Instructional Goal: To provide Police Service Representative (PSR) III's with the fundamental knowledge and tools to be a competent Instructor and Bureau Communications Coordinator (BCC).

NOTE: Police Service Representative III is the term Los Angeles Police Department uses to refer to Dispatcher Instructors.

Performance Objective:
- Students will be aware of the general duties/role of a PSR Instructor
- Students will be aware of the general duties/role of a BCC

I. INTRODUCTION AND OVERVIEW   (1 HOUR)

- A.   Introduction
  1. Instructor(s)
     a. Name
     b. Assignment
     c. Experience
     d. Contact Numbers
- B.   Administrative Responsibilities
  1. Course Roster
  2. Facility Information
  3. Agenda
- C.   Brief Overview of Training Goals and Objectives
  1. Understanding the role, responsibilities, and duties of the Dispatch Instructor within Communications Division.
  2. Instructor development using lectures and learning activities on the following topics:
     a. Presentation skills utilizing effective and meaningful organization of content; Introduction, Body, and Conclusion.
     b. Adult Learning Styles
     c. Trainee Performance Standards
  3. Students will review policies and procedures on:
     a. Mobile Field Force (MFF) and Tactical Alerts
     b. Computer-Aided Dispatch (CAD) Maintenance Menus
- D.   Required Learning Activity
  1. The students will participate in a learning activity that provides a means of interviewing and introducing each other to the class. Each student will become familiar with speaking in front of the class in a group setting.

II. BUREAU COMMAND COORDINATOR DUTIES AND RESPONSIBILITIES   (2 HOURS)

- A.   Duties and Responsibilities
  1. Log on to the Telephone System. Answer all incoming telephone lines with the division name, the assigned position, and operator number.
  2. Train, assist, and/or review policy and procedure with Communications Division personnel as needed.
  3. Advise the floor supervisor and/or Watch Commander of system irregularities, emergencies, and unusual occurrences, and assist supervisors with assembling a Mobile Field Force (MFF).
  4. Perform Emergency Board Operator (EBO) functions when necessary.

5. Assist the concerned Radio Telephone Operator (RTO) when a field unit requests support personnel.
6. Update Radio Telephone Operator (RTO) positions and radiofrequency assignments in the Computer-Aided Dispatch (CAD) and radio system.
7. Monitor incident queues.
8. In the absence of Area Command Center (ACC) personnel, perform callback functions for calls holding in the queue. Assign timed-out calls for service to appropriate Area/Division personnel.
9. Follow procedures for ROVER activations; unassigned and assigned.
10. Monitor all officer emergencies and urgent field situations within the assigned bureaus to ensure proper handling. Assist partner BCC during urgent field situations or emergencies.
11. Assist officers with MDC (Mobile Digital Computer) problems. Beat Plans and adjacency tables are handled by Emergency Command Control Communications System Division (ECCCSD).
12. Make telephonic notifications to the Department Operation Center (DOC).
13. Assist Area/Divisional Watch Commanders and Supervisors with updating Premise Hazard files.
14. Upon receipt of teletypes, create an incident and broadcast all missing juvenile or critical missing information.
15. Handle urgent requests from field officers for Sign Language Interpreters (SLI).
16. Notify outside agencies of incidents that may impact their jurisdiction. Provide any pertinent information including but not limited to; suspect/vehicle information, weapons involved and direction of travel.
17. Monitor the "LAPD Access" channel and "Air/K9" digital and analog frequencies. If a request is made on either channel the concerned BCC shall handle the request. Divisional Order No.4, dated March 24, 1998.
18. Deploy and log-on Air units The BCC who receives the deployment and log-on information from Air Support Division (ASD) shall handle the request.
    a. If deployment information is not received by the first hour of their watch BCC 1 shall call ASD and obtain deployment information.
19. All BCCs shall monitor the Electronic Satellite Pursuit System (ESP).
20. Complete miscellaneous duties as assigned by the Watch Commander or Supervisor.

B. Individual BCC Duties and Responsibilities
    1. BCC 1 - Central Bureau
        a. Ultimately responsible for the acknowledgement of requests made on "Air/K9" digital and analog frequencies.
        b. Initiate Bureau-Wide broadcast notifying field units of tactical alerts, or mobilization if the occurrence is in Central or South Bureau. Initiate City-Wide broadcast notifying field units of system degradation (Mode Two).
        c. Monitor the Network Communications System (NECS) terminal printer. Ensure the terminal is working properly, retrieve all, and distribute to the concerned BCC.
        d. Monitor the "LAPD Access" channel.
        e. Contact ASD if deployment information is not received by the first hour of their watch to log on the Air units.
    2. BCC 3 - South Bureau
        a. BCC 3 shall always be staffed.
        b. If a BCC is unable to be staffed their partnered BCC shall sign on the absent BCC.

      c.   Handle initial broadcast of all unassigned ROVER/ASTRO Radio activations.

      d. AM Watch shall collect the daily Mode Two tickets and completed Adam Control Cards.

      e. Monitor the "LAPD Access" channel.

      f. Obtain the motor code from Central and South Traffic Divisions. Watch Commander two hours before the start of their watch. Broadcast the codes at 15-minute intervals to Central and South Traffic Divisions for the first hour.

    NOTE: BCC 1 and 3 are deployed at the MCDC and shall assist each other when needed.

    3.   BCC 2 - Valley Bureau

      a. BCC 2 shall always be staffed.

      b. If a BCC is unable to be staffed their partnered BCC shall sign on the absent BCC.

      c. AM Watch shall collect the daily Mode Two tickets with completed Adam Control Cards.

      d. Initiate Bureau-Wide broadcasts notifying field units of tactical alerts, or mobilization if the occurrence is in the Valley or West Bureaus.

      e. Monitor the "LAPD Access" channel.

      f. Responsible for creating an incident and contacting the Division involving unassigned ROVER/ASTRO activations for non-patrol specialized units.

    4.   BCC 4 - West Bureau

      a. Monitor the Network Communications System (NECS) terminal printer. Ensure the terminal is working properly, retrieve all teletypes and distribute to the concerned BCC.

      b. Ultimately responsible for the acknowledgment of requests on the "LAPD Access" channel.

      c. Deploy the Metropolitan Division Task Force and any miscellaneous Task Force units working in the Valley or West Bureaus.

      d. Obtain the motor code from Valley and West Traffic Divisions Watch Commander two hours before the start of their watch. Broadcast the codes at 15-minute intervals to Valley and West Traffic Divisions for the first hour.

    NOTE: BCC 2 and 4 are deployed at the VCDC and shall assist each other when needed.

  5. Auxiliary BCC

      a. Log on the Telephone System in the BCC queue and the CAD System as a BCC.

      b. In the absence of ACC personnel perform callback functions for calls holding in the queue.

      c. Monitor the NECS terminal printer and ensure the terminal is working properly. Retrieve all teletypes and handle them according to policy and procedures.

      d. Deploy Metropolitan Division and any miscellaneous Task Force units.

    NOTE: The primary responsibility of the Auxiliary BCC is to assist the other BCCs with their duties. If the Auxiliary BCC is deployed in the VCDC they will assist Valley and West Bureaus and if deployed in the MCDC they will assist Central and South Bureaus. The deployment of an Auxiliary BCC is the discretion of the Supervisor.

C.   Closing

1. Open Discussion
2. Review to reinforce the duties of a BCC

III.   MOBILE FIELD FORCE AND TACTICAL ALERTS OVERVIEW   (3 hours)

A. Unusual Occurrence (UO)
   1. Minor
   2. Serious
   3. Major

B. Tactical Alert
   1. Tactical Alert is the preliminary stage of the Department Mobilization Plan for unusual occurrences. The officer declaring a Tactical Alert shall provide the Watch Commander of Communications Division with a situation report including:
      a. Location and nature of the incident
      b. Anticipated personnel and equipment need
      c. Anticipated duration of the incident
      d. Likelihood of the incident escalating (short and long term)
   2. Tactical Alert – Guidelines
      a. A Tactical Alert requires officers in the Affected Area to confine their activities to police work of major importance.
   3. Communications Division will be required to screen all incoming calls and refer callers when applicable.
   4. Calls for service in the alerted Area(s) shall be dispatched according to established guidelines for the following types of calls:
      a. Priority I
      b. Priority II
      c. Domestic Violence
      d. Code Thirty's
      e. Shots Fired
      f. Priority I II Traffic calls
   5. BCC Responsibility
      a. Closing Priority III calls and telephoning PRs
         1) Exceptions
         2) Tactical Alert broadcast procedures
C. Modified Tactical Alert – Guidelines
   1. In some instances, the Department Commander will initiate a modified Tactical Alert. This usually occurs when it is necessary to hold over watches but not alter normal operating procedures.
      a. General guidelines; Specific instructions will be announced for each occurrence.
         1) Officers are not required to limit their activities to police work of   major importance.
         2) All routine requests (i.e., code ten, database inquiries) are processed by Communications Division.
         3) Communications Division will not screen calls for service
D. Mobile Field Force - Communications Division Responsibilities

      1.   Communications Division Watch Commander shall cause notice of the Tactical Alert to be broadcast Department-wide by radio, Area Command Center (ACC), and Network Communications System (NECS) message.
         a. The broadcast shall be repeated on the appropriate radio channels every fifteen minutes during the first hour.

      2.   The Communications Division Watch Commander shall make telephonic notifications with the following information;
         a. Location and nature of the incident
         b. Anticipated duration of the incident
         c. Likelihood of the incident escalating shall be provided

      3.   The Field Commander is responsible for determining the number of officers needed and how alerted personnel will respond to the incident.

      4.   The Communications Division Watch Commander shall consider the nature of the UO, and its potential to deplete Department resources, and the potential use of the MFF concept when determining which Bureaus and Areas to alert.
      a.   UO Depletion Chart
         b. Minimum Operating Force (MOF)

      5.   Communications Division personnel shall use the UO Board to list Command Post (CP) information.

      6.   Monitor and record all UO-related activity on all radio frequencies and compile a log of significant UO-related information.

      7.   Dispatch necessary logistics (personnel and material) to the involved Area or the Field Command Post (FCP) as required by circumstances or as requested by the Field Commander.

      8.   Assignment to DOC, FCP, ACC, other Task Force details

E.   Holding Over Watches

      1.   When a Tactical Alert is initiated, all on-duty watch personnel will be held over until:
         a.   Authorized to Release Personnel
         b.   Cancellation of Tactical Alert

      2.   The Field Commander shall be responsible for the cancellation of a Tactical Alert and shall notify Communications Division Watch Commander when a Tactical Alert is canceled.

F.   Mobilization

      1.   Mobilization is the principal personnel deployment plan for UO control and may involve the entire Department or selected Areas/Divisions and is activated when;
         a.   Magnitude of UO will require major deviation from normal police operations
         b.   The forces assembled by a Tactical Alert are insufficient to meet the tactical situation.

      2.   Implementation requirements
         a.   Extension of the workday to twelve-hour watches
         b.   Temporary deferment of days off
         c.   Recalling of off-duty officers
         d.   Preparing for the fulfillment of EOC requests for personnel and equipment.

      3.   Communications Division Mobilization
         a.   Implementation of twelve-hour watches

          b.   All personnel shall report no later than 0600 and 1800 hours unless otherwise directed

          c.   EOC or DOC Personnel shall report at 0500 and 1700 hours

          d.   Cancellation of days off including T/O and single vacation days, not in conjunction with a scheduled vacation

          e.   Alerting off-duty personnel

          f.   Arranging an inventory of personnel and equipment remaining in the division.

    4.   Mobilization Broadcast

          a.   When a Mobilization is initiated, the Communications Division Watch Commander shall cause a notice of the Mobilization to be broadcast Department-wide by radio, ACC and NECS message.

          b.   The broadcast shall specify the watch ("A" OR "B") and the Areas and Divisions mobilized. The number of Areas and Divisions included will depend on the anticipated personnel needs of the Field Commander.

          c.   The radio broadcast shall be repeated every fifteen minutes for two hours following the original Mobilization broadcast. If additional Areas or Divisions are mobilized, that information shall be added to the original broadcast or declared in a supplementary broadcast.

    5.   Releasing of Off-going Watches

          a.   Off-going watches may be released only with the approval of the Department Commander. Watch Commanders desiring to release off-going watches must obtain approval through the DOC personnel officer.

    6.   Cancellation of Mobilization

          a.   Approval for cancellation of a mobilization shall be obtained from the Department Commander. When a mobilization has been canceled, the DOC personnel officer will cause the broadcast of the cancellation by radio, ACC and NECS message as allows.

          b.   The radio broadcast shall be repeated every fifteen minutes during the first two hours following the original cancellation broadcast.

G.   Required Learning Activity: Mobile Field Force Exercise

    Purpose: The student will participate in a learning activity that will provide the student to identify the duties and responsibilities of a PSR III Bureau Communications Coordinator in the event of a Mobile Field Force.

H.   Closing/Debrief
Instructors will review the learning activity with students to reinforce comprehension.

IV.   COMPUTER AIDED DISPATCH MAINTENANCE MENUS   (2 hours)

A.   Premise Hazard

    1.   Categories

        a. Caution Locations

        b. Government Buildings

        c. Special Instructions

        d. Info/Misc.

    2.   Identifiers

        a. Caution Location

        b. Government Building

        c. Special Instructions

d. Info/Misc.
3. Adding a Premise Hazard Location
a. Commands
4. Creating, Viewing/Modifying, Deleting, or Printing Premise Hazard Locations

B. Police Vehicle Data
1. Adding information
2. Accessing database

C. Personnel Database
1. Adding information
2. Accessing database

D. Radio Maintenance
1. ROVER e-Book
E. Learning Activity/Simulations: The student will participate in a learning activity that will reinforce the student's understanding of the Computer-Aided Dispatch Maintenance Menus.

V. INSTRUCTOR DUTIES AND RESPONSIBILITIES (2 hours)

A. Duties and Responsibilities
1. The *primary* mission of the PSR III Instructor is to help the Trainee <u>succeed.</u>
2. The PSR III Instructor must be familiar with the contents of the Department and Communications Division Manuals, orders, training bulletins, directives, notices, and applicable laws. Instruction must be provided in accordance with these documents.
a. Familiarize the trainee with situations they may encounter and assist them in developing appropriate responses and solutions. They may not be exposed to a situation except by learning of your experiences.
b. Be familiar with the mechanics of the learning process and apply effective strategies to impart information to others.
3. Maintain a good attendance record; observe work rules and hours.
4. Be professional. Provide accurate, consistent instruction.
a. Do not use profanity. Refrain from inappropriate comments. Social interactions shall not interfere with training
b. Provide ongoing instruction. Maximize slow periods at the position by reviewing policies and procedures, correcting deficiencies, reviewing training goals, etc. Know your manual and use it as a study guide.
c. Instruction shall be consistent with set policies and procedures.
5. Respect the individuality and human dignity of all employees.
a. Do not verbally abuse or demean the trainee publicly or privately. Body language is just as important as the verbal response.
b. Respect personal space. Refrain from using physical contact of any type.
c. Exhibit patience and understanding. Deal with the trainee as an adult.
6. Build and maintain a positive, result-oriented working environment for the Trainee(s).
a. Provide the information and develop the skills necessary to perform the job.
b. Reinforce and clarify policies and information.

       c.   The instructor is ultimately responsible for what occurs at the position.

       d.   Personal business shall be conducted on your breaks or lunch.

       e.   Allow trainees to work the position as much as possible.

       f.   Assume control of the position if the trainee cannot handle it.

       g.   Work in a variety of positions.

7. Provide a fair, objective, and accurate assessment of the Trainee's performance.
   a. Discuss and provide feedback for both deficient and satisfactory performance on a daily and weekly basis.
   b. Listen to the Trainee, especially if they have ideas or suggestions regarding improvement of their performance.
   c. Daily and Bi-Weekly Evaluations shall be submitted promptly.
   d. The Evaluation should focus on the quality of the Trainee's work performance and attitude relative to the training process.

B. Required Learning Activity: Police Service Representative Duties and Responsibilities

    Purpose: The student will participate in a learning activity that will provide the student to identify duties and responsibilities of a PSR III instructor position.

C. Closing/Debrief
   1. Instructors will review the learning activity with students to reinforce comprehension.

VI. TRAINEE PERFORMANCE STANDARDS   (2 hours)

A. Performance Standards
   1. The performance standards were established to clearly define the skill level, expectations, and learning guidelines used to measure proficiency in the evaluation of performance which is reviewed with probationary employees during each evaluation period.
   2. The performance standards outline specific policies and procedures that each trainee is expected to perform proficiently to qualify.
      a. Performance is rated in the following categories:
         1) Not Applicable – The category does not apply to the trainee at their level of hands-on training.
         2) Not Observed – The instructor did not observe this category.
         3) Proficient – The trainee has met the standard of proficiency for a task or skill as outlined in the performance standards.
         4) Not Proficient - The trainee did not perform the required task as outlined in the performance standards.
         5) Overall Performance – The Watch Training Coordinator will determine the overall performance and check off this portion of the bi-weekly face sheet.

B. Probationary Employee positions evaluated
   1. Radio Telephone Operator
   2. Auxiliary Telephone Operator
   3. Emergency Board Operator

C. Purpose of Performance Standards
   1. Set learning guidelines

2.　　Used by instructors to measure performance and skill level
3.　　Categorized by sections and proficiency
4.　　Used to set a goal and reinforce expectations

D.　　Application:　Bi-weekly Probationary Evaluation Report
1.　　Completion of a Bi-weekly Probationary Evaluation Report with attached dailies.

E.　　Key Points
1.　　To ensure accuracy and consistency, each PSR III Instructor must have a clear understanding of the Performance Standards.
2.　　Instructors should review the Performance Standards with Trainees and set goals to reinforce what is expected of them.

VII.　ADULT LEARNING　　　　　　　　　　　　　　　　　　　　(2 hours)

A.　　Basic Training
1.　　Teaching is an Art.
a.　　The establishment of a positive learning climate depends on understanding the characteristics of adult learners such as relevance, motivation, participation, positive feedback, and uniqueness.
b.　　The foundation for adult learning.

2.　　Instruction is based on five basic principles.
a.　　Leadership
b.　　Experience
c.　　Appeal
d.　　Respect
e.　　Novel Styles

3.　　Individuals teach and learn differently
a.　　Visual Learner
b.　　Auditory Learner
c.　　Tactile Learner
d.　　Kinesthetic Learner

4.　　Front Loading
a.　　First Impressions
b.　　Goals and expectation
c.　　Self-Evaluation
d.　　Understand Relevance
e.　　Training

B.　　What is Psychological First Aid?
1.　　Psychological First Aid (PFA) is an evidence-informed approach that is built on the concept of human resilience.　PFA aims to reduce stress symptoms and assist in a healthy recovery following a traumatic event, natural disaster, public health emergency, or even a personal crisis.

C.　　Situations Requiring Psychological First Aid
1.　　Psychological first aid is most needed at the first sign that an employee cannot perform the mission because of emotional distress.

2. Stress is inevitable in law enforcement operations and disasters, such as floods, hurricanes, tornadoes industrial and aircraft catastrophes.
3. Most emotional reactions to such situations are temporary, and the person can still carry on with encouragement.
4. Painful or disruptive symptoms may last for minutes hours or few days.
5. If the stress symptoms are seriously disabling, they may be psychologically contagious and endanger not only the emotionally upset individual but also the entire watch.
6. Sometimes people continue to function well during the disastrous event but suffer from emotional scars which impair their job performance or quality of life later.
7. Painful memories and dreams may recur for months and years and still be considered a normal reaction.
8. Memories can be so painful that the person must avoid all situations which arouse these memories.
9. They can become socially withdrawn, or show symptoms of anxiety, depression, or substance abuse, they may need treatment.

D. Goals of Psychological First Aid
1. Be supportive; assist the involved person in dealing with their stress reaction.
2. Prevent and if necessary control, behavior harmful to them and others.
3. Return the person to duty as soon as possible after dealing with the stress reaction.
4. Respect for Others' Feelings
5. Emotional and Physical Disability
6. Reactions to Stress
7. Emotional Reactions
8. Loss of Adaptability
9. Sleep Disturbance and Repetitions
10. Other Factors
11. Psychiatric Complications
    a. Although the behaviors described usually diminish with time, some do not.
    b. A person, who has not improved somewhat within a day, even though he has been given warm food, time for sleep, and opportunity to ventilate, or who becomes worse, deserves specialized medical/psychiatric care.
    c. Do not wait to see if what he/she is experiencing will get better with time.
12. Application
    a. Most employees build barriers against fear and stress.
    b. They do this for their protection, although they are probably not aware that they are doing it.
13. Ventilation
    a. After the employee becomes calmer, they are likely to have dreams about the stressful event.
    b. They also may think about it when they are awake or even repeat their reaction to the event.
    c. One benefit of this natural pattern is that it helps them master the stress by going over it.
    d. Encourage them to talk.
    e. Be a good listener.

    f. Let them tell in their own words what happened.
   14. Assistance
     a. Supervisors
     b. Peers
     c. Friends
     d. Behavioral Science Services
     e. Outside Assistance

VIII. PRESENTATION SKILLS: INTRODUCTION, BODY, AND CONCLUSION   (2 hours)

  C. Competent effective speaking
    1. Introduction
     a. Subject introduction
     b. Explain performance objectives
     c. Impart the new knowledge to the learner.
     d. Arrange the material to be taught in an effective order, emphasizing the most essential aspects.
    2. Body
     a. The main part of the presentation is the body. The body must expound, explain, support, and defend the thesis revealed in the introduction. All main points must be covered. Use examples and illustrations for statements that are difficult for the audience to understand. Graphic illustrations and other visual aids not only help to clarify your message but also add color and credibility.
    3. Conclusion
     a. A clear summary of your purpose and main points will ensure that the audience gets the big picture. Use the same keywords used in the body and make a fresh, brief, and concise restatement of your case. This helps to drive your main points home and ensures that your listeners have a clear understanding of your intentions.
     b. The learner is accountable for what is presented.
  D. Required learning activity
    Purpose: The student will participate in a learning activity that will reinforce the effectiveness of competent speaking. The activity will provide the students with the opportunity to strengthen language skill development.
  C. Closing/Debrief
   1. Instructors will review the learning activity with the students to reinforce the comprehension of communication skills.

IX. HOURLY REQUIREMENTS

  Students shall be provided with a minimum of 16 hours of instruction on Police Service Representative Instructor Update.
  POST Required Hours 16
  Total Hours   16

X. REVISION DATE

  March 16, 2022