



DIVISION OF POLICE

DATE: August 12, 2020

TO: Chief of Police Calvin D. Williams

FROM: Inspector General Christopher Paul Viland, Esq., CIG®, #3700

SUBJECT: Review and Analysis of Current Division Communications Control Section Policy and Training for Compliance with Standards Set by the Ohio Collaborative Community-Police Advisory Board

Sir,

This memorandum has been prepared to serve informationally as guidance when determining whether current City of Cleveland, Division of Police (the Division) policy and training in the Bureau of Communications and Property Control, Communications Control Section (CCS) regarding telecommunications meets a standard that has been set and published by the Ohio Collaborative Community-Police Advisory Board (the Collaborative).

In 2016, the Collaborative established a standard regarding telecommunications policy and trainingⁱ which has been published and is deemed a mandatory consideration for compliance with Collaborative review and assessment, should an Ohio law enforcement agency voluntarily enter into that process. This particular standard only applies if an agency employs tele-communicators as defined in Ohio Revised Code §4742.01. While the Division does, in fact, employ individuals that meet the statutory definitionⁱⁱ, the Division is currently not participating in the Collaborative certification process.

Pursuant to a Settlement Agreement (the Agreement)ⁱⁱⁱ reached with the United States Department of Justice (the DOJ), and beginning in 2015, the Division began the huge process of updating and reforming virtually all significant policy and training along with the purchase and implementation of much new equipment and software. A specific section of that Agreement required the Division to provide specialized training to tele-communicators in crisis intervention issues and techniques.^{iv} Telecommunications staff received that specialized training, beginning in 2015 from the Cuyahoga County Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board and has incorporated that training from ADAMHS Board staff into the current classroom training for newly hired probationary staff.^v

It must also be noted that policy with regard to the telecommunications function is maintained separately from the General Police Order (GPO) system of the Division. Dispatch

related policies are maintained in the Policies and Procedures of the Bureau of Communications and Property Control, Communications Control Section.

As a preliminary matter, it must be noted that compliance with Collaborative standards is not mandatory at this time. Nonetheless, this review is being presented as part of a series of informational memoranda detailing compliance with various Ohio Collaborative standards.

In the alternative, this information may be utilized as needed by the Division in any instance where an explanation may be necessary in demonstrating where and why the Division's policy is or is not fully compliant with standards outside the scope of the considerations of the Division, its stakeholders, and the DOJ.

To restate, however, this memorandum is a review specifically of how current Division policy complies with standards promulgated by the Collaborative. It is **not** a review of best practices or recommendations for improvements to policy or procedure otherwise.

Ohio Collaborative Standard 12.2016.5, regarding tele-communicator training requires that a local law enforcement agency that employs tele-communicators ensure that training and policy exist that ensure they are proficient in obtaining, classifying, prioritizing, and relaying information in the performance of their duties.^{vi} Compliance determinations broken down section by section follow below:

STANDARD 12.2016.5 (a)

“... the agency must ensure a training program and directives exist to allow for Tele-communicators to be proficient in: (a) obtaining complete and accurate information from callers requesting law enforcement assistance; ...”^{vii}

CCS currently maintains policy and procedure specifically regarding call taking procedures^{viii}, which includes a section on gathering basic response information^{ix} and a section on comprehensive information recording^x.

Additionally, the CCS has a standardized training program for new hires^{xi} which incorporates a basic Public Safety Tele-communicator PST-1 forty hour training program created by the Association of Public Safety Communications Officials (APCO).^{xii} This classroom portion of training for tele-communicators includes specific sections on Basic Information Gathering Techniques and Taking Descriptive Information which formally cover obtaining complete and accurate information from callers.^{xiv} During this classroom training, new employees are observed, evaluated and tested to ensure demonstrated proficiencies.^{xv}

The Division's detailed written policy and training procedures indicate that the Division is compliant with this aspect of the Collaborative standard.

STANDARD 12.2016.5(b)

“... the agency must ensure a training program and directives exist to allow for Tele-communicators to be proficient in: ... (b) accurately classifying and prioritizing requests for assistance; ...”^{xxvi}

CCS currently maintains a seven page policy and procedure specifically regarding the classification and prioritization of calls for service^{xvii}. This policy includes definitions and methods for determining priority as well as dealing with upgrading or downgrading priority, how multiple calls on the same incident may affect prioritization, and stacking of calls in priority classifications^{xviii}.

As mentioned in the section above, Division tele-communicators are trained in part using the APCO PST-1 curriculum.^{xix} This curriculum includes specific detailed topic instruction on Call Classifications, Law Enforcement Call Types, and Responder Initiated Calls which formally cover classification and prioritization of calls for service.^{xx} Additionally, after successfully completing classroom training, new hires are assigned to a trainer and begin training on the dispatch floor, where they function with that mentor in actual classification and prioritization of calls using the current Computer Aided Dispatch (CAD) matrix.^{xxi} This must be satisfactorily demonstrated by the tele-communicator prior to release to full duty.^{xxii}

The Division’s detailed written policy and training procedures indicate that the Division is compliant with this aspect of the Collaborative standard.

STANDARD 12.2016.5(c)

“... the agency must ensure a training program and directives exist to allow for Tele-communicators to be proficient in: ... (c) obtaining and accurately relaying information which may affect responder and/or citizen safety.”^{xxiii}

CCS standard operating policy addresses information related to responder and citizen safety including suspect and threat/weapons information^{xxiv}, as well as information that is specific to incidents involving crisis or mental health situations^{xxv}.

As indicated in both sub-sections above, the training curriculum of the required APCO PST-1 program is required for Division tele-communicators.^{xxvi} That curriculum contains formal topics not only on obtaining safety related information reference Standard 12.2016.5(a) above, but also including formal training in relaying that safety related information in specific modules such as Response Unit Safety and Law Enforcement Specific Procedures.^{xxvii} And, also as indicated above, training on the dispatch floor under the supervision of a mentor requires trainees to successfully demonstrate ability to complete tasks related to relaying safety information, including but not limited to tasks such as:

- Advises EMS and/or CFD of info on any suspects or other potential safety concerns when requesting their assistance at an incident.
- Understanding ‘Cautions’ attached to individuals.

- CAD 'EV', 'CAUTION' and 'INF' information viewed and provided to responding unit as necessary.
- Knows how to check for CIT trained officers and sends to mental health crisis incidents.^{xxviii}

The Division's detailed written policy and training procedures indicate that the Division is compliant with this aspect of the Collaborative standard.

SUMMARY

Based upon review of current policy, procedure and training documentation, the Division Communications Control Section's policy and training is currently compliant with standard 12.2016.5 Tele-communicator Training, as published by the Ohio Collaborative Community-Police Advisory Board.

The Office of the Inspector General has no further comment or recommendations regarding this review.

Respectfully submitted,



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Cleveland Division of Police
Work Product Number 20013-R

cc: *via email only:* Deputy Chief J. O'Neill
Hon. Gregory White

ⁱ Ohio Collaborative Community-Police Advisory Board, Standard 12.2016.5 Law Enforcement Tele-communicator Training, <https://www.ocjs.ohio.gov/ohiocollaborative/law-enforcement.html>, as downloaded 6-10-20.

ⁱⁱ Ohio Revised Code §4742.01(B) "... an individual employed by an emergency service provider, whose primary responsibility is to be an operator for the receipt or processing of calls for emergency services made by telephone, radio, or other electronic means."

ⁱⁱⁱ *United States of America v. City of Cleveland*, United States District Court, Northern District of Ohio, Eastern Division, 1:15 CV 01046, Settlement Agreement, June 12, 2015.

^{iv} *Id.* at ¶144.

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- ^v Email correspondence with Mr. Daniel Moore, CCS staff, August 7, 2020, unpublished document (in possession of author).
- ^{vi} Ohio Collaborative, *supra*, note i.
- ^{vii} *Id.* at (a).
- ^{viii} Bureau of Communications and Property Control, Communications Control Section, Policy 1.1.17 Call Taking Procedures, rev. July 16, 2018.
- ^{ix} *Id.* at Section (IV).
- ^x *Id.* at Section (VI).
- ^{xi} Bureau of Communications and Property Control, Communications Control Section, Policy 1.3.05 Probationary Employee Training Guidelines, rev. February 17, 2017.
- ^{xii} *Id.* at Section I(A).
- ^{xiii} APCO Institute, Public Safety Telecommunicator 1, 7th edition, Daytona Beach, Florida, 2016.
- ^{xiv} *Id.* at Modules 3.3 and 3.4.
- ^{xv} *See*, Policy 1.3.05, *supra*, note xi, and Moore email, *supra*, note v.
- ^{xvi} Ohio Collaborative, *supra*, note i, at (b).
- ^{xvii} Bureau of Communications and Property Control, Communications Control Section, Policy 1.1.18 General Dispatching Procedures, rev. February 10, 2017.
- ^{xviii} *Id.*
- ^{xix} APCO PST 1, *supra*, note xiii.
- ^{xx} *Id.* at Module 11.
- ^{xxi} Bureau of Communications and Property Control, Communications Control Section, CAD Incident Code Matrix, July 8, 2020.
- ^{xxii} CCS Policy 1.3.05, *supra*, note xi at Section III.
- ^{xxiii} Ohio Collaborative, *supra*, note i, at (c).
- ^{xxiv} CCS Policy 1.1.17, at Section VI(C).
- ^{xxv} Bureau of Communications and Property Control, Communications Control Section, Policy 1.1.21 Handling Crisis Incidents, rev. February 10, 2017.
- ^{xxvi} *See*, *supra*, notes xii and xiii.
- ^{xxvii} APCO PST 1, *supra*, note xiii at Modules 9.4 and 9.5.
- ^{xxviii} Bureau of Communications and Property Control, Communications Control Section, Probationary Police Radio Dispatcher Task Checklist.