



**Washoe County  
School District**

**MyPGS**



**Washoe County  
School District**

**Professional  
Growth Systems**

**WCSD**

Police Department

Employee/Officer

Performance Evaluation

## Washoe County School District Police Department Performance Standard

WCSD School Police Professional Performance Standards				
STANDARD 1 Knowledge & Skills	STANDARD 2 Performance	STANDARD 3 Standards & Responsibilities	STANDARD 4 Communication	STANDARD 5 Work Environment
<p><b>1a. Interviewing, Investigation and Evidence Procedures:</b> Evaluates employee's knowledge of criminal procedure including investigations, interviews, evidence procedures, laws of arrest, search and seizure, warrants, juvenile law, etc. as well as their skill in applying these procedures in the field.</p>	<p><b>2a. Follows Direction:</b> Evaluates employee's acceptance of direction, including constructive criticism, the degree to which directions are fulfilled, and their recognition of the established chain of command.</p>	<p><b>3a. Professional Demeanor:</b> Evaluates employee's acceptance of criticism and how that feedback is used to further learning and improve performance. Employee's ability to maintain professional relationships within the workplace. Employee's interest in personal goal setting.</p>	<p><b>4a. Relationships:</b> Evaluates employee's ability to interact with citizens (including suspects), minority groups (manages diversity), and colleagues in an appropriate and efficient manner.</p>	<p><b>5a. Maintains Orderly Work Space:</b> Evaluates employee's ability to maintain an orderly and efficient work space. This includes their office and/or department issued vehicle.</p>
<p><b>1b. Laws, Policies &amp; Procedures:</b> Evaluates employee's knowledge of department policies, criminal statutes, city ordinance, and traffic codes as well as their ability to apply this knowledge in the field.</p>	<p><b>2b. General Responsibilities:</b> Evaluates employee's ability to complete assigned tasks accurately in the absence of direct supervision, use of time management, being prepared for work, and honors additional job requirements.</p>	<p><b>3b. Personal Appearance:</b> Evaluates employee's physical appearance, dress, and display of equipment.</p>	<p><b>4b. Communication Skills:</b> Evaluates employee's ability to enhance productivity and builds respectful relationships through active listening, written, verbal and information technology skills.</p>	<p><b>5b. Maintenance of Equipment:</b> Evaluates employee's care in maintaining all department issued equipment including vehicles and technology.</p>
<p><b>1c. Emergency Procedures:</b> Evaluates employee's knowledge of emergency procedures and response to emergency situations.</p>	<p><b>2c. Use of Radio:</b> Evaluates employee's ability to use radio etiquette in a clear, concise, and professional manner while following policy and procedure.</p>	<p><b>3c. Attitude Toward Police Work:</b> Evaluates employee's view of their position in terms of personal motivation, goal setting, and their acceptance of job responsibilities.</p>	<p><b>4c. Conflict Resolution:</b> Evaluates employee's ability to evaluate circumstances and effectively diffuse/resolve conflict efficiently.</p>	

## Washoe County School District Police Department Performance Standard

	<p><b>2d. Vehicle Operations:</b> Evaluates employee's skill in operating department vehicles in a safe manner that is consistent with department policy in routine and emergency situations.</p>	<p><b>3d. Firearms/Weapons Safety:</b> Evaluates employee's skill in handling firearms and other sanctioned weapons in a safe manner that is consistent with department policy.</p>		
	<p><b>2e. Reports:</b> Evaluates employee's ability to complete clear, concise, and accurate reports as outlined in department policy.</p>			

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## Washoe County School District Police Department Performance Standard

Standard 1 Knowledge & Skills			
The employee engages in adequate professional development so as to demonstrate adequate knowledge of job related skills that transfer to the performance of their duties.			
INDICATOR	INEFFECTIVE	EFFECTIVE	HIGHLY EFFECTIVE
<p><b>1a. Interviewing, Investigation and Evidence Procedures:</b> Evaluates employee's knowledge of criminal procedure including investigations, interviews, evidence procedures, laws of arrest, search and seizure, warrants, juvenile law, etc. as well as their skill in applying these procedures in the field.</p>	<ul style="list-style-type: none"> <li>• Fails to use proper questioning techniques.</li> <li>• Fails to establish appropriate rapport with subjects.</li> <li>• Fails to follow department legal procedures.</li> <li>• Fails to conduct proper investigations and interviews with victims, witnesses, or suspects involved in a crime.</li> <li>• Fails to identify criminal offenses.</li> <li>• Makes frequent mistakes identifying, collecting, or submitting evidence.</li> <li>• Fails to protect crime scenes.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses proper questioning techniques.</li> <li>• Establishes productive rapport with most victims, witnesses, and suspects.</li> <li>• Follows department legal procedures.</li> <li>• Conducts proper investigations and interviews with victims, witnesses, or suspects.</li> <li>• Accurately identifies nature of criminal offense committed.</li> <li>• Collects, tags, logs, submits evidence properly with minimal errors.</li> <li>• Sufficiently protects crime scenes.</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes productive rapport with difficult, volatile, uncooperative victims, witnesses, and suspects under difficult circumstances.</li> <li>• Continues with follow up investigation in cases thereby deterring further crimes.</li> <li>• Accurately identifies additional enhancements/charges.</li> <li>• Accurately collects, tags, logs, submits evidence.</li> <li>• Protects crime scenes with great care and attention to detail.</li> </ul>

## Washoe County School District Police Department Performance Standard

<p><b>1b. Laws, Policies &amp; Procedures:</b> Evaluates employee's knowledge of department policies, criminal statutes, city ordinance, and traffic codes as well as their ability to apply this knowledge in the field.</p>	<ul style="list-style-type: none"> <li>• Fails to recognize criminal offenses and other violations when encountered.</li> <li>• Frequently makes mistakes relative to whether or not crimes and/or violations have been committed.</li> <li>• Fails to recognize or deliberately violates elements of policies, procedures, or law.</li> <li>• Fails to issue complete or accurate Miranda Admonishments.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognizes commonly encountered criminal offenses and other violations and consistently applies appropriate sections of the policies, procedures, or law.</li> <li>• Differentiates readily between criminal and non-criminal activity.</li> <li>• Is familiar with commonly used policies, procedures, or laws.</li> <li>• Accurately issues Miranda Admonishments.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognizes all manners of criminal offenses and other violations and consistently applies appropriate sections of the policies, procedures, or law.</li> <li>• Has an in-depth knowledge of the policies, procedures or law and always applies that knowledge to normal and unusual activity.</li> <li>• Can verbalize specific laws, polices, and procedures and is able to assist others in clarification of policies, procedures, or laws.</li> <li>• Frequently seeks updated knowledge of policies, procedures, or laws.</li> </ul>
<p><b>1c. Emergency Procedures:</b> Evaluates employee's knowledge of emergency procedures and response to emergency situations.</p>	<ul style="list-style-type: none"> <li>• Becomes emotional, panic stricken, or unable to function.</li> <li>• Is reserved, loses temper, or displays fear.</li> <li>• Over or under reacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains calm and self-control in most situations.</li> <li>• Determines proper course of action and takes it.</li> <li>• Does not allow a situation to further deteriorate.</li> <li>• Reaction is acceptable.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains calm and self-control in even the most extreme situations.</li> <li>• Quickly restores control of the situation and takes command.</li> <li>• Course of action taken is best possible.</li> </ul>

## Washoe County School District Police Department Performance Standard

<b>Standard 2</b>			
<b>Performance</b>			
The employee performs assigned duties in a consistently professional and effective manner.			
<b>INDICATOR</b>	<b>INEFFECTIVE</b>	<b>EFFECTIVE</b>	<b>HIGHLY EFFECTIVE</b>
<p><b>2a. Follows Direction:</b> Evaluates employee's acceptance of direction, including constructive criticism, the degree to which directions are fulfilled, and their recognition of the established chain of command.</p>	<ul style="list-style-type: none"> <li>• Demonstrates insubordinate attitude or resists instruction.</li> <li>• Fails to complete assigned tasks or incorrectly completes tasks rarely requesting clarification.</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to the chain of command and accepts role in the organization.</li> <li>• Completes all duties as assigned in an acceptable manner within assigned timelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Always demonstrates ease with all members of the organization while showing proper respect for chain of command.</li> <li>• Completes all assigned tasks in a superior fashion and is proactive concerning said tasks. Always asks for clarification if needed.</li> </ul>
<p><b>2b. General Responsibilities:</b> Evaluates employee's ability to complete assigned tasks accurately in the absence of direct supervision, use of time management, being prepared for work, and honors additional job requirements.</p>	<ul style="list-style-type: none"> <li>• Frequently avoids work activity or fails to follow up.</li> <li>• Fails complete tasks without being supervised.</li> <li>• Fails to self-initiate.</li> <li>• Fails to adhere to assigned shift schedule.</li> <li>• Frequently not prepared for the work day (lacking equipment or materials, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Properly assesses aspects of police related activity/situations, determines appropriate action, and takes determined action.</li> <li>• Completes tasks in a timely manner without supervision.</li> <li>• Is able to self-initiate and recognize police related actives.</li> <li>• Adheres to shift schedule.</li> <li>• Arrives to assignments prepared for the work day.</li> </ul>	<ul style="list-style-type: none"> <li>• Properly assesses aspects of police related activity/situations, including the more unusual and/or complex ones, quickly determines appropriate course of action, and takes determined action.</li> <li>• Frequently completes tasks prior to deadlines.</li> <li>• Seeks out police and non-police orientated tasks.</li> <li>• Always adheres to shift schedule.</li> <li>• Arrives to assignments prepared for the work day and is organized and efficient.</li> <li>• Seldom misses observable, police related activity using that information as probable cause to initiate activity.</li> </ul>

## Washoe County School District Police Department Performance Standard

<p><b>2c. Use of Radio:</b> Evaluates employee's ability to use radio etiquette in a clear, concise, and professional manner while following policy and procedure.</p>	<ul style="list-style-type: none"> <li>• Requires dispatcher to repeat radio transmissions or does not accurately comprehend transmission.</li> <li>• Fails to understand or use proper codes/language.</li> <li>• Fails to use radio when appropriate.</li> <li>• Repeatedly misses call sign and is unaware of traffic in adjoining areas.</li> <li>• Fails to preplan transmissions.</li> <li>• Radio transmissions are not readily discernable.</li> </ul>	<ul style="list-style-type: none"> <li>• Radio transmissions are understood with no need for dispatcher to repeat.</li> <li>• Has good working knowledge of most-often-used sections of the code/language.</li> <li>• Has good working knowledge of radio etiquette.</li> <li>• Copies radio transmissions and is generally aware of radio traffic.</li> <li>• Uses proper procedure with clear, concise and complete transmissions.</li> <li>• Transmissions are well thought out and do not have to be repeated.</li> <li>• Few complaints from communication center regarding articulation skill.</li> </ul>	<ul style="list-style-type: none"> <li>• Recalls previous transmissions and uses that information to advantage.</li> <li>• Has superior working knowledge of all codes/language and applies that knowledge.</li> <li>• Sets the example for radio etiquette.</li> <li>• Copies radio transmissions and is aware of personal traffic and what is occurring throughout the service area.</li> <li>• Transmits clearly, calmly, concisely, and completely in even the most stressful situations.</li> <li>• Transmissions are well thought out and do not have to be repeated.</li> <li>• No complaints from communication center regarding articulation skill.</li> </ul>
<p><b>2d. Vehicle Operations:</b> Evaluates employee's skill in operating department vehicles in a safe manner that is consistent with department policy in routine and emergency situations.</p>	<ul style="list-style-type: none"> <li>• Drives too fast or too slow for the situation.</li> <li>• Frequently violates traffic laws.</li> <li>• Involved in chargeable accident(s).</li> <li>• Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation.</li> <li>• Uses emergency lights and siren unnecessarily or improperly.</li> <li>• Loses control of vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• Drives defensively.</li> <li>• Obeys traffic laws when appropriate.</li> <li>• Performs vehicle operation while maintaining alertness to surrounding activity.</li> <li>• Maintains control of vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• Practices defensive driving techniques continually.</li> <li>• Sets an example for lawful, courteous driving.</li> <li>• Displays high degree of reflex ability and driving competence.</li> <li>• Anticipates driving situation in advance and acts accordingly.</li> <li>• Responds very well relative to the degree of stress present.</li> <li>• Maintains complete control of the vehicle while operating radio.</li> </ul>

## Washoe County School District Police Department Performance Standard

<p><b>2e. Reports:</b> Evaluates employee's ability to complete clear, concise, and accurate reports as outlined in department policy.</p>	<ul style="list-style-type: none"> <li>• Fails to complete reports within department policy.</li> <li>• Submitted reports are incomplete, have errors, regularly lack details, or fail to document pertinent information.</li> <li>• Other/additional required documents are often not submitted.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are regularly submitted on time.</li> <li>• Reports are complete, have minimal errors, contain sufficient detail, and rarely need to be resubmitted after corrections.</li> <li>• Other/additional required documents are regularly submitted on time.</li> <li>• Other/additional required documents are complete, have minimal errors, contain sufficient detail, and rarely need to be resubmitted after corrections.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are submitted on or before department policy time line.</li> <li>• Reports are always complete, accurate, and provide clear and concise details.</li> <li>• Other/additional required documents are submitted on or before department policy time line.</li> <li>• Other/additional required documents are always complete, accurate, and provide clear and concise details.</li> </ul>
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## Washoe County School District Police Department Performance Standard

<b>STANDARD 3</b>			
<b>Standards &amp; Responsibilities</b>			
The employee maintains a professional attitude and appearance in the performance of their duties			
<b>INDICATOR</b>	<b>INEFFECTIVE</b>	<b>EFFECTIVE</b>	<b>HIGHLY EFFECTIVE</b>
<p><b>3a. Professional Demeanor:</b> Evaluates employee's acceptance of criticism and how that feedback is used to further learning and improve performance. Employee's ability to maintain professional relationships within the workplace. Employee's interest in personal goal setting.</p>	<ul style="list-style-type: none"> <li>• Considers criticism personal.</li> <li>• Rationalizes mistakes, denies that errors were made, is argumentative, refuses to or fails to attempt to make corrections.</li> <li>• Shows no initiative in career or professional development.</li> <li>• Belittles others, is hostile toward others, unable to keep personal feelings or opinions out of the work place.</li> </ul>	<ul style="list-style-type: none"> <li>• Accepts criticism in a positive way and applies it to improve performance and further learning.</li> <li>• Acknowledges mistakes and attempts to make corrections.</li> <li>• Demonstrates an active interest in their career and professional development.</li> <li>• Able to maintain professional relationships with fellow employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively solicits feedback in order to further learning and improve performance.</li> <li>• Accepts responsibility for any mistakes and proactively seeks resolutions.</li> <li>• Pursues professional goals and seeks additional training opportunities.</li> <li>• Encourages others to create a positive work environment.</li> </ul>
<p><b>3b. Personal Appearance:</b> Evaluates employee's physical appearance, dress, and display of equipment.</p>	<ul style="list-style-type: none"> <li>• Usually in a state of disarray.</li> <li>• Uniform has holes, grossly faded, ripped, or un-kept.</li> <li>• Equipment and duty belt is missing, broken, or inoperable.</li> <li>• Regularly in violation of department grooming standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Uniform is usually neat and clean, fits, and is properly worn.</li> <li>• Equipment and duty belt is clean and operative.</li> <li>• Adheres to department grooming standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Uniform is always neat, clean, and tailored.</li> <li>• Equipment and duty belt is always shined and maintained at high a level.</li> <li>• Shoes and brass are always polished.</li> <li>• Always within department grooming standards.</li> </ul>

## Washoe County School District Police Department Performance Standard

<p><b>3c. Attitude Toward Police Work:</b> Evaluates employee's view of their position in terms of personal motivation, goal setting, and their acceptance of responsibilities.</p>	<ul style="list-style-type: none"> <li>• Sees career only as a job; uses job to boost ego.</li> <li>• Abuses authority.</li> <li>• Demonstrates little dedication to the ideals of Positive, Proactive, and Professional Policing.</li> <li>• Appears disinterested; lacks motivation.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates an active interest in their career and in their law enforcement responsibilities.</li> <li>• Demonstrates the Positive, Proactive Professional, Policing ideals.</li> <li>• Regularly engaged in the work of law enforcement.</li> </ul>	<ul style="list-style-type: none"> <li>• Promotes the law enforcement as a positive and service orientated career.</li> <li>• Embraces the Positive, Proactive, Professional, Policing ideals and incorporates them in daily operations.</li> <li>• Furthers professional knowledge, actively solicits assistance from others to increase knowledge and improve skills.</li> <li>• Demonstrates concern for the fair and equitable enforcement of the law.</li> </ul>
<p><b>3d. Firearms/Weapons Safety:</b> Evaluates employee's skill in handling firearms and other sanctioned weapons in a safe manner that is consistent with department policy.</p>	<ul style="list-style-type: none"> <li>• Fails to follow safe work practices.</li> <li>• Interferes with others in following safe work practices.</li> <li>• Fails to maintain officer safety, in regards to weapons, during contact with suspects.</li> <li>• Demonstrates improper handling and/or storage of firearms or other defensive weapons.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently follows safe work practices.</li> <li>• Encourages others to follow safe work practices.</li> <li>• Is able to maintain officer safety, in regards to weapons, during contact with suspects.</li> <li>• Demonstrates proper handling and/or storage of firearms or other defensive weapons.</li> </ul>	<ul style="list-style-type: none"> <li>• Always follows safe work practices.</li> <li>• Serves as an example to peers for "officer safety" without conveying a message of paranoia.</li> <li>• Keeps partner informed and determines best position for self and partner. Is not overconfident.</li> <li>• Foresees dangerous situations and prepares for them.</li> <li>• Always demonstrates proper handling and/or storage of firearms or other defensive weapons.</li> </ul>

## Washoe County School District Police Department Performance Standard

<b>STANDARD 4</b>			
<b>Communication</b>			
The employee is effective in all forms of written and verbal communication.			
<b>INDICATOR</b>	<b>INEFFECTIVE</b>	<b>EFFECTIVE</b>	<b>HIGHLY EFFECTIVE</b>
<p><b>4a. Relationships:</b> Evaluates employee's ability to interact with citizens (including suspects), minority groups (manages diversity), and colleagues in an appropriate and efficient manner.</p>	<ul style="list-style-type: none"> <li>• Displays abrupt, belligerent, overbearing, arrogant, or uncommunicative behavior.</li> <li>• Displays introverted, insensitive, or uncaring behavior.</li> <li>• Displays poor non-verbal skills.</li> <li>• Displays prejudicial, subjective, and/or biased behavior when dealing with member(s) of a minority group.</li> <li>• Considers themselves superior and is not a "team player."</li> </ul>	<ul style="list-style-type: none"> <li>• Displays courteous, friendly, and empathetic behavior.</li> <li>• Communicates in a professional, unbiased manner.</li> <li>• Is service-oriented.</li> <li>• Displays good non-verbal skills.</li> <li>• Takes explicit action to establish trusting relationships with members of other ethnic/cultural/social groups.</li> <li>• Has good peer relationships and is accepted as a member of the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Is very much at ease with citizen and suspect contacts and quickly and effectively establishes positive rapport.</li> <li>• Demonstrates objectivity with all contacts.</li> <li>• Demonstrates excellent non-verbal skills.</li> <li>• Has developed trusting relationships based on mutual respect and understanding of various ethnic/cultural/social differences.</li> <li>• Is a peer group leader. Actively assists others.</li> </ul>
<p><b>4b. Communication Skills:</b> Evaluates employee's ability to enhance productivity and builds respectful relationships through active listening, written, verbal and information technology skills.</p>	<ul style="list-style-type: none"> <li>• Communications impede productivity and effective team relationships.</li> <li>• Verbal and written communication often requires clarification.</li> <li>• Lacks basic technology skills to effectively communicate.</li> <li>• Fails to recognize nonverbal cues.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently demonstrates courtesy by communicating in ways that enhance team effectiveness.</li> <li>• Verbal and written communications are clear and easy to understand.</li> <li>• Uses appropriate systems, codes, and technology to enhance communications.</li> <li>• Accurately reads peoples' mood or nonverbal cues.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively seeks to ensure that understanding has taken place for optimal team effectiveness.</li> <li>• Demonstrates the highest standards in all communication.</li> <li>• Demonstrates proper listening skills by accurately understanding unspoken or partially expressed thoughts, feelings, and concerns of others. Accurately recognizes emotional cues.</li> <li>• Demonstrates cultural awareness in communications with others.</li> </ul>

## Washoe County School District Police Department Performance Standard

<p><b>4c. Conflict Resolution:</b> Evaluates employee's ability to evaluate circumstances and effectively diffuse/resolve conflict efficiently.</p>	<ul style="list-style-type: none"> <li>• Speaks too softly or timidly.</li> <li>• Speaks too loudly, confuses or angers listeners by what is said and/or how it is said.</li> <li>• Speaks at inappropriate times.</li> <li>• Fails to control routine situations.</li> <li>• Fails to use proper restraints or is unable to properly use restraints.</li> </ul>	<ul style="list-style-type: none"> <li>• Speaks with authority in a calm, clear voice.</li> <li>• Properly selects words, displaying knowledge of how and when to speak.</li> <li>• Obtains and maintains control through use of the proper degree of force application in routine situations.</li> <li>• Uses restraints effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Completely controls situations with voice tone, word selection, inflection and body language which supports what is said.</li> <li>• Restores order in even the most trying situations through voice and language usage.</li> <li>• Extremely adept in the proper use of force for the given situation.</li> <li>• Excellent knowledge and skill level in use of restraints.</li> </ul>
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## Washoe County School District Police Department Performance Standard

<b>STANDARD 5</b>			
<b>Work Environment</b>			
The employee consistently maintains an orderly and professional work environment			
<b>INDICATOR</b>	<b>INEFFECTIVE</b>	<b>EFFECTIVE</b>	<b>HIGHLY EFFECTIVE</b>
<p><b>5a. Maintains Orderly Work Space:</b> Evaluates employee's ability to maintain an orderly and efficient work space. This includes their office and/or department issued vehicle.</p>	<ul style="list-style-type: none"> <li>• Workspace is unorganized and sloppy.</li> <li>• Issued vehicle is dirty and unprofessional.</li> <li>• Quality of work product is adversely affected by disorganization.</li> </ul>	<ul style="list-style-type: none"> <li>• Workspace is regularly maintained and functional.</li> <li>• Issued vehicle is regularly maintained with few service dates being missed.</li> </ul>	<ul style="list-style-type: none"> <li>• Workspace is always impeccable.</li> <li>• Issued vehicle is always impeccable inside and out.</li> <li>• Quality of work product is enhanced by impeccable organization.</li> </ul>
<p><b>5b. Maintenance of Equipment:</b> Evaluates employee's care in maintaining all department issued equipment including vehicles and technology.</p>	<ul style="list-style-type: none"> <li>• Fails to maintain the mechanical integrity of department issued equipment.</li> <li>• Issued vehicle is not mechanically sound due to officer neglect.</li> <li>• Technology is not functional due to officer neglect.</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly maintains the mechanical integrity of department issued equipment.</li> <li>• Issued vehicle is regularly maintained with few service dates being missed</li> <li>• Technology is functional.</li> </ul>	<ul style="list-style-type: none"> <li>• Always maintains the mechanical integrity of department issued equipment.</li> <li>• Issued vehicle is always maintained with no service dates being missed.</li> <li>• All technology is updated and functional.</li> </ul>