



TYLER POLICE DEPARTMENT

GENERAL ORDER: 09.200

	POLICE TRAINING OFFICER (PTO) PROGRAM	
	EFFECTIVE DATE: 05-31-1994	
	REVISED DATE: 09-13-2017	
CALEA STANDARDS: 32.2.10; 33.4.2; 33.4.3		

09.201 PURPOSE – [CALEA Standard: 33.4.2]

- A. The Tyler Police Department's Police Officer Training Program is an extension of the law enforcement process that combines pre – field training with objective evaluations to insure that the standards of a competent law enforcement officer are met. The goal of the Police Officer Training (PTO) Program is to improve the overall effectiveness and efficiency of law enforcement service delivery by:
1. Improving the overall applicant screening process. The Police Training Officer Program is one phase of the Department's overall applicant screening process designed to facilitate on – the – job observations and performance assessment.
 2. Establishing a probationary Police Officer appraisal system. The program is designed to provide a valid, job related, post – Basic Training Academy evaluation of probationary law enforcement officer performance. The process utilizes a standardized and systematic approach to document probationary law enforcement officer performance.
 3. Improving the probationary law enforcement officer training process. This program provides post – Basic Academy training and on-the-job training to probationary law enforcement officers. Police Training Officers serve as role models, coaches, and mentors for Probationary officers in the development of the knowledge, skills, and abilities needed to perform Patrol duties and practical application of Police Academy materials.
 4. Establishing career opportunities within the Department. The Police Officer Training Program is another career path within the Tyler Police Department. It provides incentive for the demonstration of proficiency in the knowledge, skills, and abilities needed to perform Patrol functions. While performing the duties of the Police Training Officer (PTO), the Officer gains' experience and knowledge increasing leadership, problem-based learning skills and may enhance career opportunities.

5. Establishing an improved in – service retraining program. The program provides a system to provide retraining and orientation to sworn officers returning to the Patrol Division from extended absences or assignments:
 - a. Sworn officers who have been absent from Patrol Division for a period of 180 calendar days or more will be assigned to a PTO for a minimum 15 day period. This period may be extended up to 30 days at the discretion of the Support Services Division Commander / Asst. Chief of Police.
 - b. During the time such sworn officers are assigned with a PTO they will not be subject to the formalized mentoring required of probationary officers in training. The PTO's function is to re – familiarize the officer with agency forms, updated policy, procedure, general orders, and in conjunction with the PTO Coordinator, ensure that the returning officer is provided such opportunities as are necessary to demonstrate skill areas such as officer safety, handcuffing, searching prisoners, patrol vehicle operation, etc...

09.202 ORGANIZATION – [CALEA Standard: 33.4.3]

- A. Police Training Officer (PTO) Program Manager
 1. The Police Training Officer Program Manager shall be designated by the Chief of Police.
 2. The Police Training Officer Program Manager will report directly to the Support Services Division Commander / Asst. Chief of Police.
 3. The Police Training Officer Program Manager will directly supervise the Police Training Officer Program Coordinator.
 4. Periodically review the Police Training Officer Program to ensure it is effectively meeting the Department's probationary officer training needs.
- B. Police Training Officer (PTO) Program Coordinator.
 1. The Police Training Officer Program Coordinator (PTC) shall be designated by the Chief of Police.
 2. The Police Training Officer Program Coordinator (PTC) will report to the Career Development Lieutenant regarding the Police Officer Training Program.
 3. In addition to the duties listed below, the Police Training Officer Program Coordinator will be responsible for all duties listed in [General Order 02.800](#).
 4. The PTO Coordinator shall be responsible for the general control and evaluation of the Police Training Officer Program and shall monitor the progress of all Probationary officers (POs) for the duration of their probationary employment period.
 5. The PTO Coordinator shall coordinate, when appropriate, the preparation of a statement of probationary officer development to date and submit it up the chain

of command to the Chief of Police with a recommendation to dismiss a probationary officer. This will be done after the individual PTO's recommendation, and, if possible, the PTO Board of Evaluator's (BOE) recommendation.

6. The PTO Coordinator shall monitor and evaluate the overall development of Probationary officers during the probationary period for purposes of ascertaining any deficiencies and resolving them through training and retraining.
7. The PTO Coordinator shall be responsible for planning, directing, and evaluating training assignments and any changes in such assignments or variations in the length of the assignments.
8. The PTO Coordinator must insure that the training process is properly administered. Various sources of information should be utilized to achieve these goals, including (but not limited to) Coaching and Training Reports (CTR's), Learning Activity Packages (LAP's), Mid – term and Final evaluations, Neighborhood Portfolio Exercises (NPEs), Problem Based Learning Exercises (PBLE's), oral communication with the PTO's, and personal observations of the Probationary officer's performance to assist in the determination of progress in each substantive phase.
9. The PTO Coordinator or Police Training Supervisors (PTS) will have a meeting with each PTO / probationary officer for each substantive phase of training. They will review the material covered during the phase to insure that it was covered properly. If it is not current, the PTO Coordinator shall determine why it is not.
10. The PTO Coordinator will review all CTR's to insure that they have been properly completed, and sign off on them.
11. The PTO Coordinator shall work closely with the Patrol Division Supervisors of probationary officers during and after the completion of PTO Program assignments to determine and correct any training deficiencies, and may recommend an extension of a probationary officer's training period.
12. Whenever possible, the PTO Coordinator will attend all meetings concerning the PTO Program. The PTO Coordinator will also be responsible for setting up quarterly PTO meetings to discuss issues or concerns about the PTO Program and conduct needed training.
13. The PTO Coordinator will maintain a liaison with the academy staff.

B. Police Training Supervisors.

1. Police Training Supervisors (PTS's) will be designated by the Chief of Police.
2. The Police Training Supervisors will report to the PTO Program Coordinator regarding the Police Training Officer Program.
3. The PTS's role is to take up those responsibilities of the Coordinator when the Coordinator is unavailable and / or to assist when there are a large number of Probationary officers in training. The PTS will meet with probationary officers periodically, review Coaching and Training Reports, and review assigned PBLE's,

C. Police Training Officers (PTO).

1. All PTOs shall receive 40 hours of formal PTO training consistent with this program before being assigned a probationary officer in training.
2. PTOs will be responsible to the PTO Coordinator in all training – related matters and to their shift supervisor for their normal daily activity. If there is a conflict between these functions, the PTO Coordinator and the shift supervisor will work out a solution.
3. The PTO shall be responsible for the training the probationary officers assigned by the PTO Coordinator, which includes all required information in each substantive phase.
4. The PTO shall be a sworn officer who has met all posted qualifications of the Tyler Police Department's Police Training Program guidelines and successfully completes the Police Training Officer Selection Process.
5. The PTO has two primary roles to fulfill:
 - a. That of a police officer assuming full officer responsibilities; and
 - b. That of a trainer and evaluator of Probationary officers.
6. In addition to the duties listed, the PTO will be responsible for all duties listed in [General Order 02.800](#).
7. The PTO may be released from field training and evaluation duties as follows:
 - a. At the request of the PTO and with approval of the PTO's chain of command.
 - b. By recommendation of the Police Training Officer Program Coordinator and / or at the direction of the Chief of Police.

D. Board of Evaluators (BOE).

1. Shall consist of the Support Services Division Commander / Asst. Chief of Police, the PTO Program Manager, the PTO Coordinator, a PTS, and one assigned PTO.
2. The Board of Evaluators shall meet to hear the recommendations of the PTO's who are training probationary officers. Upon examination of the probationary officer in question, the training PTO shall make a recommendation to the PTO Coordinator on the status of the Probationary officer.
3. The BOE will discuss any other PTO business that is brought before it. This may include training issues, particular problems with the PTO Program, or any other item that would come under their area of concern.

09.203 ASSIGNMENT OF PROBATIONARY OFFICERS – [CALEA Standard: 32.2.10; 33.4.3]

A. Assignments.

1. Probationary officers are assigned to the PTO Coordinator until assigned to a PTO.
 2. Probationary officers will not be assigned to solo patrol status until their formal training in the Police Officer Training Program is complete. This is to avoid negligent entrustment problems.
 3. Each probationary officer shall be placed in a Police Training Officer Program assignment under the supervision of the PTO Coordinator and a PTO as defined in this order.
 - a. The Police Training Officer reassignment shall be predetermined and will be varied only when a probationary officer needs retraining, or at the discretion of the PTO Coordinator.
 - b. The PTO Coordinator may continue the training assignment of a probationary officer beyond the predetermined time, should the need for further training be apparent, and with the approval of the Chief of Police.
- B. The Police Training Officer (PTO) Program shall be divided into the following phases.
1. Orientation Phase – minimum of three (3) days of administrative processing and in – house orientation.
 2. Academy Phase – probationary officers that are not certified must attend the police academy during this phase.
 3. Integration Phase – this phase is a minimum of 40 hours of administrative processing, becoming familiar with the organization and introduction to the PTO Program.
 4. Phases A and B (Non-Emergency Incident Response / Emergency Incident Response). Each probationary officer will be assigned to a different PTO for both Phase A and B substantive phases.
 - a. Phase A – Non-Emergency Incident Response. Minimum of 20 training days for probationary officers assigned to PTO's with eight (8) hour shifts and 16 training days for probationary officers assigned to PTO's with ten (10) hour shifts.
 - (1) Phase A is the initial training and learning experience for the probationary officer.
 - (2) The PTO Coordinator will insure that any "missed" (non-certified days) are made up and that the minimum number of certified days of training have been completed.
 - b. Phase B – Emergency Incident Response- Minimum 20 training days for probationary officers assigned to PTO's with eight (8) hour shifts and 16 training days for probationary officers assigned to PTO's with ten (10) hour shift.
 5. Mid – Term Evaluation – The mid – term evaluation is the first formal independent evaluation of the probationary officer. The probationary officer will

be assigned to a PTE (PTO in an evaluator role) for a period of two (2) weeks. PTE's will use learning outcomes from Phases A and B to evaluate the probationary officer.

- a. The PTE shall use the learning matrix as an evaluation tool to assess the probationary officer's performance. If a probationary officer successfully completes the Mid – Term Evaluation, they will proceed to Phase C of training.
 - b. If the PTE decides that the probationary officer is experiencing problems or cannot successfully complete the Mid – Term Evaluation, the PTE may recommend that the probationary officer return to a prior phase of training, that a Learning Activity Package is administered, or other remedial training be conducted.
6. Phase C and D (Patrol Activities / Criminal Investigations). Each probationary officer will be assigned to a different PTO for both Phase C and D.
- a. Phase C – Patrol Activities. This phase deals primarily with activities which occur on Patrol. The probationary officer will receive a minimum of 15 training days if assigned to a PTO on an eight (8) hour shift and 12 training days if assigned to a PTO on a ten (10) hour shift.
 - b. Phase D – Criminal Investigations. This phase introduces the Probationary Officer to criminal investigations by teaching them what is required for a case to be prosecuted by the District Attorney's Office or Municipal Court. The probationary officer will receive a minimum of 15 training days if assigned to a PTO on an eight (8) hour shift and 12 training days if assigned to a PTO on a ten (10) hour shift.
7. Probationary officers are required to work a sufficient number of hours with the PTO for a work day to be considered a *"training day"* for documentation purposes. The following guidelines shall be used when considering whether a probationary officer has worked sufficient hours with a PTO to log an acceptable *"training day"*:
- a. Five (5) hours with the PTO in an eight (8) hour shift
 - b. Seven (7) hours with the PTO in a ten (10) hour shift
 - c. Should the assigned PTO not be available due to sickness or some other reason, a probationary officer should ride with another PTO so that they do not fall behind in training. If no PTO's are available that shift, a probationary officer may ride with a senior officer, as directed by the shift commander. However, this work day is not to be included as a training day.
8. Final Evaluation – The final evaluation is the last formal independent evaluation of the probationary officer. The probationary officer will be assigned to a PTE (PTO in an evaluator role) for a period of two (2) weeks. PTE's will use outcomes from all Phases A, B, C, and D to evaluate the probationary officer.
- a. The probationary officer will maintain responsibility for 100% of the workload distribution.

- b. The probationary officer shall complete the Final Evaluation in a pure "ghost" manner. This will be a phase where the PTO will only observe and document the work of the probationary officer. The PTO and probationary officer will review previously trained topics at the end of each shift in the daily debriefing, touching on any problem areas. The PTO will only intervene when it is necessary to exercise Discretionary Override. Discretionary Override (DO) is defined as anytime the probationary officer is about to commit the following:
 - 1) An unlawful act.
 - 2) An unsafe act.
 - 3) The probationary officer is about to take action that would embarrass the officer or the department.
- 9. The probationary officer must successfully complete the Final Evaluation of the PTO Program in order to be recommended for a "Solo Patrol" assignment.
- C. Balance of the probationary period.
 - 1. Solo phase
 - a. The probationary officer will be assigned to Patrol operations.
 - b. The length of the probationary period for the probationary officer shall be in accordance with current state and local civil service guidelines.
 - c. During the balance of the probationary patrol period, the probationary officer shall be periodically reassigned with a PTO for the purpose of performance review – "check-out" rides. These rides will be "unannounced" and the PTO will complete a "check-out" ride form and submit it to the PTC.

09.204 EXTENSION OF TRAINING

- A. The probationary officer's training period may be extended at any point upon the recommendation of the PTO Coordinator, the Board of Evaluators, and with the approval of the Chief through the chain of command.

09.205 EVALUATION PROCESS – [CALEA Standard: 33.4.2; 33.4.3]

- A. Journaling / Daily Observation Reports
 - 1. Probationary officers are required to journal while attending the police academy. The PTC is responsible for reviewing the journals to ensure the probationary officer is documenting all training received, any training issues that are noted, their strengths and weaknesses, action plans to correct any noted weaknesses and to document any emotional intelligence issues.
 - 2. The PTO shall complete a Daily Observation Report each day detailing the training that has occurred.
- B. Coaching / Training Report (CTR).

1. Completed by the probationary officer and PTO weekly. The probationary officer will initially complete the CTR and the PTO will then make comments in regards to what the probationary officer has documented.

C Problem Based Learning Exercises (PBLE's)

1. These are ill – structured problems given at the beginning of each phase of training and are the foundations upon which the PTO program rests.
2. They are not easily solved, and they lack essential information that the probationary officer must obtain. This forces the probationary officer to learn through the problem – solving process. It must have real – life context that the probationary officer will see in that particular phase of training.
3. It is not a scenario – PBLEs have multiple options to successfully complete the exercise.

D. Learning Activity Packages (LAP's)

1. LAP's are used to help probationary officers who are struggling with a particular area of training.
2. They can be used to introduce probationary officers to specialized areas, to supplement learning, or to remedy problems.
3. The material in a LAP may include legal information, videos, training manuals, policies, procedures, information from community resources, and other materials related to the topic.
4. The LAP's are related to a specific job function and call for a specific outcome. The LAP format standardized the assignment and increases the learning potential of the probationary officer.

E. Mid – Term Evaluation

1. The mid – term evaluation is the first formal independent evaluation of the probationary officer. The probationary officer will be assigned to a PTE (PTO in an evaluator role) for a period of two (2) weeks. PTE's will use outcomes from Phases A and B to evaluate the probationary Officer. The mid – term evaluation form will be completed by the PTE. If a probationary officer is successful in completing the mid – term evaluation, they advance to the next phase of training. If a problem is detected, then the probationary officer may be sent back to the last phase of training, be given a LAP, or other remedial training, as determined by the BOE, the PTC, or the PTM.

F. Final Evaluation

1. The final evaluation is the last formal independent evaluation of the probationary officer. The probationary officer will be assigned to a PTE (PTO in an evaluator role) for a period of two (2) weeks. PTE's will use outcomes from all Phases A, B, C, and D to evaluate the probationary officer. If a problem is detected, then the probationary officer may be sent back to the last phase of training, be given a LAP, or other remedial training as determined by the BOE, the PTC, or the PTM.

- F. Neighborhood Portfolio Exercise (NPE)
 - 1. During the BOE meeting prior to going solo, the probationary officer will be required to give a detailed geographical, social, and cultural understanding of their beat.
 - 2. If a probationary officer fails their NPE, they will be required to do it again before they are released from probationary status. Should they fail a second time, then the probationary officer will be subject to performance review and / or disciplinary action.

09.206 SELECTION PROCESS OF POLICE TRAINING OFFICERS (PTO's)

[CALEA Standard: 33.4.3]

- A. Openings for the position of PTO shall be posted.
- B. Written application shall be made to the PTO Coordinator.
- C. PTO minimum qualifications:
 - 1. Two (2) years employment as a sworn officer. This will include at least one (1) year with the Tyler Police Department.
 - 2. Must have received a minimum of "Meets Expectations" on last six (6) month performance evaluation.
 - 3. Must have recommendations of current Chain of Command.
 - 4. Should have both excellent written and verbal communication skills.
 - 5. Demonstrates interest in philosophy of Community Oriented Policing.
 - 6. Prior training experience / knowledge of adult learning principles.
- D. All qualified applicants shall be assessed by the selection board currently used by the Department for the selection of specialized positions. At the conclusion of the interview process the board shall make a recommendation to fill the position to the Chief of Police. The PTO Candidate(s) selected shall be made by the Chief of Police.

09.207 EMPLOYMENT STATUS REVIEW

- A. At any time during the probationary period a probationary officer is not performing at a satisfactory level, the PTO Coordinator may make a recommendation for termination.
 - 1. Once this recommendation is made, the probationary officer will be reassigned. This may include desk duties or being sent home with the approval of the Chief of Police. In no case will the probationary officer be left in an enforcement position.
 - 2. The probationary officer will sign a form stating that no action as a law

enforcement officer will be taken until the Chief of Police reviews the documentation and makes a decision on the employment status of the probationary officer.

3. The probationary officer will be instructed to report to the Support Services Division Commander / Asst. Chief of Police's office no later than two (2) business days after the recommendation is made.
- B. Memorandums and recommendations for termination are forwarded to the Support Services Division Commander / Asst. Chief of Police.
1. The Support Services Division Commander / Asst. Chief of Police shall gather all memorandums and ensure that all supporting data is attached.
 2. The Support Services Division Commander / Asst. Chief of Police will review the recommendations made and all supporting material. He / She will then prepare and submit a memorandum to the Chief of Police containing their findings and recommendation.
- C. The Chief of Police will conduct an employment status review in reference to the recommended dismissal.
1. The Chief of Police will review the documentation, findings, and recommendations on the probationary officer. The Chief of Police may call any person in the process for reasons of clarification.
 2. The Chief of Police will set up a meeting with the probationary officer at the earliest possible time. The purpose of this meeting is to review with the probationary officer the findings and recommendations that have been made. The Chief of Police may call any person(s) during the review process to this meeting the Chief of Police deems necessary. During this meeting, the Chief of Police may render a final decision or will inform the probationary officer of the time for a second meeting.
 3. The second meeting will be for the purpose of allowing the probationary officer the opportunity to present an appeal. The Chief of Police will either make a decision at this time, or may delay the decision if there are issues raised that need to be addressed. If this is the case, a third meeting may be scheduled for the Chief of Police to inform the probationary officer of the decision. This decision shall be final.

09.208 DISPOSITION OF POLICE TRAINING OFFICER DOCUMENTATION

- A. Upon successful completion of the Chief of Police's action, the probationary officer's Police Training Officer Program documentation will be filed as follows:
1. Law Enforcement personnel file.
 - a. Chief of Police's Action Report.
 2. All other Police Training Officer documentation
 - a. Shall be maintained in the Department Training Files in the Career Development Unit by Officer's name. Training

documentation shall be removed from the probationary officer Manual and placed in the officer's Departmental Training File. Police Training Officer Program files of terminated employees consisting of the CTR's, LAP's PBLE's, Mid – term and Final Evaluation's, NPE's and PTO and probationary officer journals shall be secured and maintained until such time as the statute of limitations for personnel action has expired. This is currently seven (7) years.

- b. Police Training Officer Program files are confidential and shall be reviewed only by persons with a *"need to know"* upon approval of the Chief of Police.

Approved: 09-13-2017



Jimmy Toler
Chief of Police