



EMPLOYEE DEVELOPMENT			405.00	
<div><div>COMMUNICATIONS TRAINING AND EVALUATION PROGRAM</div></div>				
ISSUED: 01-31-1998	EFFECTIVE: 02-10-1998	REVISED: 01-23-2025	REVIEWED: 01-23-2025	PAGES: 15

## CONTENTS

This procedure consists of the following numbered sections:

- |   |   |
|---|---|
| I. OBJECTIVES                                       | X. PHASE REVIEW                                 |
| II. COMMUNICATIONS TRAINING OFFICER QUALIFICATIONS  | XI. PROBATIONARY EMPLOYEE EVALUATION REPORT     |
| III. TELECOMMUNICATOR'S CODE OF ETHICS              | XII. TESTING                                    |
| IV. PROGRAM STRUCTURE                               | XIII. CTO MEETINGS                              |
| V. PREVIOUSLY EXPERIENCED PUBLIC SAFETY DISPATCHERS | FINAL CTEP REPORT                               |
| VI. CTO/TRAINEE CONDUCT AND RELATIONSHIP            | COMMUNICATIONS TRAINEE SURVEY                   |
| VII. DAILY OBSERVATION REPORT                       | XVI. THE GRAPHIC RATING SCALE AND ANCHOR POINTS |
| VIII. REMEDIAL TRAINING WORKSHEET                   | XVII. 911 PUBLIC SAFETY TELECOMMUNICATOR        |
| IX. CTO SUPERVISOR'S BIWEEKLY REPORT                | XVIII. PROGRAM REVIEW                           |

## PURPOSE

The purpose of this standard operating procedure is to provide training and evaluation standards for members of the Punta Gorda Police Department Communications Section.

## SCOPE

This procedure shall apply to all members of the Punta Gorda Police Department Communications Section.

## DISCUSSION

The Punta Gorda Police Department has established a Communications Training and Evaluation Program (CTEP) designed to improve the overall quality of Communications Section personnel and service to the citizens of Punta Gorda. The purpose of this program is to provide both evaluation and training to Public Safety Dispatchers during their initial evaluation period. As an evaluation tool, the CTEP is one phase of the department's overall applicant screening process. It provides a measure of the performance level of probationary public safety dispatchers and documentation for the decision regarding their retention. As part of the department's training process, the CTEP is designed to place maximum emphasis on on-the-job training.

## DEFINITIONS

1. **PowerReady:** Software that centralizes and standardizes field training records. Trainers and supervisors can compile trainee information to quickly see how a trainee is progressing, how trainers are training, and areas that need attention.
2. **Communications Training Operator (CTO):** A specially trained communications operator who is responsible for providing on-the-job training to newly appointed communications operators.
3. **CTEP:** The Communications Training and Evaluation Program.
4. **DOR:** Daily Observation Report
5. **Employee Development Coordinator:** A member appointed by the Chief of Police to coordinate and administer the agency training function.
6. **Probationary Public Safety Dispatcher:** A communications operator in their first year of employment (Initial Evaluation Period) with the City of Punta Gorda.
7. **Trainee:** A public safety dispatcher in the Communications Training and Evaluation Program.
8. **Week:** For the purposes of the Communications Training and Evaluation program a week will consist of four DORs or 40 hours.

## PROCEDURE

- I. **OBJECTIVES:** The Punta Gorda Police Department's Communications Training and Evaluation Program (CTEP) has been designed and implemented so that the following objectives may be met:

- A. To produce a highly trained and positively motivated public safety dispatcher capable of meeting or exceeding standards of performance required by the Punta Gorda Police Department, and the state of Florida;
- B. To provide equal and standardized training to all newly hired public safety dispatchers and to provide remedial training in those areas where deficiencies are identified;
- C. To build on the foundation of knowledge, thereby creating an environment in which the trainee may develop new skills as well as increase proficiency;
- D. To improve the department's screening process by providing on-the-job observation of each trainee's performance;
- E. To establish an appraisal system which is valid and job-related utilizing a standardized and systematic approach to the documented measurement of the probationary public safety dispatcher's performance; and
- F. To ultimately increase the overall efficiency and effectiveness of the department by enhancing the climate of professionalism and competency demanded by the ethical standards of law enforcement.

## **II. COMMUNICATIONS TRAINING OFFICER QUALIFICATIONS**

- A. To ensure that the new and inexperienced public safety dispatchers receive the highest level of training possible, certain public safety dispatchers are selected by the department to receive comprehensive specialized training and assignment as a CTO.
- B. A public safety dispatcher designated as a CTO is a public safety dispatcher who, on the basis of leadership, ability, intelligence, temperament, positive attitude, and demonstrated professional conduct, is entrusted with the task of providing the initial training to trainees.
- C. The position is limited to those public safety dispatchers who possess the above attributes and have a minimum of two years of service with the Police Department. The two year requirement can be waived by the Chief of Police under emergency conditions. Prior to appointment, public safety dispatchers selected for CTO duties must attend an approved Communications Training Officer course.
- D. Recommendations from command staff will be solicited.
- E. The Communications Training and Evaluation Program is a management responsibility of the Employee Development Coordinator.
- F. The Chief of Police retains the authority to select and remove CTO's from the CTO program.

**III. TELECOMMUNICATOR’S CODE OF ETHICS:** Public Safety Dispatchers shall abide by the following Telecommunicator’s Code of Ethics, as provided by The Association of Public-Safety Communications Officials:

“As a Public Safety Telecommunicator, I am dedicated to serve the public; to safeguard life and property; to keep my personnel informed on all calls that may require their attention; to assist all public safety vehicles and personnel in the performance of their duties; assure that all rules and regulations which govern my position are not violated in any manner. I will keep my private and social life free from all criticism; maintain a calm attitude during times of stress and emergencies; develop self-control and be constantly mindful of the welfare of others, regardless of race, creed or religion. I will obey the laws of the land, rules and regulations of the Federal Communications Commission and my department. Whatever information I receive of a confidential nature will be revealed only in the official performance of my duties. I will never act in a selfish or unofficial manner or let my personal feelings, friendships, prejudices or animosity influence my decisions. I will enforce the rules and regulations of my department and the Federal Communications Commission without fear, favor or ill will, never employing unnecessary force and never accepting gratuities. I recognize the high responsibility of my position as a symbol of public faith and trust and will accept it to be held as long as I am faithful to the ethics of public safety service. I will constantly strive to achieve those objectives and ideals, which govern my profession, dedicating myself, before God, to my chosen profession, public safety telecommunications.”

**IV. PROGRAM STRUCTURE**

- A. Upon employment, the trainee will begin a training program consisting of a minimum of fifteen (15) weeks (600 hours). The program in Agency360 will guide all phases of the CTEP. The CTEP will consist of five phases which are as follows:

Phase	# of Hours	Trainer
1	80	Employee Development Coordinator
2	160	Primary CTO
3	160	Secondary CTO
4	120	Tertiary CTO
5	80	Primary CTO

1. Phase I: Phase I will be comprised of 80 hours of in-house training by the administrative staff and assigned CTO’s and overseen by the Employee Development Coordinator. During Phase 1 the trainee will be assigned to the Employee Development Coordinator for training. One DOR will be completed during Phase I. The Phase 1 training will include but is not limited to:

Subject	Length	Subject	Length
Accreditation	1 hour	Communications – APCO Public Safety Telecommunicator	40 hours
Administrative Services	4 hours	Employee Development	8 hours
Chief of Police	1 hour	Employee Development - Uniform Patrol Section	7 hours
Communications	16 hours	Human Resources	3 hours

2. Phase II: Phase II will include Weeks 3, 4, 5 and 6 (160 hours) of the Communications Training and Evaluation Program and will be guided by the primary CTO. While other materials may be covered, this phase will focus on call taking and fire dispatch procedures. During this phase assigned policies will be reviewed and specific instruction will be completed. Fire Service Dispatcher (FSD) certification and Law Enforcement Dispatcher (LED) certification will occur during this phase. CPR Certification will also occur during this phase. Public Safety Telecommunicator state certification will be scheduled at the completion of this phase.

Week 3 will focus on call taking. The trainee will complete training and familiarization with the telephone system, Powerphone system and the CAD system, specifically related to call taking. After CAD familiarization specifically related to call taking is completed the trainee will complete 50 simulated calls for service in the training CAD in preparation of working in the live environment. At the completion of week 3 the trainee should be entering calls for service in the CAD and talking on the telephone under the supervision of the CTO.

Week 4 Week will focus on refining telephone procedures, call taking procedures including Powerphone, and CAD procedures specifically related to these disciplines. Trainee will begin preparing to take on a more active role with the addition of fire dispatching skills starting week 5.

Week 5 will focus on fire dispatch procedures while continuing to build upon call taking skills. The trainee will complete training and familiarization with the CAD system specifically related to fire dispatch procedures. After CAD familiarization specifically related to fire dispatch procedures is completed the trainee will complete 25 simulated fire dispatches using the training radio channel in preparation of working in the live environment. At the completion of week 4 the trainee should be entering calls for service in the CAD, talking on the telephone and completing fire dispatches under the supervision of the CTO.

Week 6 will focus on refining telephone procedures, call taking procedures including Powerphone, fire radio procedures and CAD procedures specifically related to these disciplines. The trainee will receive DOR's and weekly quizzes.

The trainee will be expected to progress satisfactorily in the Communications Training and Evaluation Program and will be subject to remedial training if progress

is not consistently made. While focus will be on the weekly training material, trainees are encouraged to participate in any tasks for which they are ready. The CTO and trainee will follow the guidelines that have been designated in the Communications Training and Evaluation Program. DOR's will be completed daily beginning in Week 3. Weekly quizzes will begin at the end of Week 3.

3. Phase III: Phase III will include Weeks 7, 8, 9 and 10 (160 hours) of the Communications Training and Evaluation Program and will be guided by the secondary CTO. While other materials may be covered, this phase will focus on law enforcement procedures. During this phase assigned policies will be reviewed and specific instruction will be completed. FCIC certification will occur during this phase.

Week 7 will focus on training and familiarization with radio procedures and the CAD system specifically related to law enforcement procedures. After CAD familiarization specifically related to law enforcement procedures is completed, the trainee will complete 50 simulated self-initiated law enforcement events in the training CAD in preparation of working in the live environment. After CAD familiarization specifically related to police dispatch procedures is completed, the trainee will complete 25 simulated police dispatches using the training radio channel in preparation of working in the live environment. At the completion of week 7 the trainee should be dispatching law enforcement calls for service in the CAD and talking on the police radio under the supervision of the CTO.

Week 8 will focus on training and familiarization with procedures specifically related to Eagent. After Eagent familiarization the trainee will complete 50 simulated read backs in preparation of working in the live environment. In addition, the trainee will complete 25 simulated BOLOs in preparation of working in the live environment. At the completion of week 8 the trainee should be providing Eagent read backs, providing BOLOs, continuing dispatching law enforcement calls for service in the CAD and talking on the police radio under the supervision of the CTO.

Week 9 will focus on training and familiarization with the Records Management System while continuing to build upon skills with Eagent, BOLOs, police CAD procedures and Police radio procedures. Emergency radio procedures will also be a focus this week. After emergency radio familiarization procedures occur the trainee will complete 25 simulated emergency radio traffic transmission and another 10 weather alert transmissions using the training radio channel in preparation for working in the live environment.

Week 10 will focus on refining police radio procedures, Records management procedures, Eagent procedures, and CAD procedures specifically related to these disciplines. The trainee will continue to receive DOR's and weekly quizzes.

4. Phase IV: Phase IV will include Weeks 11, 12, and 13 (120 hours) of the Communications Training and Evaluation Program and will be guided by the tertiary

CTO. While other materials may be covered, this phase will focus on covering the remaining Standard Operating Procedures that are specific to the Communications Section. During week 11 the trainee will be scheduled to participate in a second Uniform Patrol Section Ride Along. During week 12 the trainee will be scheduled to participate in a Fire Rescue Ride Along. Emergency Medical Dispatcher (EMD) certification will occur during this phase.

During weeks 11, 12, and 13 the trainee will undergo daily console rotations (fire, police and call taking). This phase will focus on fine tuning the skills learned in Phases I, II and III. The trainee will also begin reviewing and signing off on non-communication specific policies in PowerDMS. The trainee will continue to receive DOR's and weekly quizzes.

5. Phase V: Phase V will include weeks 14 and week 15 (80 hours) of the Communications Training and Evaluation Program and will be guided by the primary CTO. During weeks 14 and 15 the trainee will undergo daily console rotation (fire, police and call taking).

Week 14 will focus on fine tuning the skills learned in Phases I, II, III and IV. The trainee will continue reviewing and signing off on remaining non-communications specific policies in PowerDMS. All agency Standard Operating Procedures in PowerDMS must be reviewed and signed off on prior to the completion of Phase V.

Week 15 will consist of the final observation week. The trainee will have tests each week and daily DOR's.

- B. The trainee will be expected to progress satisfactorily in the Communications Training and Evaluation Program and will be subject to remedial training if progress is not consistently made. While focus will be on the weekly training material, trainees are encouraged to participate in any tasks for which they are ready. The CTO and trainee will follow the guidelines that have been designated in the Communications Training and Evaluation Program. DOR's will be completed daily beginning in Week 3. Weekly quizzes will begin at the end of Week 3.
- C. Phase Review: Upon completion of each phase the Employee Development Coordinator will conduct a phase review with the CTO and the trainee in order to review the previous training interval's progress. The meeting shall be used as a guideline to discuss the trainee's strengths and weaknesses, current progress in the training program and to verify completion of training documents. The Employee Development Coordinator shall forward a memorandum outlining the phase review to appropriate personnel.
- D. The Senior Dispatcher shall be responsible for ensuring the trainee will be scheduled for Emergency Medical Dispatcher (EMD) training, Emergency Police Dispatcher (EPD) training, Fire Service Dispatcher (FSD) training, FCIC Certification, Public Safety Telecommunicator Certification, CPR training, and any other needed training as soon as it is available in conjunction with the Communications Training and Evaluation Program.

- E. The CTEP unit shall be considered a one-person training unit.
- F. The assigned CTO shall be responsible for reviewing the interval training material with the trainee at the beginning of each shift.
- G. Daily Observation Reports (DOR's) shall be completed for each day of training beginning in Phase 2, Week 3. The DOR's shall be submitted in PowerReady as soon as possible.
- H. At the conclusion of Phase 5 and release from the CTEP, the employee will be given a shift assignment.

## **V. PREVIOUSLY EXPERIENCED PUBLIC SAFETY DISPATCHERS**

- A. The Punta Gorda Police Department recognizes the value of former Punta Gorda Police Department Public Safety Dispatchers. If a Public Safety Dispatcher has been previously employed by the Punta Gorda Police Department and returns to the department within a twelve-month period, they are exempt from having to participate in the CTEP. However, at the discretion of the Chief of Police, they may be assigned to a CTO for re-familiarization with department policies and procedures. If a Public Safety Dispatcher that was previously employed by the Punta Gorda Police Department returns after a year of separation they will be required to participate in an accelerated CTEP program consisting of no less than 240 hours (six weeks).
- B. Florida public safety dispatchers with a minimum of two (2) years recent (no more than one year break in service) full-time experience as a public safety dispatcher, or public safety dispatchers from other states with a minimum of five (5) years recent (no more than one year break in service) full-time experience as a public safety dispatcher, may be eligible to participate in an accelerated CTEP prior to functioning as a solo public safety dispatcher.
- C. Eligible trainees who are placed in the accelerated training program will be temporarily assigned to a CTO in the Communications Section. Placement in the accelerated CTEP will be at the discretion of the Professional Standards Section Supervisor upon recommendation by the Employee Development Coordinator.
- D. The accelerated CTEP shall be a minimum of 320 hours (eight weeks) in length. All training material of the regular CTEP shall be covered and the trainee will progress through each phase at an accelerated pace as long as satisfactory progress is being made.
- E. Trainees placed in the accelerated CTEP shall sign a receipt of acknowledgement of such placement. In the event a trainee assigned to the accelerated CTEP experiences difficulties, they may be remanded to the regular program at the discretion of the



Professional Standards Section Supervisor with recommendation of the Employee Development Coordinator.

## **VI. CTO/TRAINEE CONDUCT AND RELATIONSHIP**

### **A. Communications Training Operator**

1. The CTO shall display a professional attitude, promote the organization, and be a positive role model for the trainee.
2. The relationship between the CTO and the trainee shall be a teacher/student and/or supervisor/subordinate relationship.
3. The hallmark of this relationship shall be one of mutual respect. Trainees shall be treated with respect at all times. They shall be expected to respect the CTO and to follow their directions. Trainees shall not be harassed, intimidated, intentionally embarrassed, or treated in a demeaning manner. Name calling or use of derogatory terms by the CTO is not acceptable.

### **B. Trainee**

1. Trainees are to be respectful to the CTO. The CTO's direction is to be accepted and followed at all times.
  - a. If a trainee believes a CTO's direction is illegal, immoral, or improper the trainee shall bring it to the attention of a supervisor immediately.
2. If a trainee believes that a specific order or instruction is improper, or an evaluation is not fair, they shall discuss it with their CTO. If the trainee is not satisfied, they shall ask for a meeting with the Employee Development Coordinator if the issue is CTEP-related. If the issue is not CTEP-related, the trainee shall ask for a meeting with the Communications Supervisor and the Support Services Division Commander, if necessary.
3. Trainees shall complete all assignments in a prompt, timely manner. The trainee shall follow all policy and procedures as outlined in the City of Punta Gorda Personnel Rules and Regulations and Punta Gorda Police Department Standard Operating Procedures.
4. Trainees shall be responsible for knowing all assigned material. It is recommended that the trainee study the material for the current training checklist in advance during shift "down time." CTO's shall review the material with the trainee. The trainee shall be prepared to demonstrate the required knowledge through both written and practical applications.

5. Trainees shall be on time for duty and all training functions.
6. Trainees will be receptive to constructive criticism given by CTEP personnel. The trainees may verbalize an explanation for their action. However, repeated rationalization, excessive contradiction and hostility are not acceptable.
7. Trainees shall not enter into any investment, financial, or living arrangements with any CTO while in the CTEP.
8. Trainees shall not initiate nor participate in a personal relationship with a CTO while in the CTEP.

## **VII. DAILY OBSERVATION REPORT**

- A. The DOR is completed by the CTO on a daily basis, beginning in week 3. One DOR will be completed during Phase 1. This report is designed to rate the trainee in all performance categories by the graphic rating system (1-7).
- B. The trainee must show progress in all categories rated as “less than acceptable” and, in addition, they must maintain the level of performance in those categories previously rated as “acceptable” to be rated as satisfactory.
- C. A CTO should advise the Employee Development Coordinator in the event that they find it necessary to deviate from the above guidelines.
- D. After the CTO has completed the DOR, it will be reviewed by the trainee. The trainee shall electronically sign the DOR acknowledging they have reviewed it and provide any comments they feel are appropriate.
- E. Each DOR will be reviewed by the CTO’s immediate supervisor in a workflow in PowerReady. The CTO’s immediate supervisor is encouraged to be actively involved in the CTEP.
- F. DOR’s and other required evaluation forms shall be completed in a timely fashion.

**VIII. REMEDIAL TRAINING WORKSHEET:** This training is to be used to clarify a performance area that is below standard and requires remedial training. The worksheet is not meant to replace training records or the DOR, and should be used only after normal preliminary training efforts have not been successful. The worksheet will include training assignments given to the trainee by the CTO that were designed to bring the trainee up to a satisfactory performance level in the area of deficiency. Remedial Training Worksheets must be approved by the Employee Development Coordinator in conjunction with the Professional Standards Section Supervisor prior to implementation. When a Remedial Training Worksheet is completed, it shall be reviewed by the CTO’s immediate supervisor prior to being

forwarded to the Employee Development Coordinator. A maximum of three weeks (120 hours) of remedial training is available outside of the original CTEP.

**IX. CTO SUPERVISOR'S REPORT:** The Communications Section Supervisor will complete a biweekly report on the trainee at the completion of each week of training. This report shall be completed beginning in Phase 2. The supervisor will review the trainee's DOR's and discuss the performance of the trainee with the trainee and their CTO. The report shall be submitted in PowerReady.

**X. PHASE REVIEW:** Upon completion of phase 2, 3, 4, and 5, the Employee Development Coordinator shall conduct a phase review by meeting with the CTO and the trainee in order to review the previous training interval's progress. The meeting shall be used as a guideline to discuss the trainee's strengths and weaknesses, current progress in the training program and to verify completion of training documents.

**XI. PROBATIONARY EMPLOYEE EVALUATION REPORT:** Upon completion of the CTEP, probationary employees will continue to be rated by their supervisor on a biweekly basis utilizing the Probationary Employees Evaluation Report. This form shall be completed until the probationary employee successfully completes their probationary period. The rating scale of this form is to be used in the same manner as outlined for the DOR sheets. The supervisor will rate the probationary employee in the provided categories. The supervisor will forward the form to the Employee Development Coordinator upon completion. If the supervisor recommends the trainee be remanded back to the CTEP for additional training, or if the trainee fails their probationary test, only a maximum of three weeks (120 hours) shall be granted outside of the original CTEP.

## **XII. TESTING**

A. Trainee public safety dispatchers are required to participate in regular testing. The weekly quizzes will primarily cover that week's materials; however, they may include any previously covered material. In addition, during Phase I trainee Public Safety Dispatchers are required to take a final exam at the end of the Public Safety Telecommunicator I training. The minimum passing score is 80%.

B. Upon completion of Week 14, the trainee shall be required to complete a standardized final exam. The exam will cover material from Weeks 3 through 14 of the CTEP. The minimum passing score on the exam is 80%. Failure to obtain a minimum passing score may require the trainee to be provided extension time for remedial training. The test shall be administered to the trainee by their CTO.

C. Approximately one month prior to the completion of the employee's probationary period, the employee shall be required to complete a final exam. The exam will cover all

materials presented during the CTEP. The minimum passing score is 80%. Failure to obtain a minimum passing score may require the trainee to be remanded back to the CTEP Program for extension time training. The test shall be administered by the Communications Section Supervisor.

- D. After the completion of the 911 Public Safety Telecommunication training program, the trainee will be required to pass the state certification exam offered by the Department of Health.

**XIII. CTO MEETINGS:** Absent of approval from the Professional Standards Section Supervisor, CTO meetings should be conducted monthly during periods in which a trainee is in a Training and Evaluation Program (including the Field Training and Evaluation Program). During periods in which there are no trainees in a Training and Evaluation Program, the mandatory meetings shall be conducted no less than quarterly. The meetings shall be conducted by the Employee Development Coordinator or their designee. The goal of these meetings is to review trainees' progress and update the CTO's on program enhancements or procedures. Attendance is a required part of the CTO's responsibility and the Employee Development Coordinator is responsible for full and timely attendance.

#### **XIV. FINAL CTEP REPORT**

- A. This written report shall be completed by the primary CTO at the completion of the program. It will indicate whether the trainee has or has not successfully completed the CTEP. In the event the trainee has not successfully completed the CTEP, the CTO shall be required to provide complete documentation and a summary of the failing performance.
- B. Extensions of the CTEP may be granted under the following circumstances:
  - 1. There are specific, identifiable problems with the trainee's performance.
  - 2. The trainee has shown continued progress in the deficient performance category.
  - 3. There are specific remedial plans to correct the problem(s). The remedial plan(s) should reasonably be expected to address and correct the deficiencies identified during CTEP.
- C. If the trainee has completed the CTEP and either fails the probationary exam or is remanded back to the CTEP Program on the recommendation of their shift supervisor, they shall be granted an extension of training of up to 120 hours. If by the end of the extension period, the trainee has not attained a minimally acceptable level of performance, the CTO shall present documentation of the trainee's performance along with a recommendation of termination to the Employee Development Coordinator. The

Employee Development Coordinator shall relay the information through the chain of command to the Chief of Police for a final determination of the trainee's status.

## **XV. COMMUNICATIONS TRAINEE EVALUATION**

- A. During the last training week of Phases II-V, the trainee will complete a Trainer Critique in PowerReady. The critique is a tool designed to provide clues to deficiencies in performance and highlight areas of training that may need additional attention.
- B. The Trainer Critique will give the trainee the opportunity to comment on the CTO's performance as well. The Trainer Critique will not be completed when the CTO is present. The Employee Development Coordinator will make the CTO aware of any immediate problems affecting training. The Employee Development Coordinator may use the Trainer Critique immediately to address problems or as part of the CTO's annual evaluation. The Employee Development Coordinator will review the Trainer Critique with the affected CTO only after the trainee has left the CTEP.
- C. Trainee Self-Evaluation: During the last week of Phases 2-5, the trainee will complete a Trainee Self-Evaluation. This evaluation is used to give a trainee an opportunity to provide their perception of how they performed during the Phase.
- D. End Program: Upon completion of the CTEP, the trainee shall complete an End Program review in PowerReady. This form will be used to obtain formal feedback about the CTEP.

**XVI. THE GRAPHIC RATING SCALE AND ANCHOR POINTS:** In order to assign a value to a particular type of performance demonstrated by a trainee, the CTEP uses the graphic rating scale. The scale consists of a series of consecutive numbers beginning with the number "1" and ending with the number "7". The lowest end of the scale (1) represents the lowest quality of work and the highest end of the scale (7), represents the highest quality of work. The numbers 2, 3, 4, 5, and 6 represent the varying degrees of quality between extremes.

- A. The reliability of the graphic rating scale is increased by defining certain levels on the scale. When a narrative definition is attached to a number in the scale, the number becomes an "anchor point". Anchor points in the CTEP are "1", "4", and "7". These numbers correspond to the terms UNACCEPTABLE, MINIMALLY ACCEPTABLE, and SUPERIOR, as defined by the Punta Gorda Police Department's CTEP Standard Evaluation Guidelines.
- B. Not all scale values are identified and defined. This allows for a certain amount of discretion by utilizing the scale values between the anchor points (2, 3, 5, and 6). Discretionary ratings are always referred to in relation to the nearest anchor point.
  - 1. A scale value of "2" would be a little better than the unacceptable anchor point.

2. A scale value of “3” would be a little less than the minimally acceptable anchor point.
3. A scale value of “5” would be a little better than the minimally acceptable anchor point.
4. A scale value of “6” would be a little less than the superior anchor point.

#### GRAPHIC RATING SCALE

UNACCEPTABLE		MINIMALLY ACCEPTABLE				SUPERIOR	
1	2	3	4	5	6	7	
Anchor Point		Anchor Point				Anchor	
Point							

### **XVII. 911 PUBLIC SAFETY TELECOMMUNICATOR**

- A. Personnel providing training must be certified by the Department of Health.
- B. The curriculum must be approved by the Department of Health.
- C. Training for the certification of 911 Public Safety Telecommunicator in accordance with state statutes to include at a minimum:
  1. The trainee must work under the direct supervision of a certified 911 Public Safety Telecommunicator;
  2. The trainee must complete an approved training program and receive 911 Public Safety Telecommunicator certification; and
  3. The 911 Public Safety Telecommunicator certification must be achieved with 12 month assignment.

### **XVIII. PROGRAM REVIEW**

- A. The CTEP, including this procedure, shall be evaluated annually by the Employee Development Coordinator and the CTO Team.
- B. Revisions to the CTEP Trainee Manual, including reference materials, shall be approved by the appropriate command staff members prior to implementation.
  1. All minor revisions shall be approved by the Professional Standards Section Supervisor.

2. All major revisions shall be approved by the Support Services Division Commander.
- C. The CTEP Trainee Manual and other CTEP material shall be updated, if necessary, upon the issuance of supplements to the Department Standard Operating Procedures manual.

**APPROVED**



---

**PAMELA R. SMITH, CHIEF OF POLICE**

**STAFF REVIEW DATES:** 01-22-1998, 06-06-2000, 09-20-2001, 02-21-2003, 09-14-2005, 11-26-2007, 10-14-2009, 01-17-2012, 01-18-2013, 01-28-2014, 03-03-2015, 03-17-2016, 06-28-2018, 04-15-2019, 01-28-2020, 01-25-2021, 03-01-2022, 01-27-2023, 01-25-2024, 01-23-2025

**REVISION DATES:** 01-22-1998, 06-06-2000, 09-20-2001, 02-21-2003, 09-14-2005, 11-26-2007, 10-14-2009, 01-17-2012, 01-18-2016, 01-28-2014, 06-02-2014, 03-03-2015, 03-17-2016, 06-28-2018, 04-15-2019, 01-28-2020, 01-25-2021, 05-19-2021, 03-01-2022, 01-27-2023, 10-20-2023, 01-25-2024, 01-23-2025