

FIELD TRAINING PROGRAM

COMMUNITY SERVICE OFFICER



TRAINING GUIDE

(Revised December 2019)

Community Service Officer Trainee: _____
Community Service Officer FTO: _____
Traffic or FTO Sergeant: _____
Program Start Date: _____
Completion Date: _____

I. PURPOSE

This guide is used to instruct each new Community Service Officer (CSO) in the various duties which they will most likely perform during his/her career. Although it is not inclusive of all possible tasks, it has been compiled to provide basic information for, and exposure to, the average situation. In this regard, it will help the officer in building a good foundation for his/her future activities on the job.

The Field Training Officer (FTO) has been carefully selected to provide on-the-job training. The CSO is expected to carry the in-service guide with them at all times and be prepared to show it upon request. The FTO and other supervisors will make regular checks of this training guide to ensure that progress is systematically being achieved.

In addition to the in-service training instruction, each CSO is expected to perform assignments as directed by the FTO or any supervisor. The broad background of knowledge needed cannot be gained entirely on the job. Reference to various codes is made for this purpose in the training guide. Therefore, the CSO is expected to become familiar with and to know all the sections listed in this training guide as well as any sections added by the FTO.

It is recommended that the CSO maintain a copy of the Penal Code and Vehicle Code for reference.

II. HOW TO USE THIS GUIDE

- A. The FTO will note that in several areas of the training guide there are references by various Penal Code, Vehicle Code and City of Belmont Municipal Ordinance sections. The FTO will assist the CSO in finding the proper sections and ensure that the CSO understands them.
- B. The FTO shall place his/her initials and the date in the first column, marked "Instructed in and/or demonstrated by FTO", beside each topic when the CSO has been instructed in that particular area. The CSO trainee shall place his/her initials besides the FTO initials indicated they received the training.
- C. The FTO shall place his/her initials in the second column, marked "Knowledge or ability has been demonstrated by trainee", beside each topic when they feel the material is understood by the CSO. The CSO should not initial it until he/she totally understands and/or can perform it without assistance.
- D. There is no requirement that the items be completed in the order they are presented in the training guide.
- E. A series of daily and weekly evaluation forms will be completed by the FTO detailing the progress made by the CSO. In addition the shift supervisor will complete a weekly evaluation of the CSO's progress highlighting both the areas of strength and

areas where improvement is needed. Each evaluation form will be discussed by the FTO with the CSO in order to identify and correct any deficiencies. After review, the FTO and CSO will initial the evaluation form to show that it had been reviewed. All evaluations will be forwarded to the Training Sergeant on a weekly basis.

- F. The training guide and all written evaluations will be made available to the CSO to read at his/her request.
- G. A series of written tests and practical field problems may be completed by the CSO in order to demonstrate his/her level of proficiency in the areas covered by the training guide. Results of these tests and field problems will be documented and become part of the CSO's training file.
- H. The field-training program is a six week program. In the event the CSO has difficulty in areas of training the training program may be extended up to two weeks.

If the CSO has any questions, they should be directed to the FTO. It is the responsibility of the CSO to ask questions whenever in doubt.

THE ROLE OF THE COMMUNITY SERVICE OFFICER FTO:

The field training officer is an experienced employee who is assigned to teach CSO trainees specific job assignments related to the CSO assignment. The FTO provides practical training on all aspects of the duties of a CSO and renders feedback on the progress of the trainee.

The field training officer must be a role model who instructs by example and who respects and supports the organization. His/her ethical and professional integrity greatly influences the new trainee. The FTO is expected to be a willing advisor and counselor, availing his/her time, advice and support. The FTO is responsible for fostering and helping the trainee develop as an employee and help them develop excellent work ethics.

The field training officer must take a personal interest in the trainee's progress and overall welfare. The field training officer should challenge, provide advice, listen and serve as a sounding board. He/she should show genuine interest in the trainees concerns and progress.

The relationship between the field training officer and the trainee does not end at the conclusion of the field training program. The field training officer should be considered a valuable resource for the trainee, beyond the length of the field training program.

The field training officer should use a flexible style. Knowing when to intervene and when to let him/her make mistakes is important to the learning process. It is

important to intervene without delay when the trainee is in the process of making a grave or costly mistake.

The field training officer will be called upon to use varied methods of training using all resources available. They should arrange for other officers to offer additional guidance and training if the subject area is beyond their scope of expertise.

THE EVALUATION PROCESS

The evaluation procedures employed in the FTO Program are multi-faceted in that they utilize input from a variety of verbal and written sources. Current evaluation forms can be found on the department network drive in the FTO folder or in the FTO filing cabinet. Forms can be filled out by hand or completed using electronic versions.

EVALUATION SCHEDULE

DAILY – The Field Training Officer/CSO will complete the daily observation report (DOR). It will be reviewed by the Duty Sergeant and submitted to the FTP Supervisor, to the Training Manager and to the Captain.

SUPERVISOR’S WEEKLY REPORT - Additional comments from the Duty Sergeant at the end of work week will be attached to the DORs for the week after they are reviewed with the recruit officer.

MONTHLY EVALUATIONS – The Duty Sergeant to whom the recruit officer is assigned will complete a monthly evaluation. These evaluations, along with recommendations by the Training Team for continuation or remediation, will be reviewed by the Captain who will report to the Chief of Police for final approval/review before a recruit CSO is release from probation.

Belmont Police Department - CSO Recruit Evaluation Report

CSO Recruit: _____ FTO _____

Week# _____ Dates: _____

Rating Instructions: Rate observed behavior with reference to the scales below. Specific comments are encouraged generally, but are required for all ratings of 2 or less and 6 or above. You may comment on any observed behavior. Use the category number below for reference in the narrative, include dates & times.

- 1-2 Unacceptable rating
- 3 Indicates that the recruit is not yet performing at the level of a solo CSO
- 4-5 Acceptable
- 6-7 Superior
- N/O Not Observed
- NRT Not Responding to Training.

Dates: _____

Appearance

1. General Appearance _____

Attitude

- 2. Acceptance of feedback _____
- 3. Toward police work _____
- 4. Preparedness for work _____
- 5. With FTO _____
- 6. With other employees _____
- 7. With supervisors _____
- 8. With citizens _____
- 9. With cultural groups _____

Knowledge

- 10. Dept. policies/procedures _____
- 11. Penal Code _____
- 12. Vehicle Code _____
- 13. Criminal Justice System _____

Report Writing

14. Accuracy/Completeness	_____	_____	_____	_____	_____
15. Organization/Details	_____	_____	_____	_____	_____
16. Spelling/grammar/neat	_____	_____	_____	_____	_____
17. Appropriate time	_____	_____	_____	_____	_____

Performance

18. Radio / 10 code	_____	_____	_____	_____	_____
19. Radio / listen-understand	_____	_____	_____	_____	_____
20. Radio / articulation	_____	_____	_____	_____	_____
21. Use of map/response time	_____	_____	_____	_____	_____
22. Driving performance	_____	_____	_____	_____	_____
23. Field perform.-non stress	_____	_____	_____	_____	_____
24. Field perform.-stress	_____	_____	_____	_____	_____
25. Self initiated activity	_____	_____	_____	_____	_____
26. Officer safety	_____	_____	_____	_____	_____
27. Problem solving/decision	_____	_____	_____	_____	_____
28. Interview skills	_____	_____	_____	_____	_____
29. Abandoned vehicles	_____	_____	_____	_____	_____
30. Traffic accident invest.	_____	_____	_____	_____	_____
31. Traffic control	_____	_____	_____	_____	_____
32. Parking enforcement	_____	_____	_____	_____	_____

Review/ Initial each day

FTO _____
Recruit _____

See attached page(s) for narrative portion of evaluation.

Recruit CSO: _____ Date: _____

FTO: _____ Date: _____

CSO Supervisor: _____ Date: _____

Belmont Police Department - CSO Recruit Evaluation Report

CSO Recruit: _____ FTO _____

Week# _____ Dates: _____

Rating Instructions: List any comments for ratings of 2 or less and 6 or more. Also list Recruit's most acceptable performance and least acceptable performance for the week.

General Comments _____

Most Acceptable Performance for the Week _____

Least Acceptable Performance for the Week _____

Recruit CSO: _____ Date: _____

FTO: _____ Date: _____

CSO Supervisor: _____ Date: _____

SUPERVISOR'S WEEKLY REPORT

Recruit Officer: _____ Supervisor: _____

I have reviewed the above listed recruit officer's Daily Observation Reports for the week of _____ to _____. I have also discussed his/her overall performance with FTO _____.

Additional methods(s) by which the trainee's performance was evaluated:

Report Review _____ Meetings _____ Direct Observation _____
Other _____

Regarding the recruit officer's performance:

I **have / have not** discussed the recruit officers significant strengths with him/ her.

I **have / have not** discussed the recruit officers significant weaknesses with him/ her.

The recruit officer significant weaknesses **have / have not** required remedial training.

Remedial training, if provided, consisted of:

Comments regarding significant strengths, weaknesses, and progress to date:

The recruit officer's progress to date is **acceptable / not acceptable** based on the above information.

Recruit Officer Date Supervisor Date

REMEDIAL TRAINING ASSIGNMENT WORKSHEET

Recruit Officer: _____ Date: _____ Week #: _____

Your FTO has identified one or more areas of deficient performance that need your immediate attention and improvement. You will be expected to fully complete the training assignment below by _____.

(Date)

PERFORMANCE DEFICIENCIES:

Define the problem specifically giving examples. Describe the training already conducted.

TRAINING ASSIGNMENT:

Describe the specific assignments given to the recruit officer.

FTO will describe the specific assignment given to the recruit officer to correct the above-described problem(s). Assignments will be given in terms of specific performance goals; i.e. practice self-initiated car stops daily (for 4 shifts) resulting in, at least, satisfactory level in identified area(s).

Recruit Officer's Signature: _____ Date: _____

FTOs Signature _____ Date: _____

ASSIGNMENT COMPLETION:

Has recruit officer satisfactorily completed the training plan?

Is the officer now performing at a competent level?

Has an additional assignment been given?

COMMENTS:

If the training plan is not satisfactorily completed, specific recommendations **MUST** be made regarding the recruit officer's continued substandard performance. Additional REMEDIAL TRAINING WORKSHEETS should be generated outlining a follow-up training plan.

****It is the responsibility of the ORIGINATING FTO to ensure that this assignment is communicated to the recruit officer's next FTO so that follow-up can be monitored.**

Recruit Officer's Signature: _____ Date: _____

FTOs Signature: _____ Date: _____

FTP Supervisor Signature: _____ Date: _____

BELMONT POLICE DEPARTMENT

C.S.O. TRAINING GUIDE

ADMINISTRATIVE ORIENTATION		
A. <u>AGENCY ORIENTATION</u> . The trainee shall develop an understanding of the operation and organization of the city and in particular the police department.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. The trainee shall receive a "New Employee Orientation" from the human resources department.		
2. The trainee shall be provided a tour of other departments of the city.		
a. City Hall		
b. Corporation Yard		
c. Parks and Recreation		
3. The trainee shall have an understanding of various city and departmental policies.		
a. Standards of performance and conduct on and off duty (policy #340)		
b. Scheduling and shift work		
c. Sick Leave use and reporting (policy #1014)		
d. Duty uniform regulations/personal appearance (policies #1046 and #1044)		
e. Meals and breaks (policy #1034)		
f. Public image and expectation of the public safety employees (policy #310)		
g. Chain of command (policies #200 & #201)		
h. Vacation policy (#1015.2.2) / Holiday policy (#1015.2.3) / Compensatory Time Off policy (#1015.2.4)		
i. Gratuities / rewards		
j. Outside employment (policy #1040)		
k. Seatbelts (policy #1022)		
l. Employee Speech (policy #1058)		
m. Department owned & personal property (policy #700)		
n. Use of audio / video recorders (policy #450)		
p. Electronic mail (policy #212)		
q. Personal communication devices (policy #702)		

ADMINISTRATIVE ORIENTATION		
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4. The trainee will be assigned to a minimum of three (3) ride-alongs of four (4) hours each. Selected field personnel will make this a valid training experience in both learning the jurisdictional and beat boundaries and exposure to the complex issues confronted by field officers.		
5. The trainee will be shown and will demonstrate an understanding of:		
a. Rules and Regulations		
b. Agency policies and how to access the policy manual (I drive)		
c. Maps of city/cross street directory/pavement width/public right of way		
d. Location and operation of fire extinguishers		
e. Reporting of hazards in the workplace		
f. Procedures for on-duty injury reports (policy #1042)		
g. Procedure for reporting of sexual harassment (policy #328)		

ADMINISTRATIVE ORIENTATION		
B. <u>OFFICE ORIENTATION</u>. The trainee will become familiar with various equipment and forms that are frequently used.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. The trainee will recognize and understand the following forms and resources		
a. Radio codes / Phonetic alphabet		
b. Overtime /Request for leave form		
c. Intra-departmental memo forms		
d. Telephone procedures		
e. Release of reports		
f. Fee schedule		
g. Crime reports		
h. Shift Recap/Shift Bulletin		
i. Vehicle maintenance form		
j. Property and evidence form		
k. Restraining order book		
l. Tow Rotation Lists in RIMS (PD, AAA, big rig, owner request)		
m. 9-1-1 system		
n. Dispatch cards (in the event of power/computer failure)		
o. RIMS (house watch, passing checks, etc.)		
p. Warrant confirmations		
q. Receipt book		
r. Dispensing information over the phone		
s. Alarm file		
t. Responsible listings		
u. Finger print cards		
v. Receipt books		
w. Belmont tri-folds		

ADMINISTRATIVE ORIENTATION		
B. <u>OFFICE ORIENTATION</u>. The trainee will become familiar with various equipment and forms that are frequently used.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
2. The trainee will recognize and understand the operation of the following equipment		
a. Telephone systems		
b. Cell phone down loader		
c. APBnet Flyers		
d. Copy machine/Scanner/Fax		
e. Intercoms		
f. Computers		
g. Phone recorder		
h. Radio console		
1. Channels		
2. Intercom		
3. Select / Unselect volume		
4. Alert tone		
i. Time stamp machine		
j. Paging system		
k. Shredder		
1. Officer worn video		
3. The trainee will become familiar with the mail systems utilized by the department		
a. D.A. mail		
b. Pony mail		
c. Muni Court mail		
d. City hall / Intra-office mail		
e. U.S. Mail		

OPERATIONAL SKILLS AND PROCEDURES		
C. <u>BASIC OPERATION INFORMATION</u> . The trainee shall develop a knowledge of the basic skills required in the following areas.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. <u>DEMEANOR</u> The trainee will demonstrate an awareness of the accepted and proper levels of demeanor and professionalism in public safety communications by:		
a. Striving to perform duties in a professional and courteous manner		
b. Being able to explain actions satisfactorily to the public when necessary		
c. Projecting an image of poise and efficiency		
d. Utilizing plain, everyday language for the public; and utilizing technical and code terms for other professionals		
e. Taking control of conversations in a courteous, yet businesslike, manner		
f. Creating confidence and goodwill		
g. Taking no action which may be construed as critical or disparaging of any race, creed, or class of people.		
h. Avoiding unprofessional expressions		
i. Realizing that the dispatcher's primary responsibilities are to the safety of the public and law enforcement officers.		
j. Realizing that, of all public employees, those in public safety are subject to the closest public scrutiny		
k. Never display a patronizing attitude		
l. Offering patience and tolerance to vague and confused callers		
m. Attempting to pacify unreasonable and hostile callers		
2. <u>TELEPHONE</u> The trainee will understand the importance and necessity for proper use of communication skills		
a. Basic telephone skills: The trainee will identify and perform what must be accomplished by the call taker in a telephonic public contact, which will result in a positive department image and effective communication, including:		
1. Prompt answering		
2. Appropriate greeting and identification		
3. Appropriate prioritization		
4. Courteous / active listening		
5. Appropriate questioning		

OPERATION SKILLS AND PROCEDURES		
C. <u>BASIC OPERATION INFORMATION.</u> The trainee shall develop a knowledge of the basic skills required in the following areas.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
6. Accurate recording of information		
7. Demonstrate interest and sincerity		
8. Timely routing of accurate information to the dispatcher		
9. Provide accurate and appropriate information to caller		
10. When necessary make appropriate telephone transfers		
11. If unable to assist, provide reasonable alternatives to the caller		
12. Assertive control of conversation		
13. Terminate call in professional manner		
14. Critical in-progress calls kept on line until unit's arrival		
15. Address and telephone number repeated to insure accuracy		
16. Accurate and complete descriptions obtained		
17. Obtain nature of injuries		
18. Information obtained about possible weapons involved		
19. Information obtained about suspect(s) under the influence of drugs / alcohol		
20. Handling difficult callers with professionalism		
b. <u>TYPES OF CALLS - INFORMATION TO OBTAIN.</u> The trainee will be able to identify the type of call and obtain pertinent information on the following types of calls:		
1. Collisions		
2. Disturbances		
3. Robbery		
4. Vehicle thefts		
5. Burglary		
6. Fires		
7. Major medical calls		
8. Bomb threats		
9. Suspicious persons / vehicles / other		
10. Sex crimes		
11. Vandalism		

12. Lost / found property		
13. Insufficient funds		
OPERATIONAL SKILLS AND PROCEDURES		
C. <u>BASIC OPERATION INFORMATION</u> . The trainee shall develop a knowledge of the basic skills required in the following areas.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
14. Forgery		
15. Animal complaints		
16. Notifications		
17. Death		
18. Attempt to contact		
19. Shots fired		
20. Alarms		
21. Prowler		
22. Parking problems		
23. Missing persons		
24. Thefts		
c. <u>COMPLETENESS OF INFORMATION</u> . The trainee will understand the need to provide the patrol officer with complete and accurate information. The trainee will learn techniques of prompting and questioning the caller.		

OPERATIONAL SKILLS AND PROCEDURES		
D. <u>IN-PERSON CONTACT WITH THE PUBLIC.</u> The trainee shall learn proper techniques in assisting the public.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. <u>FRONT COUNTER CONTACT.</u> The trainee will learn and perform the tasks associated with greeting the public at the front counter		
a. Demeanor		
1. Greet the public in a polite, professional manner		
2. Take time to carefully answer questions and complaints fully to the public's satisfaction		
3. Project good will and a positive departmental image		
4. Take no action nor make remarks that will discredit the department		
5. Display a helpful, patient, and tolerant attitude toward requests		
b. <u>DRESS</u> When working the front counter, the trainee is in the public view and represents the agency. Dress should be clean and neat. Makeup and accessories should be in good taste and in keeping with the uniform.		
c. <u>GREETING THE PUBLIC.</u> The trainee will demonstrate the ability to obtain complete and accurate information		
1. Determine what the person needs through proper questioning.		
2. Learn appropriate responses regarding fees and availability to the public.		
3. Know routine business hours of all related local government offices.		
4. Demonstrate a knowledge of mandated registrant requirements.		
5. Make referrals when appropriate to other departments, watch commander, or other personnel		
6. Demonstrate appropriate referral within the chain of command		
d. Unusual contacts		

OPERATIONAL SKILLS AND PROCEDURES		
<u>E. ALLIED LAW ENFORCEMENT AND RELATED AGENCIES/ORGANIZATIONS</u>	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. <u>THE TRAINEE WILL</u> : identify the basic responsibilities and types of assistance rendered by:		
a. California Highway Patrol		
b. Department of Motor Vehicles		
c. California Department of Justice		
d. Federal Bureau of Investigation		
e. San Mateo County Public Safety Communications		
f. San Mateo County Sheriff's Office		
g. Nation Crime Information Center		
h. Immigration Customs Enforcement (ICE)		
i. Bureau of Alcohol, Tobacco and Firearms (ATF)		
j. U.S. Marshall's Office		
k. Northern California Regional Intelligence Center (NCRIC)		
l. National Center for Missing and Exploited Children		
m. California Department of Transportation (Cal-Trans)		
n. San Mateo County Transit District (SamTrans)		
o. Red Cross		
2. <u>MUTUAL AID RESPONSE</u> . The trainee will understand the City / County law enforcement mutual aid response plan.		
a. How law enforcement mutual aid is activated in this county		
b. Those agencies which this agency responds to		
c. Those agencies which respond to this agency		
d. Chain of command used to initiate mutual aid in this county		
3. <u>THE TRAINEE WILL</u> identify the concept of mutual aid and local policy related to assisting outside the primary jurisdiction of the agency in the following circumstances.		
a. Responding to calls for assistance outside this agency		
b. Requesting non mutual aid assistance from adjoining jurisdictions		
c. Search and rescue units		
d. Local hazardous material response plan		

OPERATIONAL SKILLS AND PROCEDURES

F. MISCELLANEOUS. The trainee will be familiar with the following types of activities and resources.

**INSTRUCTOR'S INITIALS
AND DATE****INSTRUCTED IN
AND/OR
DEMONSTRATED BY
FTO****KNOWLEDGE OR ABILITY
HAS BEEN
DEMONSTRATED BY
TRAINEE**

1. House watches

2. Property release procedures

3. Property receipts

4. Rolodexes

5. Map book

6. Cross directory

7. Supplies

8. Keys

9. Counter reports

10. Citizen / officer complaints

11. Ticket complaints

CLERK DISPATCHER SKILLS AND DUTIES		
G. <u>RELEASE OF INFORMATION.</u> The trainee shall understand the department's policy in regards to release of information. The trainee shall also understand the legal ramifications of improper release of information.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. <u>RELEASE OF REPORTS</u>		
a. Times that reports are released		
b. Types of reports that cannot be released		
c. Persons authorized to receive reports		
d. Cost of reports		
e. Request form - tracking of report release		
f. Controlled document stamp		
2. <u>RELEASE OF INFORMATION</u>		
a. Release via telephone		
b. Release in person		
c. Providing legal advice		

COMMUNITY SERVICE DUTIES		
<u>H. COMMUNITY SERVICE OFFICER SKILLS AND DUTIES</u> . The trainee shall develop the functionality and knowledge of specific job responsibilities.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
1. <u>ABANDONED VEHICLES</u>		
a. California Vehicle Code towing authorities		
b. Private property vs. Public property		
c. Chalking and marking		
d. Forms and stickers		
e. Time Frame		
f. Obtaining registered owner and legal owner of vehicle		
g. Towing of vehicles		
1. Requesting towing company		
2. CHP-180 and inventory		
3. Information necessary for SVS entry		
h. Abandoned vehicle log		
i. Quarterly report for abandoned vehicles		
2. <u>TIME ZONE PARKING</u>		
a. Locations		
b. Chalking from GO-4 parking enforcement vehicle		

COMMUNITY SERVICE DUTIES		
H. <u>COMMUNITY SERVICE OFFICER SKILLS AND DUTIES.</u> The trainee shall develop the functionality and knowledge of specific job responsibilities.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
3. <u>PARKING CITATIONS</u>		
a. Most commonly used California Vehicle Code sections		
1. Registration violation (CVC 4000(a))		
2. Tabs on vehicle (CVC 5204)		
3. Disabled persons parking only (CVC 22507.8)		
4. Parked within 15' of fire hydrant (CVC 22514)		
5. Right wheel 18" from the curb (CVC 22502)		
6. No parking anytime (BCC 101-1)		
7. Red zone violation (BCC 101-1)		
8. Wheels not curbed (BCC 101-1)		
b. Familiarity with Old County Road parking regulations (BCC 14-7 and 14-8)		
c. Citation book / Ticket writing		
d. AutoCite		
e. Reading bail schedule		
4. <u>MISCELLANEOUS CSO ACTIVITIES / PROCEDURES</u>		
a. Radio usage and proper police codes		
b. Disabled vehicles		
1. Radio procedure		
2. Field procedure		
c. Traffic control / cone patterns		
d. Radar/Sign board trailer – programming and placement		
e. First Chance / Crime Lab		
f. Ticket sign-offs		
g. Crossing guard duty		
h. Use and operation of GO-4		

COMMUNITY SERVICE DUTIES		
<u>H. COMMUNITY SERVICE OFFICER SKILLS AND DUTIES.</u> The trainee shall develop the functionality and knowledge of specific job responsibilities.	INSTRUCTOR'S INITIALS AND DATE	
	INSTRUCTED IN AND/OR DEMONSTRATED BY FTO	KNOWLEDGE OR ABILITY HAS BEEN DEMONSTRATED BY TRAINEE
h. Vehicle maintenance		
1. Corporation yard		
2. Priority One		
3. Car wash		
i. Maintenance of radios – Metro Mobile		
j. Finger printing/Live Scan		
k. Downloading photos in RIMS		
l. Subpoenas		
<u>5. ADDITIONAL FUNCTIONS</u>		
a. Electrical wires down		
b. Malfunctioning traffic signals		
c. Hazardous street conditions (i.e. large hole in roadway)		
d. Damage to fire hydrants		
e. Water leaks		
f. Gas leaks		
g. Sewer leaks		
h. Hazardous material incidents		
i. Other local conditions which could cause hazard (i.e. tree blocking roadway)		
j. Aircraft incidents (i.e. San Carlos Airport)		

Trainee has been shown the locations and importance of the following locations:

Location	Shown by FTO	Demonstrated by Trainee
San Mateo County Crime Lab		
Coroner's Office		
Hillcrest Juvenile Hall		
San Mateo County Sheriff's Office – Patrol Headquarters		
Sheriff - San Carlos Sub		
Belmont Fire Station 14		
Belmont Fire Station 15		
City Attorney's Office		
First Chance		
UPS Store		
San Mateo Medical Center		
Priority One		
Metro Mobile		
Belmont Car Wash		
Belmont Hardware		
Keylo Lock		
Southern Court DA's Office		
San Mateo PD		
San Mateo Consolidated Fire Administration		