



# Division of State Police Recruitment & Training: Field Training Officer Training



New Hampshire  
Department of Safety

## Summary

30% of FTO's field training is spent on administrative and computer training rather than practical OTJ skills.

Using Lean principles, The Department of Safety/ Division of State Police was able to standardize FTO Training for new certified and uncertified recruits, with an emphasis on practical OJT skills rather than administrative and computer skills during FTO field training.

## Accomplishments

- Standardized training for both certified and non-certified recruits
- Updated, relevant and electronic forms for officers.

## Team

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## The Service

Field Training Officer Training.

## The Problem

Prior to this Lean effort, 30% of FTO's field training time was spent on administrative or computer based training rather than more practical and/or essential on the job training skills. It was clear that to assure highly efficient, well rounded and action exposed Troopers, improvements needed to be implemented.

## The Goal

The goal of this Lean effort is standardization, repeatability and quantitative checkpoints for all new NHSP recruits and all State Police sworn personnel. We want Troopers in the field who are not only well trained and qualified, but experienced. Currently 30% of FTO's field training is spent on administrative and computer training rather than practical on the job skills, we want to put more emphasis on field training with permanently assigned FTO's; this will create better rounded, efficient and action exposed Troopers. In addition, by having the FTO process more robust, those officers not only service the public better but officer safety is paramount.

## The Lean Process

As is the case with all Department of Safety events, the Facilitators meet with the Project Manager two weeks before the four half-day event occurred. The charter and bookends for the project were identified. The team meet for four half consecutive days in which the FTO process was revitalized.

The results will follow below, yet the remarkable benefits of better-trained Troopers will serve the citizens of New Hampshire is on going.

## The Results

- In collaboration with Fire Standards and Training, we developed relevant video and moodle training for new recruits as well as State Police sworn personnel.
- Since our Lean project, each recruit regardless of final designation is accompanied by a Troop B FTO and takes part in on the job training (OJT) OJT/Patrol in the inner city of Manchester. This exposure gives the recruit a diversity they may ordinarily see in their patrol. Preparedness though difficult to measure is evident within state and federal reporting.
- Permanently assigned training personnel are assigned to the Career Development and Training Unit. This not only brings the benefit of standardization, but also stops the issue of pulling personnel assigned to Troops or other dictates to train.
- The reinstatement of a driving school better prepares troopers for the various road conditions/issues they will encounter.
- An IRT (electronic tracking and records management) software/system for the State Police to share Daily, Weekly and Monthly Observation Reports to essential personnel simultaneously, this eliminates transfer time, and generates paperwork efficiently offering retrievable and analytical data for program progression.

