



SAN RAMON POLICE DEPARTMENT



FTO Procedure Manual

Transition to Becoming an Effective Patrol Officer

Code of Ethics

As a law enforcement officer, my fundamental duty is to serve mankind, to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder, and to respect the Constitutional rights of everyone to liberty, equality, and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence, and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession — law enforcement.

Mission Statement

The San Ramon Police Department is committed to providing the highest quality police service to those who live and work in the City of San Ramon. We work in collaboration with the community and strive to maintain the highest level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community.

Vision Statement

The San Ramon Police Department will be on the forefront of the law enforcement profession by employing the most effective methods in providing quality police services. Members of the Police Department will be leaders in initiating and maintaining positive relationships with neighborhoods, schools, businesses, and other members of our community. These community bonds will form a medium where public safety concerns can be anticipated and addressed.

Core Values

Service : We provide quality, professional service to every citizen we contact.

Responsiveness: We are here to respond to the needs of our community. In doing so, we assure that we are responsive to all requests for our service.

Integrity: The integrity of the San Ramon Police Department is reflective of each member of our organization. We must be mindful of this responsibility at all times.

Safety: Our goal is to ensure that the community is safe for all those who live and work in the City of San Ramon.

Professionalism: We will provide quality, professional Service while being Responsive to the needs of our community. We will do this with Integrity and assure that all citizens have a sense of Safety. In doing so we will be recognized as the Professional organization we strive to be.

We are proud to protect and serve a community that has consistently expressed its appreciation and support for our efforts, while recognizing the value of continuing excellence in public safety. The City of San Ramon is fortunate to have the level of dedication and professionalism that is exhibited on a daily basis by the men and women of the San Ramon Police Department.

INTRODUCTION

The purpose of the Field Training Program is to provide a continuation of the basic training received in the academy and any other pre-service training. This program will be known as the **Field Training Officer (FTO) Program**. This manual will be referred to as the *FTO Procedure Manual*.

Field Training Officers have been selected based on the following requirements (San Ramon Policy 436.2.1:

- (a) Desire to be an FTO
- (b) Minimum of Four years of patrol experience, one of which shall be with this department
- (c) Demonstrated ability as a positive role model
- (d) Participate and pass an internal oral interview selection process
- (e) Evaluation by supervisors and current FTO's
- (f) Possess a POST basic certificate
- (g) Shall be off probation

Furthermore, an officer selected as a Field Training Officer shall successfully complete a POST (40- Hour) Field Training Officer Course prior to being assigned as an FTO.

All FTOs must complete a 24-hour Field Training Officer update course every three years while assigned to the position FTO.

All FTOs must meet any training mandate regarding crisis intervention behavioral health training pursuant to Penal Code § 13515.28.

All FTO's will be evaluated annually by the FTO SAC to ensure they possess the skills and performance necessary to continue in the assignment.

Academy graduates must perform in each of the four phases for a minimum of 13 weeks. Accelerated Lateral Officers must be evaluated by at least two (2) FTOs if they are to be considered for expedited release from the program.

EVALUATION PROCESS

Trainees will be evaluated on a daily basis, by their assigned FTO, using the POST (numeric) Daily Observation Report 2-237 (DOR), and the Standard Evaluation Guidelines (SEGs). The Standardized Evaluation Guidelines (SEGs) define the competency levels for all required performance categories and any agency-specific requirements. Additionally, a Trainee's progress will be reviewed on a weekly basis by the FTO SAC; and the progress will be documented using the Supervisor's Weekly Report (SWR), and at the end of each phase by using the End of phase Report (EPR).

At the completion of the FTO Program, the Trainee will complete a Field Training Officer Critique for each Field Training Officer, and a Field Training Program Critique (FTP) of the training program.

The Field Training Officer's attestation of each trainee's competence and successful completion of the Field Training Program must be completed at the end of the program, and a statement that releases the trainee from the program, along with the signed concurrence of the department

WELCOME

Welcome to the San Ramon Police Department Field Training Program. Successful completion of the basic peace officer course by itself will not be sufficient to allow a trainee to transition immediately to patrol duties with a limited amount of supervision. A properly supervised Field Training Program should enable a trainee to function solo on patrol. That which you have learned thus far must now be transferred to real life situations and you must demonstrate sustained proficiency as a solo beat officer prior to your release from the program.

You will be assigned four (4) veteran Field Training Officers (refer to your FTO Schedule). These officers have been selected by the department based on their proven abilities to excel as solo beat officers. Additionally, all of your FTO's have at minimum successfully completed a POST (California Commission on Peace Officer Standards and Training) Field Training Officer Course. Most have received additional training in the area of teaching, mentoring, and coaching as well. Your Primary FTO will be with you during the first phase, as well as the final shadow phase of the program. Ultimately, it is your Primary FTO who will recommend your fate (release from program, program extension, or termination), to the FTO Coordinator, based on your performance throughout the program.

Each of your FTO's will serve both as trainers and evaluators. After orientation and the first week of the program, you will be evaluated daily by your FTO via Daily Observation Reports (DOR's). These reports cover thirty-one areas of observation, including *Attitude, Appearance, Relationships, Performance, and Knowledge*. In an effort to promote consistency, your performance in these areas will be evaluated by your FTO's against the listed set of "Field Training Program Standardized Evaluation Guidelines". Your goal is to consistently achieve a "meets standards" rating or better in all of the areas by the end of the program.

During the eighteen (18) week Field Training Program, you will move from a mode of observation to that of a fully functioning, solo beat officer. The program is designed to transition from maximum training and guidance at the start, to minimum training and guidance at the end. At first, your FTO's will function as role models, modeling behavior and performance, with a heavy emphasis on training in the field, and through the FTO manual. While evaluation occurs throughout the program, the training will begin to subside in the latter part. By the final phase of the program, you will be expected to be self-sufficient, needing little, if any training or guidance from your FTO. It is at this stage of the program that the emphasis will be on evaluation, and an assessment will be made as to your ultimate status.

Understand that your FTO's have a difficult job. They are to be your advocate, and they are to concern themselves with your ultimate success, through positive training, mentoring and coaching. However, they must also serve as an advocate for the agency. At the end of the program, they must ensure that you are capable and ready to be a safe, competent, and productive police officer for the City of San Ramon. While they will do all that they can to help you fulfill these goals, the ultimate responsibility for your success lies with you. This

program is very demanding, and you will have to give maximum effort and dedication to ensure your overall success.

Additionally, your progress will be reviewed on a weekly basis by the FTO Sergeant; and the progress will be documented using the Supervisor's Weekly Report (SWR), and at the end of each phase by using the End of phase Report (EPR).

Upon successful completion of the program, you will have an opportunity to critique your FTO's, and the program itself. You will complete an attestation of training, and your release from the program will be memorialized and signed by your Primary FTO, the FTO Coordinator, and the Chief of Police.

The following is a breakdown of the 18 week Field Training Program:

Weeks 1-2 Orientation (Not Rated)

Weeks 3-6 Phase One (Primary FTO)

Weeks 7-10 Phase Two (Second FTO)

Weeks 11-14 Phase Three (Third FTO)

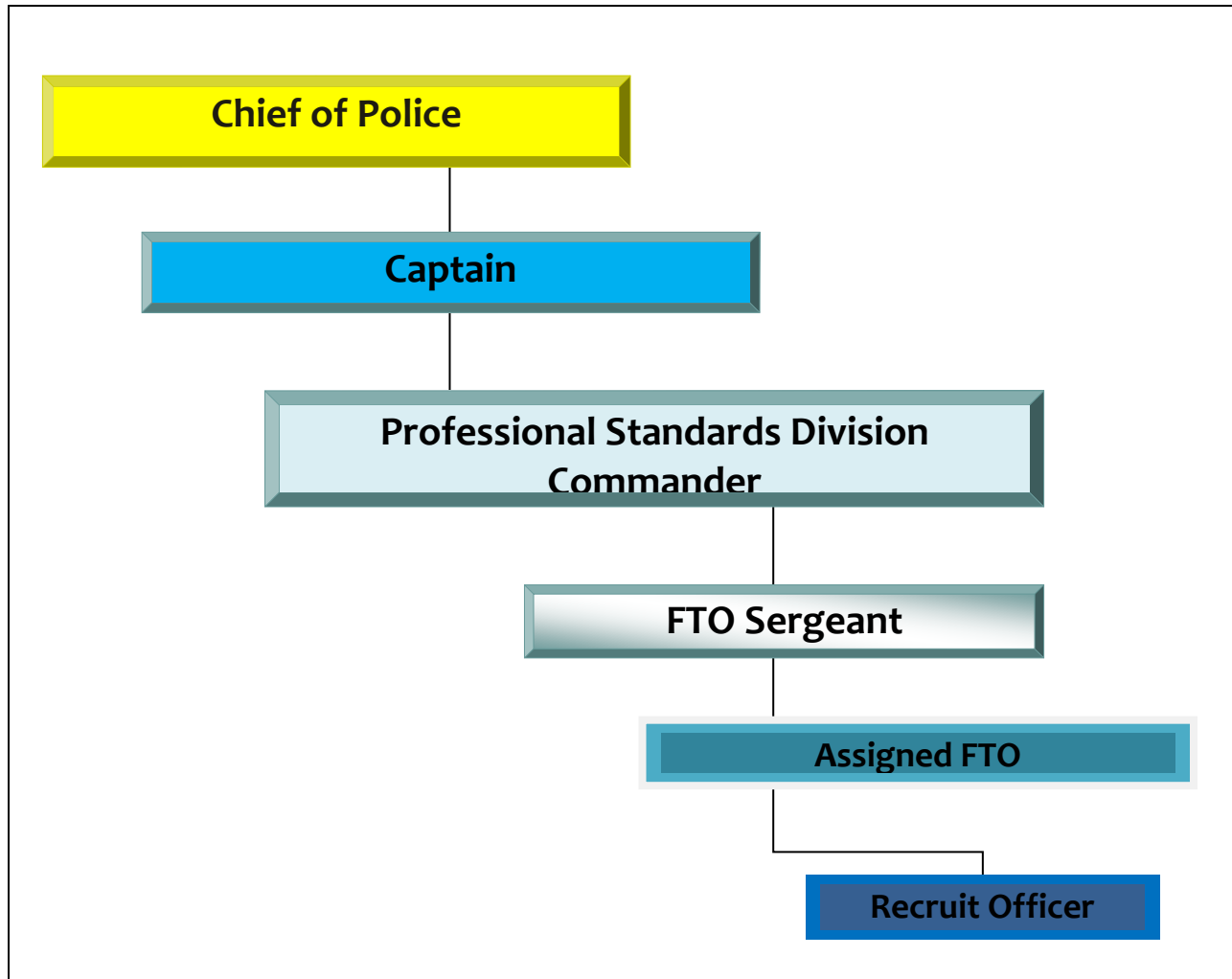
Weeks 15-18 Phase Four (Fourth FTO)

Week 19- 20 Shadow Phase (Primary FTO)

At some point of your training, you will be assigned to receive specialized training within our agency. This training could include Investigations, Youth Services, Traffic, Support Services, etc.

As a para-military organization, you should follow the chain-of-command should you have any questions or concerns regarding your performance in the program, your trainers, or your training needs. Following is the FTO Program Organizational Chart:

FTO Program Organizational Chart



**FIELD TRAINING PROGRAM
STANDARDIZED EVALUATION GUIDELINES**

The task of evaluating and rating a recruit officer's performance must be based on the following numerical scale value definitions. As guidelines, these definitions serve as a means of program standardization and continuity.

Performance Categories

ATTITUDE

1. Acceptance of Feedback/FTO/FTP

Evaluates the way the trainee accepts criticism, how the trainee interacts with the FTO, and how the trainee accepts the training program, including how the FTO's feedback is received and used to further learning and improve performance.

1 Unacceptable – Rationalizes mistakes. Denies that errors were made. Is argumentative. Refuses to, or does not attempt to, make corrections. Considers criticism a personal attack.

4 Meets Standards – Accepts criticism in a positive manner and applies it to improve performance and further learning.

7 Exceeds Standards – Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame other persons/things for errors.

2. Attitude toward Police Work

Evaluates the trainee in terms of personal motivation, goals and his/her acceptance of the job's responsibilities.

1 Unacceptable – Abuses authority. Demonstrates little dedication to the principles of the profession. Is disinterested. Lacks motivation and does not attempt to improve performance.

4 Acceptable – Demonstrates an active interest in new position and responsibilities.

7 Exceeds Standards – Strives to further professional knowledge by actively soliciting assistance from others to improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibility. Exhibits a desire to complete Field Training and become a productive member of the organization.

3. Integrity/Ethics

Evaluates the manner in which the trainee understands, accepts, and employs his/her own integrity and ethics.

1 Unacceptable – Accepts *and* employs a standard of mediocrity. Has little or no sense of accountability and/or responsibility to the department or community.

4 Acceptable – Demonstrates ability to build/maintain public trust through honesty, community awareness, and professionalism. Able to resolve ethical situations through planning, evaluation, and decision-making.

7 Exceeds Standards – Consistently demonstrates high degree of internal strength, courage, and character. Models responsibility of service and enhances public trust.

4. Leadership

Evaluates the trainee's ability to exercise influence among people using ethical values and goals for an intended change.

1 Unacceptable – Does not use command presence appropriately. Does not prevent/reduce conflict. Fails to show empathy.

4 Acceptable – Understands the difference between influence and authority. Provides expected level of competency to the community through effective collaboration, communication/ mediation, and compassion.

7 Exceeds Standards – Will not rationalize to compromise integrity. Has the courage to be flexible and employ discretion. Consistently demonstrates trust, respect, and genuine concern.

APPEARANCE

5. General Appearance

Evaluates physical appearance, dress, demeanor, and equipment.

1 Unacceptable – Fails to present a professional image. Uniform fits poorly or is improperly worn or wrinkled. Hair not groomed and/or in violation of Department regulation. Dirty shoes, weapon, and/or equipment. Equipment is missing or inoperative.

4 Acceptable – Uniform is neat/clean. Uniform fits and is properly worn. Weapon, leather, and equipment are clean and operative. Hair within regulations. Shoes and brass are shined.

7 Exceeds Standards – Uniform is neat, clean, and tailored. Leather gear is shined. Shoes are polished. Displays command bearing.

RELATIONSHIPS

6. Relationship with Citizens/Community

Evaluates the trainee's ability to interact with citizens (including suspects) and diverse members of the community in an appropriate and efficient manner.

1 Unacceptable – Abrupt, belligerent, demeaning, overbearing, arrogant, uncommunicative. Overlooks or avoids "service" aspects of the job. Is inaccessible to the public. Introverted, overly sympathetic, ineffective, prejudicial, biased. Fails to explain actions to citizens. Does not follow up on citizen requests. Poor "non-verbal" skills. Communications are confusing to the public.

4 Acceptable – Courteous, friendly, and empathetic to citizen's perceptions of problems. Communicates in a professional, unbiased manner. Fully explains police actions to public contacts and follows up on public inquiries and requests. Is service-oriented and contacts the public in non-enforcement situations. Good "non-verbal" skills. Communicates well when interacting with the public.

7 Exceeds Standards – Is very much at ease with citizen and suspect contacts. Effectively manages time to allow increased citizen contact. Quickly establishes rapport and leaves people with the feeling that the officer is interested in serving them. Is objective in all contacts. Excellent "non-verbal" skills. Routinely exhibits strong communication skills when interacting with the public.

7. Relationship with Other Department Members

Evaluates the trainee's ability to effectively interact with Department members of all ranks, capacities, and positions.

1 Unacceptable – Patronizes FTO/superiors/peers or is antagonistic toward them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instruction. Considers himself/herself superior. Belittles others. Is not a "team player." Relies on others to carry his/her share of the work.

4 Acceptable – Adheres to the Chain of Command. Good FTO, superior, and peer relationships. Demonstrates a teamwork attitude.

7 Exceeds Standards – Is at ease in contact with all members of the organization while displaying professionalism. Understands supervisors' responsibilities and their positions. Actively assists others.

8. Community Organizing and Problem-solving

Evaluates the manner in which the trainee assists members of the community in handling neighborhood issues.

1 Unacceptable – Makes little attempt to establish or attend crime-watch meetings. Does not know the resources available to the community for problem-solving. Acts as "sole authority" and does not include the public in problem-solving process.

4 Acceptable – Assists members of the community in establishing crime-watch programs. Attends established group meetings as time allows. Provides the community lists of available resources. Includes the public in problem-solving.

7 Exceeds Standards – Actively seeks out public involvement in crime-watch programs. Makes time to attend crime-watch programs and other neighborhood activities. Researches possible resources for neighborhoods to use. Encourages citizens to participate in decisions affecting their community.

PERFORMANCE

9. Driving Skill: Normal Conditions

Evaluates the trainee's skill in the operation of department vehicles under normal and routine driving conditions.

1 Unacceptable – Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation. Drives too fast or too slow for conditions.

4 Acceptable – Obeys traffic laws. Maintains control of the vehicle while being alert to activity outside of the vehicle. Drives defensively.

7 Exceeds Standards – Sets an example for lawful, courteous driving. Maintains complete control of the vehicle while operating radio, checking mobile computer terminals (MCTs), etc. Consistently demonstrates Situation-Appropriate, Focused, and Educated (SAFE) driving concepts.

10. Driving Skill: Moderate/High Stress Conditions

Evaluates the trainee's skill in vehicle operation under Code 3 situations, in situations calling for other than usual driving, and under conditions calling for other than normal driving skill.

1 Unacceptable – Involved in chargeable accidents. Uses red lights and siren unnecessarily or improperly. Drives too fast or too slow for conditions/situation. Loses control of the vehicle.

4 Acceptable – Maintains control of the vehicle and evaluates driving conditions/situation properly. Adheres to department policies and procedures regarding Code 3 pursuit enforcement driving. Practices defensive driving techniques.

7 Exceeds Standards – Displays high degree of reflex ability and driving competency. Anticipates driving situations in advance and acts accordingly. Responds well relative to the degree of stress present. Consistently demonstrates Situation-Appropriate, Focused, and Educated (SAFE) driving concepts.

11. Use of Map Book/GPS: Orientation/Response Time

Evaluates the trainee's awareness of surroundings, ability to find locations, and ability to arrive at destination within an acceptable amount of time.

1 Unacceptable – Unaware of location on patrol. Does not properly use map book or GPS. Unable to relate location to destination. Gets lost. Spends too much time getting to destination.

4 Acceptable – Is aware of location while on patrol. Properly uses map book or GPS. Can relate location to destination. Arrives within reasonable amount of time using the most practical route to reach destination.

7 Exceeds Standards – Remembers locations from previous visits and seldom needs map book or GPS. Is aware of shortcuts and utilizes them to save time. High level of orientation to the beat and the community.

12. Routine Forms: Accuracy/Completeness

Evaluates the trainee's ability to properly utilize departmental forms.

1 Unacceptable – Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.

4 Acceptable – Knows of the commonly used forms, consistently makes accurate form selection, and understands their use. Completes them with accuracy and thoroughness.

7 Exceeds Standards – Consistently completes detailed forms rapidly and accurately with little or no assistance.

13. Report Writing: Organization/Details/Use of Time

Evaluates the trainee's ability to organize reports, supply the necessary details for a good report, obtain all necessary information from reporting person and/or witnesses, and to complete a report in an appropriate amount of time.

1 Unacceptable – Fails to elicit necessary information. Unable to organize information in a logical manner and reduce it to writing. Omits pertinent details in the report. Report is inaccurate and/or incorrect. Routinely requires an excessive amount of time to complete a report.

4 Acceptable – Elicits most information and records same. Completes reports, organizing information in a logical manner. Reports contain the required information and details. Completes reports within a reasonable amount of time.

7 Exceeds Standards – Reports are a complete and detailed account of events, written and organized so that any reader understands what occurred. Completes complex reports efficiently and in a timely manner with little or no assistance.

14. Report Writing: Grammar/Spelling/Neatness

Evaluates the trainee's ability to use proper grammar, to spell correctly, and to prepare reports that are neat and legible.

1 Unacceptable – Reports are illegible. Reports contain an excessive number of misspelled words. Sentence structure and/or word usage is incorrect or incomplete. Reports are confusing and not easily understood by the reader/evaluator.

4 Acceptable – Reports are legible, and grammar is at an acceptable level. Spelling is acceptable, and errors are few. Errors, if present, do not distract from understanding the report. Report is neat and clean in appearance.

7 Exceeds Standards – Reports are *very* neat and legible. Contain no spelling or grammatical errors. Reports are thorough, complete, and easily understood by the reader/evaluator.

15. Field Performance: Non-stress Conditions

Evaluates the trainee's ability to perform routine, non-stress police activities.

1 Unacceptable – Becomes confused and disoriented when confronted with routine, non-stress tasks. Does not or cannot complete tasks. Unable to determine the appropriate course of action, avoids taking action, or employs inappropriate action for a given situation.

4 Acceptable – Properly assesses aspects of routine situations; determines appropriate action and takes same.

7 Exceeds Standards – Properly assesses aspects of both routine and complex situations. Quickly determines and employs appropriate course of action.

16. Field Performance: Stress Conditions

Evaluates the trainee's ability to perform in moderate to high stress conditions.

1 Unacceptable – Becomes emotional, panic stricken, unable to function. Holds back, loses temper, or displays cowardice. Over/under reacts or acts in unsafe or ineffective manner.

4 Acceptable – Maintains calm and self-control in most situations. Determines proper course of action and takes it. Controls a situation and does not allow it to further deteriorate. Keeps safety in mind.

7 Exceeds Standards – Maintains calm and self-control in even the most extreme situations. Quickly restores control of the situation and takes command. Determines and employs best course of action. Handles situations safely, efficiently, and effectively.

17. Investigative Skills

Evaluates the trainee's ability to conduct a proper investigation with an emphasis on crime scene investigatory procedures.

1 Unacceptable – Does not conduct a basic investigation or conducts investigation improperly. Unable to accurately identify offense committed. Fails to discern readily available evidence. Makes frequent mistakes when identifying, collecting, or submitting evidence. Does not connect evidence with suspect when apparent. Lacks skill in collection and preservation of fingerprints. Does not protect crime scene. Fails to identify and follow up obvious investigative leads.

4 Acceptable – Follows proper investigatory procedure in routine cases. Is generally accurate in identifying the nature of offense committed. Collects, tags, logs, and submits evidence properly. Connects evidence with suspect when apparent. Collects useable fingerprints from crime scenes, with little assistance, when conditions allow. Knows when to consult a supervisor, investigator, or crime scene technician when processing is needed at involved or unusual crime scenes.

7 Exceeds Standards – Consistently follows proper investigatory procedure and is routinely accurate in identifying the nature of the offense committed. Connects evidence with suspect even when not readily apparent. Collects useable fingerprints from crime scenes, with little to no assistance, when conditions allow. Actively seeks to improve evidence collection and processing skills.

18. Interview/Interrogation Skills

Evaluates the trainee's ability to use proper questioning techniques, to vary techniques to fit persons being interviewed/interrogated, and to follow proper and lawful procedure.

1 Unacceptable – Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of suspect. Fails to recognize when to give the Miranda admonishment. Fails to obtain enough information to determine what is occurring. Fails to identify citizens contacted during the investigation.

4 Acceptable – Uses proper questioning techniques. Elicits available information and records same. Establishes proper rapport with victims/witnesses. Controls the interrogation of suspects and properly conducts a Miranda admonishment.

7 Exceeds Standards – Consistently uses proper investigative questioning techniques. Establishes rapport with all victims/witnesses. Controls the interrogation of even the most difficult suspects. Conducts successful interrogations of suspects. Fully understands the legalities associated with the Miranda admonishment, and administers the admonishment appropriately.

19. Self-initiated Field Activity

Evaluates the trainee's desire and ability to observe and act upon suspicious activity and to address situations where citizens may require law enforcement assistance.

1 Unacceptable – Fails to observe and/or avoids suspicious activity. Does not investigate same. Rationalizes suspicious circumstances. Avoids or does not recognize situations where citizens may require law enforcement assistance.

4 Acceptable – Recognizes and acts upon situations requiring law enforcement contact or attention. Develops cases from observed activity. Displays inquisitiveness.

7 Exceeds Standards – Routinely acts on situations requiring law enforcement contact. Maintains "Watch Bulletins" and information provided at roll call for later use in the field. Appropriately uses the information as reasonable suspicion to detain, or to develop probable cause to arrest. Makes quality contacts and/or arrests from observed activity. "Sees" beyond the obvious. Maintains vigilance for suspicious activity and/or situations where citizens may require law enforcement assistance.

20. Officer Safety: General

Evaluates the trainee's ability to perform police tasks without injuring self or others, and without exposing self or others to unreasonable danger or risk.

1 Unacceptable – Fails to follow acceptable safety procedures. Fails to exercise officer safety, including but not limited to:

- a) Exposes weapons to suspect (handgun, baton, chemical agents, etc.).
- b) Fails to keep weapon hand free in enforcement situations.
- c) Stands in front of/next to violator's vehicle door.
- d) Fails to control suspect's movements.
- e) Fails to use illumination when necessary or uses it improperly.
- f) Does not keep violator/suspect in sight.
- g) Fails to advise Communications when leaving vehicle.
- h) Fails to maintain good physical condition.
- i) Fails to properly maintain personal safety equipment.
- j) Does not anticipate potentially dangerous situations.
- k) Stands too close to passing vehicular traffic.
- l) Is careless with gun and/or other weapons.
- m) Fails to position vehicle properly during traffic stops.
- n) Stands in front of door when making contact with occupants.
- o) Makes poor choice of which weapon to use and when to use it.
- p) Cannot articulate why a particular weapon was employed.
- q) Fails to cover other officers or maintain awareness of their activities.
- r) Stands between police and violator's vehicle on a vehicle stop.
- s) Fails to search police vehicle prior to duty and after transporting other than police personnel.

4 Acceptable – Follows acceptable safety procedures. Understands and applies them.

7 Exceeds Standards – Consistently works safely. Foresees dangerous situations and prepares for them. Keeps partner informed and determines best position for self and partner. Is not overconfident. Serves as an "officer safety" model for others.

21. Officer Safety: Suspicious Persons, Suspects, and Prisoners

Evaluates the trainee's ability to perform police-related tasks safely while dealing with suspicious persons, suspects, and prisoners.

1 Unacceptable – Violates officer safety practices as outlined in SEG 20 (above). Additionally, fails to "pat search," allows people to approach while seated in patrol vehicle, fails to handcuff when appropriate. Conducts poor searches and fails to maintain a position of advantage that could prevent attack or escape.

4 Acceptable – Follows acceptable safety procedures with suspicious persons, suspects, and prisoners. Routinely works with an officer safety mindset.

7 Exceeds Standards – Foresees potential dangers or hazards and acts to mitigate or eliminate them. Consistently maintains control and a position of advantage during contacts in the field. Remains alert to changing events and adjusts accordingly to maintain safety and control. Serves as a model for officer safety.

22. Control of Conflict: Voice Command

Evaluates the trainee's ability to gain and maintain control of situations through verbal command and instruction.

1 Unacceptable – Speaks too softly or timidly, speaks too loudly, confuses or angers listener by what is said and/or how it is said. Speaks when inappropriate. Unable to use a confident/commanding tone of voice.

4 Acceptable – Speaks with authority in a calm, clear voice. Proper selection of words and knowledge of how and when to use them. Commands usually result in compliance.

7 Exceeds Standards – Completely controls situations with voice tone, word selection, inflection, and command bearing. Restores order in even the most trying situation through voice and language usage.

23. Control of Conflict: Physical Skill

Evaluates the trainee's ability to use the proper level of force for the given situation.

1 Unacceptable – Employs too little or too much force for a given situation. Is physically unable to gain compliance or effect an arrest. Does not use proper restraints or uses them improperly.

4 Acceptable – Obtains and maintains control through the proper use and amount of force. Uses restraints effectively.

7 Exceeds Standards – Displays above average knowledge and skill in the use of restraints. Extremely adept in employing the proper use of force for a given situation. Understands the legalities involved in the use of force.

24. Problem-solving Techniques/Decision Making

Evaluates the trainee's performance in terms of ability to perceive problems accurately, form valid conclusions, arrive at sound judgments, and make proper decisions.

1 Unacceptable – Acts without thought or good reason. Avoids problems. Demonstrates a failure to understand problem-solving techniques by not using them or not applying them effectively. Fails to ask the right questions. Does not assess a proper or effective response to the problem. Is unable to reason through a problem and come to a conclusion. Is unable to choose alternative solutions. Is indecisive, naive. Cannot recall previous solutions and apply them in similar situations.

4 Acceptable – Able to reason through a problem and come to an acceptable conclusion in routine situations. Perceives situations as they really are. Is capable of explaining what a problem-solving model is. Generates proper questions designed to identify problem. Generally able to choose a solution. Analyzes response for further action. Makes decisions with little assistance. Makes reasonable decisions based on information available.

7 Exceeds Standards – Able to reason through most routine and complex situations and reach appropriate conclusions. When confronted with a problem, uses department-endorsed problem-solving approach/model. Has keen perception. Identifies root causes of problems, not just symptoms. Anticipates problems and prepares potential resolutions in advance. Relates past solutions to present situations and selects workable solutions. Properly assesses response, adjusts accordingly, and plans for follow-up.

25. Communications: Appropriate Use of Codes/Procedure

Evaluates the trainee's use of communications equipment in accordance with department policy and procedure.

1 Unacceptable – Violates policy concerning use of communications equipment. Does not follow correct procedures. Does not understand or use proper communication codes/language.

4 Acceptable – Complies with policy and accepted procedures. Has good working knowledge of most common codes/language and uses communication equipment appropriately.

7 Exceeds Standards – Consistently adheres to department communications policies. Has superior working knowledge of codes/language used during communications, and properly applies that knowledge as appropriate.

26. Radio: Listens and Comprehends

Evaluates the trainee's ability to pay attention to radio traffic and to understand the information transmitted.

1 Unacceptable – Repeatedly misses own call sign and is unaware of traffic in adjoining beats. Requires dispatcher to repeat radio transmissions or does not accurately comprehend transmission.

4 Acceptable – Copies own radio transmissions and is normally aware of radio traffic directed to adjoining beats.

7 Exceeds Standards – Is aware of own traffic and what is occurring throughout the service area. Recalls previous transmissions and uses that information to advantage.

27. Radio: Articulation of Transmissions

Evaluates the trainee's ability to communicate with others via the law enforcement radio.

1 Unacceptable – Does not pre-plan transmissions. Over/under modulates. Improperly uses microphone. Speaks too rapidly or too slowly. Multiple complaints regarding trainee's use of the radio.

4 Acceptable – Uses proper procedure with clear, concise, and complete transmissions. Few complaints regarding trainee's use of the radio.

7 Exceeds Standards – Transmits clearly, calmly, concisely, and completely, even in stressful situations. Transmissions are well thought out and do not have to be repeated. No complaints regarding trainee's use of the radio.

28. Mobile Computer Terminal (MCT): Use/Comprehension/Articulation

Evaluates the trainee's ability to operate the terminal and receive and send clear communications via MCT.

1 Unacceptable – Does not understand dispatch and/or message formats. Does not recognize messages addressed to his/her unit. Fails to properly update the status of the unit. Is unfamiliar with formats necessary for routine operation and inquiries. Is unable to compose understandable text. Does not recognize officer safety issues involved in dispatch calls. Violates FCC regulations and/or department policy.

4 Acceptable – Understands the operation and formats required for all function and status keys. Can communicate by administrative message. Understands message, dispatch, and database formats used daily by officers. Properly updates status. Readily recognizes officer safety issues involved in the disposition of calls. Types clear and brief messages. Adheres to FCC regulations and department policy.

7 Exceeds Standards – Consistently recalls dispatch information without running summaries. Understands CAD, DMV, and CLETS error messages. Proficient in use of all function keys, administrative messages, and BOLO file retrieval.

KNOWLEDGE**29. Department Policies and Procedures**

Evaluates the trainee's knowledge of department policies/ procedures and ability to apply this knowledge under field conditions.

A. Reflected by Verbal/Written/Simulated Testing:

1 Unacceptable – When tested, answers with less than 70% accuracy.

4 Acceptable – When tested, answers with at least 70% accuracy.

7 Exceeds Standards – When tested, answers with 100% accuracy.

B. Reflected in Field Performance:

1 Unacceptable – Fails to display knowledge of department policies, regulations, and/or procedures, or violates same.

4 Acceptable – Familiar with most commonly applied department policies, regulations, procedures, and complies with same.

7 Exceeds Standards – Has an excellent working knowledge of department policies, regulations, and procedures, including those less known and seldom used.

30. Criminal Statutes

Evaluates the trainee's knowledge of the criminal statutes [Penal Code (PC), Vehicle Code (VC), Welfare & Institutions (W&I), Business & Professions Code (B&P or BPC), Health & Safety Code (H&S or HSC), and all city/county codes] and his/her ability to apply that knowledge to field situations.

A. Reflected by Verbal/Written/Simulated Testing:

1 Unacceptable – When tested, answers with less than 70% accuracy.

4 Acceptable – When tested, answers with at least 70% accuracy.

7 Exceeds Standards – When tested, answers with 100% accuracy.

B. Reflected in Field Performance:

1 Unacceptable – Does not know the elements of basic code sections. Does not recognize criminal offenses when encountered or makes mistakes relative to whether crimes have been committed and, if so, which crimes. Incorrectly identifies violation(s). Provides incorrect court assignments or dates.

4 Acceptable – Recognizes commonly encountered criminal offenses and applies appropriate code section. Recognizes differences between criminal and non-criminal activity. Correctly identifies violation(s). Provides correct court assignments and dates.

7 Exceeds Standards – Has outstanding knowledge of all codes and applies that knowledge to normal and unusual activity quickly and effectively. Consistently able to locate lesser known code sections in reference material.

31. Criminal Procedure

Evaluates the trainee's knowledge of criminal procedures including laws of arrest, search and seizure, warrants, juvenile law, etc. Evaluates ability to apply those procedures to field situations.

A. Reflected by Verbal/Written/Simulated Testing

1 Unacceptable – When tested, answers with less than 70% accuracy.

4 Acceptable – When tested, answers with at least 70% accuracy.

7 Exceeds Standards – When tested, answers with 100% accuracy.

B. Reflected in Field Performance

1 Unacceptable – Violates procedural requirements. Attempts to conduct illegal searches, fails to search when appropriate, attempts to seize evidence illegally, and arrest unlawfully.

4 Acceptable – Follows required procedure in commonly encountered situations. Conducts proper searches and seizes evidence legally. Makes arrests within guidelines.

7 Exceeds Standards – Follows required procedure in all cases, accurately applying the law relative to searching, seizing evidence, release of information, and effecting arrests.

**SAN RAMON POLICE DEPARTMENT
FTO MANUAL**

Report Writing Log

Soon after entering the Field Training Program, the recruit police officer is exposed to the many and varied duties that will confront him/her daily as a police officer. As the training continues, it will become clear that the duty taking the greatest amount of the Recruit Officer's time is the writing of police reports.

The Field Training Program is designed to emphasize the importance of report writing and illustrate to the Recruit Officer that he/she must never underestimate the value of writing accurate police reports. The officer will learn that very often the decision to pursue criminal prosecution is based on the strength of the written report.

The training and evaluation of the recruit police officer in the preparation of police reports is therefore a critical element of the Field Training Program. The success or failure of a recruit police officer may often be determined on his/her ability to write good police reports.

As a means to track the progress of each Recruit Officer in report writing, a detailed list will be maintained by the assigned Field Training Officers. This list, the **Report Writing Log**, is found on pages 20 through 25 of the FTO Manual.

The **Report Writing Log** will be used to list the case number and classification of all reports completed by the Recruit Officer during his/her training. A space for comments on the quality of each report is also provided on that form.

The Field Training Coordinator will review these lists periodically as the training program progresses. The Recruit Officer is encouraged to regularly check the list to assess his/her own progress.

Intentionally Left Blank

**SAN RAMON POLICE DEPARTMENT
FTO MANUAL**

Recruit Officer Orientation

The Recruit Police Officer's first two weeks of employment will be spent in a structured orientation program. This program is designed to provide the Recruit Officer with a general overview of the structure and operation of the City of San Ramon, the divisions and bureaus of the San Ramon Police Department, and various other agencies and facilities in the area. The officer will also undergo the normal personnel processing, benefit orientation, and equipment issuance during this period.

The Recruit Officer's orientations schedule will be coordinated by the Training Coordinator. Activities during this period will normally include a swearing in ceremony, firearms qualification, Taser training and certification, certification with impact weapons and certification in weaponless defense techniques. In house training will also be provided in Crime Scene Investigations, Evidence Collection, Arrest Law and Procedures, Computer Applications, Report Writing, Investigations, Juvenile Procedures, Community Policing, Traffic Accident Investigation and Traffic Enforcement. Recruit Officers will not be evaluated during this period.

The PHASE ONE Field Training Officer shall ensure that the Recruit Officer received the following during the Orientation Period, and correct deficiencies as necessary:

Section I

(1) To be issued at this time:

Equipment to be issued by Training Coordinator Personnel:

_____ Police ID Card	_____ Handcuffs (2)
_____ Badge	_____ Handcuff Case (2)
_____ Name Tag/ Flag Pin	_____ ASP
_____ Miranda Cards	_____ ASP Holder
_____ Class A Jacket (Academy Sponsored)	_____ Tie/Tie Clip
_____ Name Tag/Flag Pin	_____ Uniform Pants (2)
_____ Short Sleeve Shirts (2)	_____ Long Sleeve Shirts (2)
_____ Class C Shirt/Pant	_____ Foul Weather Jacket
_____ Traffic Vest	_____ SRPD Baseball Hat
_____ Spit Mask	_____ Silent Key Holder
_____ Radio Holder	_____ Duty Belt
_____ O.C.	_____ Inner Belt/Keepers (4)
_____ O.C. Holder	_____ Department Key fob/ Keycard
_____ Firearm	_____ Rain Gear (Pants/Jacket)
_____ Holster	_____ Locker

- _____ Three Magazines
- _____ Magazine Case
- _____ Taser/Holster
- _____ Taser Cartridges
- _____ Chemical Mask/Bag
- _____ Qwik Codes
- _____ Cell Phone/Charger
- _____ Pocket CPR Mask
- _____ Business Cards
- _____ Glove Pouch Holder
- _____ Flashlight/ Charger/ Holder
- _____ Whistle
- _____ Tactical Light (Optional)
- _____ Thumb drive for Evidence Collection
- _____ Ballistic Vest
- _____ Map Book
- _____ Penal Code
- _____ Vehicle Code
- _____ Cite Book
- _____ Fingerprint Kit
- _____ Portable Radio/Charger
- _____ Equipment Bag
- _____ Ear Piece
- _____ Straight Baton
- _____ Tourniquet/ Holder
- _____ L3 Thumb drive
- _____ Drop Pouch for AR-15

Section II

A. The Recruit Officer will receive an introduction to, and explanation of, the following Police Department operations or bureaus:

- 1) Investigation Division _____
- 2) Youth Services Division _____
- 3) Traffic Division _____
- 4) Records Division _____
- 5) Property Room _____
- 6) Crime Scene Investigations _____
- 7) Training Division _____
- 8) Crime Prevention _____
- 9) City Fire Stations _____
 - a) Fuel Procedures _____
- 10) City Schools _____
 - a) Elementary Schools _____
 - b) Middle Schools _____
 - c) High Schools _____
 - d) DVC Extension _____

- 11) Bishop Ranch _____
- a) Roundhouse _____
- b) Chevron _____
- c) City Center _____