

Service Excellence Action Plan for Professional Standards and Training

Dimension	Action Step	Timeframe
Knowledge	<p>Implement VirTra, a virtual reality simulation training system that will enhance officer responsiveness and communication, and use of safety strategies.</p> <p>Officer to attend active assailant instructor school in order to enhance active assailant training for all UMB police officers.</p>	<p>Will launch Jan. 2025</p> <p>Officer will attend in Oct. 2024 and implement in all subsequent trainings upon return.</p>
Communication	<p>Implement VirTra, a virtual reality simulation training system that will enhance officer responsiveness and communication, and use of safety strategies.</p> <p>Attend command staff retreat to strengthen cross-unit communication and collaborative problem-solving skills. Apply lessons learned from retreat on an on-going basis, leading to increased efficiency, service delivery, and communication between units.</p>	<p>Will launch Jan. 2025</p> <p>Sept. 2024</p>
Process Improvement	<p>Attend command staff retreat to strengthen cross-unit communication and collaborative problem-solving skills. Apply lessons learned from retreat on an on-going basis, leading to increased efficiency, service delivery, and communication between units.</p>	<p>Sept. 2024</p>