- B. Senior dispatchers are subordinate supervisors who are normally assigned a workstation.
- C. Acting senior dispatchers shall be in charge in the absence of both the Communications supervisor and the senior dispatcher.
 1. If the senior dispatcher or the acting senior dispatcher has a question or a problem occurs during their shift, and there is no Communications supervisor available, the senior dispatcher or acting senior dispatcher shall contact the Operations lieutenant for assistance.

VI. DUTIES AND RESPONSIBILITIES OF SUPERVISORY PERSONNEL

A. Communications supervisors, senior dispatchers, and acting senior dispatchers when acting in a supervisory position, shall be responsible for the following:

1. Enforcing all department rules and regulations, orders, procedures, discipline, attendance, appearance, good order, and efficiency of personnel in the performance of their duties.
2. Performing specific duties and functions, as assigned by the Communications lieutenant.
3. Obeying all lawful orders and performing assigned tasks.
4. Providing leadership and guidance to Communications personnel.
5. Training, directing, supervising, and evaluating subordinates in assigned duties, as well as recommending remedial or disciplinary action for inefficient, incompetent, or unsuitable performance.
6. Upgrading and updating information as it becomes available, which shall assist the Communications Center in operating in a more efficient manner.
7. Checking any/all new orders, information, instructions/procedures, and ensuring all employees are aware of any changes.
8. Informing relief of all pertinent work related matters and activities.
9. Being present at prescribed roll calls and briefings.
10. Inspecting personnel, consoles, equipment, and reporting any need for repair or replacement.
11. Reporting to the Communications lieutenant any absentees, and deficiencies in personnel or equipment, such shall be documented on the appropriate departmental forms.
12. Ensuring that department resources are used effectively.
13. Directing activities of subordinate personnel for the purpose of achieving objectives of the department.
14. Maintaining a professional bearing and rendering professional courtesy to superior officers.
15. Ensuring the proper, efficient, and timely processing and dispatching of all calls for service, to include police and fire departments, emergency medical services, and other agencies, as required.
16. Ensuring that all incoming and outgoing teletypes are handled in a timely and professional manner.
17. Reviewing schedules, including schedules for upcoming tours of duty, to ensure sufficient staffing for days off, illnesses, vacations, training, etc. This shall include, but be limited to the following:
 - a. Ensuring that staffing overtime is posted.
 - b. Approving or denying requests for time off, and posting or making calls for staffing needs.
 - c. Updating overtime totals and mandatory list.
 - d. Designating pre-planned overtime postings.
 - e. Scheduling job assignments to complete appropriate training, as necessary.
18. Monitoring and supervising the training of Communications personnel to ensure that all trainees receive accurate and timely information and professional training. Assist with training and ensure that trainers have

completed the appropriate training records.

- 19.** Liaison between Communications personnel, department heads, field personnel, and the public at large, in the absence of the Communications lieutenant. Fielding any complaints from field personnel, address the same, and refer, if necessary.
- 20.** Notifying the Communications lieutenant, as the need arises, regarding emergency situations, such as:
 - a.** Repairs by contract vendors.
 - b.** Major incidents, such as:
 - i.** Shootings;
 - ii.** Hostage situations;
 - iii.** Mass casualties; and
 - iv.** Any other major incident, as deemed necessary by the supervisor.
 - c.** Equipment malfunctions that are detrimental to the safety of public service personnel or the general public, such as:
 - i.** A failure of the radio or phone systems; or
 - ii.** A serious injury to any Communications personnel.
- 21.** Ensuring that all equipment is functioning properly, including:
 - a.** Referring all repairs to the proper agency or contact person;
 - b.** If unable to coordinate immediate repairs, leaving a precise written request for the attention of the contact person to address at the earliest time;
 - c.** If necessary, make or designate someone to handle phone calls necessary for repairs; and
 - d.** Completing an Intra-Departmental Correspondence (IDC) regarding equipment malfunction/problems and the action taken to correct the problem.
- 22.** Instructing personnel of their duties, current directives, and orders.
- 23.** Ensuring accurate preparation, forwarding, and maintenance of reports and records.
- 24.** Assigning Communications personnel in such a manner as to ensure effective service.
 - a.** If necessary, closing down one (1) position to ensure the coverage of another, such as:
 - i.** Shutting down one of the two PBX operations or the teletype position, if necessary, to cover excessive police or fire radio traffic.
- 25.** Reporting to the Communications lieutenant any dereliction, neglect of duty, or disobedience of orders or rules by personnel of his/her command

or any exceptional or meritorious service rendered by personnel of his/her command.

26. Ensuring that shift change briefings between the dispatchers coming on duty and the dispatchers going off duty are held at the commencement of each tour of duty.
27. Inspecting all persons under his/her supervision to ascertain that they are present or accounted for, fit for duty, are properly uniformed, and equipped to perform their respective duties, in accordance with current directives.
28. Supervisors should not assign themselves to a work station which would preclude them from supervising their tour of duty, unless required by insufficient staffing or workload.
29. If staffing needs dictate a supervisor be assigned to a workstation, the workstation shall be one that can be left (e.g., teletype) to perform their supervisory duties.

VII. SWITCHBOARD/PRIVATE BRANCH EXCHANGE (PBX)

A. Personnel assigned to the Switchboard/PBX operator position shall be responsible for the following:

1. Communications personnel assigned to Switchboard/PBX position(s) shall be responsible for answering calls received on the Switchboard/PBX. The Switchboard/PBX shall be staffed twenty-four (24) hours a day and has separate lines dedicated to receive each of the following types of calls:
 - a. Emergency 911 calls;
 - b. Non-emergency calls for service; and
 - c. Wireless calls.
2. If a misdirected emergency call is received, the call taker/operator shall:
 - a. Stay with the caller and transfer the call to the appropriate agency/department.
 - b. When that department picks up, the call taker/operator shall say "It's Albany Police with a transfer".
 - c. The call taker/operator shall remain on the line with the caller until he/she ensures the other agency/department has been connected and the transfer is complete.
3. If staffing of the Communications Center is not sufficient to constantly manage two (2) call taker/operator positions then the following shall apply:
 - a. Personnel assigned to the teletype position, when not engaged in teletype work, shall answer rollover telephone calls and enter the information into the Computer Aided Dispatch system (CAD), as appropriate.
 - b. For telephone over-rings, switchboard and teletype personnel shall share the responsibility of answering the phones.

4. Routine phone calls shall be screened at the Switchboard/PBX position and handled accordingly.
5. Call takers/operators shall determine if the call requires police, fire and/or Emergency Medical Services (EMS) and shall enter all pertinent information into the CAD system, according to call type.
6. If both a fire/EMS and police response is required, the call taker/operator shall split the call so both fire and police radio dispatchers receive the call in CAD.
7. The call taker/operator shall be responsible for contacting bank employees for bank hold-up alarms to confirm the status of the alarm;
8. If the Switchboard/PBX operator(s) is busy, incoming phone calls shall go into an over-ring. Listed below is the order that the over-ring should be answered:
 - a. Teletype Operator; and
 - b. Supervisor (if available).
9. In cases where there is seven (7) Communications employees' working and one (1) of the Switchboard/PBX operator has to leave the room, the teletype operator shall be responsible for answering the PBX over rings.
10. If there are at least six (6) employees' assigned to a shift, and the one (1) operator assigned to Switchboard/PBX has to leave the room, the teletype operator shall be responsible for answering calls.

B. Enhanced 911 Operations:

1. All Communications personnel shall utilize the Albany County Enhanced 911 System Policy and Procedures Document, dated September 20, 1994.

VIII. DUTIES OF THE TELETYPE OPERATOR

A. Personnel assigned to the teletype operator position shall be responsible for completing the following:

1. Obtaining briefing from the relieved teletype operator;
2. Entering/changing manpower at shift change;
3. Completing procedures in Microsoft Outlook for File 6's from group homes, such as St. Anne's;
4. Logging into to the eJusticeNY Integrated Portal and reading all messages and disseminating information, as needed;
5. Logging into eReporting and disseminating information, as needed;
6. Logging into CAD and disseminating information, as needed;
7. Acting as a liaison between the Communications Center and eJusticeNY;
8. Acting as a switchboard operator if E-911 roll-over occurs and monitoring any equipment associated with the switchboard position, as necessary;
9. If necessary, assisting Communications personnel at the police and fire radio positions; and
10. Sending all messages and teletypes in a timely manner.

B. Teletype messages shall be sent and received in accordance with the procedures set forth by the Federal Bureau of Investigations (FBI) Department of Criminal Justice Information Services (CJIS), the New York State Department of Criminal Justice Services (DCJS), and the eJustice New York Integrated Justice Portal (IJ Portal); and in accordance with Federal, State, and local law. Types of messages sent and received shall include, but not be limited to the following:

1. Stolen Motor Vehicles;
2. Stolen Vehicle Parts;
3. Assaults;
4. Shots Fired;
5. Larceny;
6. Burglary;
7. Robbery;
8. Officer Safety;
9. Missing Persons;
10. Identifiable Lost Property (identified by serial number or other means);
11. Stolen Property;
12. Stolen/Missing Identifiable Securities/Money;
13. Stolen Boat;
14. Lost, Stolen, and Recovered Guns;
15. Information and Data related to Department arrests; and
16. General police information or requests, including notification to or request for information from other agencies.

IX. STOLEN VEHICLE REPORTS AFTER DAILY BRIEF IS INITIATED

A. Any vehicles reported stolen after the Daily Brief Stolen Motor Vehicle information has been sent to the Coordination Information Unit shall be rebroadcasted on the following shift.

1. The purpose of this is to inform officers of any stolen vehicles reported after the daily brief is completed.

B. Vehicles reported stolen from Troop G shall be broadcasted as soon as they are received via teletype.

X. UNIFORMS AND GROOMING STANDARDS

A. Communications personnel shall comply with policies and procedures set forth in [General Order 3.2.00 – Uniforms and Grooming Standards](#).

XI. WORK SCHEDULES

A. Hours of Duty:

1. All Communications personnel are expected to be ready to assume their designated positions at least ten (10) minutes prior to the start of their tour, as per current Agreement.

- a. These fifteen (15) minutes shall be used for any briefings, information, and updates.
 - b. Roll call shall be held in the break room and then briefings shall be completed between personnel being relieved from a designated workstation and personnel assuming the duties of the same workstation.
2. It is the responsibility of each person to arrive on time and be ready for work. Tardiness will not be tolerated. If tardiness is expected for some unforeseen circumstance, personnel must contact the supervisor or senior dispatcher.

B. Changing Days Off:

1. No employee shall switch his/her days off without permission from the Communications lieutenant.

C. Work Schedules Changes & Pre-Planned Overtime:

1. Any changes in work schedules posted on the bulletin board shall be handled only by the Communications lieutenant, Communications supervisor, senior dispatcher, or acting senior dispatcher.
2. If a Communications employee signs their name on the pre-planned overtime sheet and that person later decides to remove their name from the sheet, they shall put a single line through their name, initial same, and notify a supervisor.
3. All overtime shall be posted and applied for, as per current Agreement.

XII. BULLETIN BOARDS AND DEPARTMENT MAIL SYSTEMS

A. Bulletin Boards:

1. With the exception of the designated Union bulletin board, bulletin boards shall only be utilized for official memos and notices pertaining to department business.
2. All memos or notices placed on the board shall be initialed by a shift supervisor or the lieutenant authorizing the same.
3. No unauthorized material shall be posted.

B. Mail Boxes:

1. Communications personnel shall be assigned their own mailbox marked with their name.
2. All correspondences that are directed to a particular Communications employee shall be placed in their mailbox.
3. Communications personnel shall check their mailboxes daily while working to ensure that they receive correspondences in a timely fashion.

- a. Each mailbox is considered the property of the department.

- i. Mailboxes are intended for use by the employee to whom it is assigned.
- ii. It may not be searched or inspected, except by the Communications lieutenant, Communications supervisor, or other department supervisor for official purposes only.

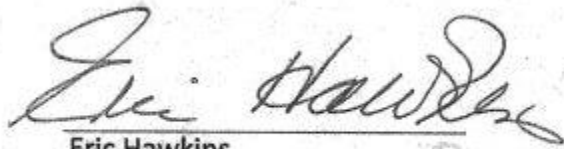
b. If a problem should arise with unauthorized personnel taking items from a mailbox, an IDC to the Chief of Police shall be completed and submitted through the chain of command.

C. Department E-Mail/PowerDMS:

- 1. Personnel are required to check their department e-mails every working tour, while on-duty.
- 2. Personnel are required to access PowerDMS one time each week, while on-duty, and complete all assignments within their specified time frames.

XIII. HEALTH AND SAFETY

A. It is the responsibility of each employee to help maintain a safe and healthy work environment by using equipment properly, keeping the area clear of debris and non-essential items, and notifying a supervisor if a hazard exists or a repair is necessary.



Eric Hawkins
Chief of Police



ALBANY COMMUNICATIONS CENTER

PERSONNEL TRAINING RECORD

NAME OF TRAINEE:

_____ (Dispatcher in Training)

NOTICE: The Training Dispatcher must fill out the initial training package for the Dispatcher in Training. Each subject area, as outlined in the Training Guide section of the Communications Personnel Record, shall be thoroughly explained and demonstrated. The Training Dispatcher shall document on the applicable pages the date it was explained to the Dispatcher in Training and the date it was performed by him/her. The Daily Observation Report (DOR) must be completed for each day of training, and the weekly progress report must be completed each week. Any questions, contact the Communications Supervisor or the Training Unit.

TRAINERS GUIDE – PBX OPERATIONS

Trainee Name: _____ Date: _____

(Dispatcher in Training)

	Date Explained	Date Performed	Comments
1. Answering PBX vs. E911/Wireless 911	_____	_____	_____
2. Verification of Addresses	_____	_____	_____
3. Verification of call back number	_____	_____	_____
4. Appropriate Use of Police/Fire Call Types	_____	_____	_____
5. Verification of Complainant Name	_____	_____	_____
6. Duplicate Streets (Third Ave vs. Third St)	_____	_____	_____
7. Interface Feature	_____	_____	_____
8. Cross Street Availability	_____	_____	_____
9. Narrative Information (Who, what, where, when, why, how)	_____	_____	_____
10. Suspect Description	_____	_____	_____
11. Vehicle Description	_____	_____	_____
12. Direction of Travel (N, S, E or W)	_____	_____	_____
13. Hold Feature	_____	_____	_____
14. Call Transferring	_____	_____	_____
15. Long Distance Calls	_____	_____	_____
16. One Button Transfers	_____	_____	_____
17. Entering Calls into CAD	_____	_____	_____
18. Obtain Incident Numbers	_____	_____	_____
19. Entry to Communications (Doorbell)	_____	_____	_____
20. Media Responses Referrals	_____	_____	_____
21. Contacting Coroner When Needed	_____	_____	_____
22. Splitting Calls (ST)	_____	_____	_____
23. Recorder/Playback	_____	_____	_____
24. Maps/Zones - Sentinel	_____	_____	_____
25. Directories	_____	_____	_____
26. Bank Alarm Procedures	_____	_____	_____
27. TDD E911	_____	_____	_____
28. Language Line	_____	_____	_____
29. Disposition Codes	_____	_____	_____
30. Pro Q&A Procedures	_____	_____	_____
31. CAD Failure/Call Ticket Usage	_____	_____	_____
32. Ali Request	_____	_____	_____
33. Bomb Threat Procedures & Form	_____	_____	_____
34. 911 Discrepancy Form/Procedure	_____	_____	_____

TRAINERS GUIDE – PBX OPERATIONS

Trainee Name: _____ Date: _____
(Dispatcher in Training)

CAD	Date Explained	Date Performed	Comments
1. Logging In/Out	_____	_____	_____
2. New Call Screen Functions (NC) (F4) (C)	_____	_____	_____
3. Unit Screen Function (U)	_____	_____	_____
4. Pending Call Function (P)	_____	_____	_____
5. Active Call Function (A)	_____	_____	_____
6. Call History Function (CH)	_____	_____	_____
7. Active Unit Screen (AU)	_____	_____	_____
8. Emergency Location Function (EL)	_____	_____	_____
9. Previous History Function (PH)	_____	_____	_____
10. Cross Street Function (X)	_____	_____	_____
11. Calls for Service by Day Function (SCD)	_____	_____	_____
12. Help Menu Function (F1) (NUM LOCK)	_____	_____	_____
13. Vehicle Entries (V)	_____	_____	_____
14. Suspect Entries (S)	_____	_____	_____
15. Page Forward/Back/Up/Down	_____	_____	_____
16. Unit Add/Change/Delete/Swap/Move	_____	_____	_____
17. Abandon a Call Function (F9)	_____	_____	_____
18. Abandon EL/PH Function (F12)	_____	_____	_____
19. Navigating Through Call Tickets (e.g., GO PHONE/1 ENTER)	_____	_____	_____

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

TRAINERS GUIDE – CAD COMPUTER OPERATIONS

Trainee Name _____ Date _____
 (Dispatcher in Training)

	Date Explained	Date Performed	Comments
1. Keyboard and Function Keys	_____	_____	_____
2. Screens Available	_____	_____	_____
3. Unit Screen Function	_____	_____	_____
4. Call Pending Screen Function	_____	_____	_____
5. Active Call Screen Function	_____	_____	_____
6. Call History Screen Function	_____	_____	_____
7. Unit Add/Delete/Change/Swap/Move	_____	_____	_____
8. Line Add/Delete/Change	_____	_____	_____
9. Page Forward/Back (up/down) Function	_____	_____	_____
10. Unit Assignment Function	_____	_____	_____
11. Hold/Dispatch Function	_____	_____	_____
12. Log In/Out Function	_____	_____	_____
13. Call Types	_____	_____	_____
14. Prioritizing	_____	_____	_____
15. Available Menus	_____	_____	_____
16. Message Function	_____	_____	_____
17. Commands and Other Prompts	_____	_____	_____
18. Emergency Location Function	_____	_____	_____
19. Vehicle Entries	_____	_____	_____
20. Suspect Entries	_____	_____	_____
21. Cross Street Availability	_____	_____	_____

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

TRAINERS GUIDE – POLICE RADIO OPERATIONS

Trainee Name _____ Date _____
(Dispatcher in Training)

	Date Explained	Date Performed	Comments
--	-------------------	-------------------	----------

CONSOLE USAGE

- | | | | |
|--|-------|-------|-------|
| 1. Transmitting (Floor vs. Console) | _____ | _____ | _____ |
| 2. Transmit Delay | _____ | _____ | _____ |
| 3. Alert Tone (Foot Pedal) | _____ | _____ | _____ |
| 4. Alert 1 vs. Alert 2 | _____ | _____ | _____ |
| 5. Volume controls | _____ | _____ | _____ |
| 6. Select vs. Un-Select Audio Controls | _____ | _____ | _____ |

CRT OPERATIONS

- | | | | |
|-------------------------------------|-------|-------|-------|
| 1. Transmitting | _____ | _____ | _____ |
| 2. Alert Tones | _____ | _____ | _____ |
| 3. Use of Channel 1 | _____ | _____ | _____ |
| 4. Use of Channel 3 | _____ | _____ | _____ |
| 5. Other Channel Use | _____ | _____ | _____ |
| 6. Emergency Button Reset/Knockdown | _____ | _____ | _____ |
| 7. Channel Move | _____ | _____ | _____ |
| 8. Channel Select vs. Un-Select | _____ | _____ | _____ |
| 9. CDERN Use and Testing | _____ | _____ | _____ |
| 10. Multi-Select Transmissions | _____ | _____ | _____ |
| 11. Patch Capabilities | _____ | _____ | _____ |

BASIC DISPATCHING

- | | | | |
|------------------------------------|-------|-------|-------|
| 1. Prioritize calls | _____ | _____ | _____ |
| 2. Call Type Codes | _____ | _____ | _____ |
| 3. Disposition Codes | _____ | _____ | _____ |
| 4. Relay Information to Co-Workers | _____ | _____ | _____ |
| 5. Relay Information to APD/AFD | _____ | _____ | _____ |
| 6. CAD Failure (Status Board) | _____ | _____ | _____ |
| 7. Radio Messages | _____ | _____ | _____ |
| 8. Desk Top & Portable Radios | _____ | _____ | _____ |
| 9. Paper Call Tickets | _____ | _____ | _____ |
| 10. Fuel & Meal List Roster | _____ | _____ | _____ |

TRAINERS GUIDE – POLICE RADIO OPERATIONS

Trainee Name _____ Date _____
(Dispatcher in Training)

	Date Explained	Date Performed	Comments
CAD			
1. Active Unit Screen (AU)	_____	_____	_____
2. Pending Call Screen (P)	_____	_____	_____
3. Active Call Screen (A)	_____	_____	_____
4. Unit Change Function (UC)	_____	_____	_____
5. Unit Move Function (UM)	_____	_____	_____
6. Line Add Function (LA)	_____	_____	_____
7. Line Change Function (LC)	_____	_____	_____
8. Unit DISP/ARR/CL Functions	_____	_____	_____
9. Unit DET/PERS/LUNCH Functions	_____	_____	_____
10. Unit RPSTA/OFF DUTY Functions	_____	_____	_____
11. Traffic Stop Key (F6)	_____	_____	_____
12. Unit Event Key (F12)	_____	_____	_____
13. Call Originator Function (OPR)	_____	_____	_____
14. Article Inquiry Function (QA)	_____	_____	_____
15. DMV Functions	_____	_____	_____
16. Remark Field	_____	_____	_____
17. MDT Capabilities	_____	_____	_____

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

TRAINERS GUIDE – FIRE RADIO OPERATIONS

Name _____ Date _____
 (Dispatcher in Training)

	Date Explained	Date Performed	Comments
--	----------------	----------------	----------

CONSOLE USAGE

- | | | | |
|--|-------|-------|-------|
| 1. Transmitting (Floor vs. Console) | _____ | _____ | _____ |
| 2. Transmit Delay | _____ | _____ | _____ |
| 3. Alert Tone (Foot Pedal) | _____ | _____ | _____ |
| 4. Alert 1 vs. Alert 2 | _____ | _____ | _____ |
| 5. Volume Controls | _____ | _____ | _____ |
| 6. Select vs. Un-Select Audio Controls | _____ | _____ | _____ |

CRT OPERATIONS

- | | | | |
|--------------------------------------|-------|-------|-------|
| 1. Transmitting | _____ | _____ | _____ |
| 2. Alert Tones | _____ | _____ | _____ |
| 3. Use of Main Channel (FD ONE) | _____ | _____ | _____ |
| 4. Other Channel Use | _____ | _____ | _____ |
| 5. Status lights | _____ | _____ | _____ |
| 6. Emergency Button Reset/Knockdown | _____ | _____ | _____ |
| 7. Paging system (MSEL1/MSEL2/MSEL3) | _____ | _____ | _____ |
| 8. Multi-Select Transmissions | _____ | _____ | _____ |
| 9. Channel Move | _____ | _____ | _____ |
| 10. Knox-Box Selections | _____ | _____ | _____ |
| 11. Volume Controls | _____ | _____ | _____ |

BASIC DISPATCHING

- | | | | |
|---|-------|-------|-------|
| 1. Fire Calls per Current Directives | _____ | _____ | _____ |
| 2. EMS Calls per Current Directives | _____ | _____ | _____ |
| 3. Various Dispatch Situations per Current Directives | _____ | _____ | _____ |
| 4. Relay Information to Co-Workers | _____ | _____ | _____ |
| 5. Relay Information to APD/AFD | _____ | _____ | _____ |
| 6. CAD Failure (Status Board) | _____ | _____ | _____ |
| 7. Ambulance Phone | _____ | _____ | _____ |
| 8. Notifications (e.g., Water Dept, etc) | _____ | _____ | _____ |

TRAINERS GUIDE – FIRE RADIO OPERATIONS

Name _____ Date _____
(Dispatcher in Training)

	Date Explained	Date Performed	Comments
CAD			
1. Active Unit Screen (AU)	_____	_____	_____
2. Pending Call Screen (P)	_____	_____	_____
3. Active Call Screen (A)	_____	_____	_____
4. Unit Change Function (UC)	_____	_____	_____
5. Unit Move Function (UMF)	_____	_____	_____
6. Unit DISP/ARR/RET/QTRS Functions	_____	_____	_____
7. DET/TUC/SIG Functions	_____	_____	_____
8. Unit Event Key (F12)	_____	_____	_____
9. Remark Field	_____	_____	_____
10. Rip and Run Capabilities	_____	_____	_____
11. Daily Notes	_____	_____	_____

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

TRAINERS GUIDE – TELETYPE OPERATIONS

Trainee Name _____ Date _____
 (Dispatcher in Training)

	Date Explained	Date Performed	Comments
<u>eJusticeNY IJ PORTAL MANUALS</u>			
1. Security	_____	_____	_____
2. Operations	_____	_____	_____
3. NCIC Law Enforcement	_____	_____	_____
4. NCIC Criminal Justice and Canada	_____	_____	_____

SCREEN

1. On/Off - Cursor	_____	_____	_____
2. Brightness	_____	_____	_____
3. Swivel/Tilt	_____	_____	_____

KEYBOARD

1. Manual Cursors & Cursor Tab	_____	_____	_____
2. Send/Enter/Print/Receive	_____	_____	_____
3. Print	_____	_____	_____

ENTRIES

1. Red Asterisk Fields	_____	_____	_____
2. Non Red Asterisk Fields	_____	_____	_____
3. Frequently Used Entries (Form)	_____	_____	_____

DAILY BULLETIN INFORMATION

1. Vehicle Information	_____	_____	_____
2. Missing Person Information	_____	_____	_____

TRAINERS GUIDE – TELETYPE OPERATIONS

Trainee Name _____ Date _____
 (Dispatcher in Training)

	Date Explained	Date Performed	Comments
<u>FILES</u>			
1. File 1 – Stolen Vehicle	_____	_____	_____
2. File 2 – Motor Vehicle Information	_____	_____	_____
3. File 4 – Hit And Run Accident Information	_____	_____	_____
4. File 5 – Wanted Person	_____	_____	_____
5. File 6 – Missing Person	_____	_____	_____
6. File 7 - Burglary	_____	_____	_____
7. File 8 - Robbery	_____	_____	_____
8. File 9 – Lost And Found Property	_____	_____	_____
9. File 10 – Stolen Property	_____	_____	_____
10. File 11 – Assault	_____	_____	_____
11. File 12 - Homicide	_____	_____	_____
12. File 13 – General Police Information	_____	_____	_____
13. File 14 – Administrative Message	_____	_____	_____
14. File 15 – Request For Information	_____	_____	_____
15. File 16 – Lost Or Stolen License Plates	_____	_____	_____
16. File 25 - Miscellaneous	_____	_____	_____

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

TRAINING PROGRESS REPORT

COMPLETE AND SUBMIT TO SUPERVISOR AND LIEUTENANT OF COMMUNICATIONS AT END OF EACH
5 DAYS OF TRAINING

Trainee Name _____ From _____ To _____
(Dispatcher in Training)

EJUSTICE IJ PORTAL: _____

MICROSOFT OUTLOOK/FAX MACHINE: _____

FILING: _____

E-REPORTING: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Lieutenant Signature: _____ Date: _____

ALBANY COMMUNICATIONS CENTER DAILY OBSERVATION REPORT

Name: _____ Date: _____
(Dispatcher in Training)

The following is a Daily Observation Report (DOR) for newly hired Dispatchers in Training. It is the responsibility of the Training Dispatcher to complete one (1) DOR for each day (25 total DORs needed). Each DOR shall be dated and signed by the Training Dispatcher and Dispatcher in Training. The completed DOR shall then be reviewed and signed by the Supervisor/Senior Dispatcher. Once reviewed, the DOR shall then be submitted to the Communications Lieutenant for final approval and filed with the Training Unit.

	POOR	FAIR	GOOD	EXCELLENT
<u>GENERAL</u>				
1. Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Attitude Toward Work/Co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Level of Self Confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Attentiveness to Instructor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>CAD</u>				
1. Knowledge of Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of Functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Typing Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Typing Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Spelling Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>CALL TAKING</u>				
1. Asks Pertinent Questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Obtains Pertinent Information for Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Speaks Clearly and Professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Accuracy of Information Take	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Listens and Comprehends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Ability to Stay Calm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Takes Charge of Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ability to Talk and Type Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Uses Abbreviations When Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Use of Pro Q&A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>FIRE RADIO</u>				
1. Asks Pertinent Questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accuracy of Information Taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledge of Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Listens and Comprehends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Speaks Clearly and Professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Proper Use of Alert Tones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ability to Stay Calm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ability to Multitask	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ability to Control Radio Traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Ability to Talk and Type Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Uses Abbreviations When Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Awareness of Calls Pending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Awareness of Active Calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Awareness of Unit Status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Appropriate Use of Status Lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALBANY COMMUNICATIONS CENTER DAILY OBSERVATION REPORT

POLICE RADIO

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Asks Pertinent Questions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Accuracy of Information Taken | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Knowledge of Procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Listens and Comprehends | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Speaks Clearly and Professionally | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Proper Use of Call Types | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Ability to Stay Calm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Ability to Multitask | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Ability to Control Radio Traffic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Ability to Talk and Type Simultaneously | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Uses Abbreviations When Applicable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Awareness of Calls Pending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Awareness of Active Calls | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Awareness of Unit Status | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Appropriate Use of Disposition Codes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

TELETYPE

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Knowledge of Procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Knowledge of File Types | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Navigation of the eJusticeNY IJ Portal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Monitors e-Reporting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Sends Required Messages Promptly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Monitors the IJ Portal for Received Messages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Files only File 1's and File 6's | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Proper Record Maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Properly Completes Outlook Procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Prints/Enters Manpower into CAD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Training Dispatcher Comments: _____

Training Dispatcher Signature: _____ Date: _____

Dispatcher in Training Signature: _____ Date: _____

Supervisor/Senior Dispatcher Signature: _____ Date: _____

Lieutenant Signature: _____ Date: _____