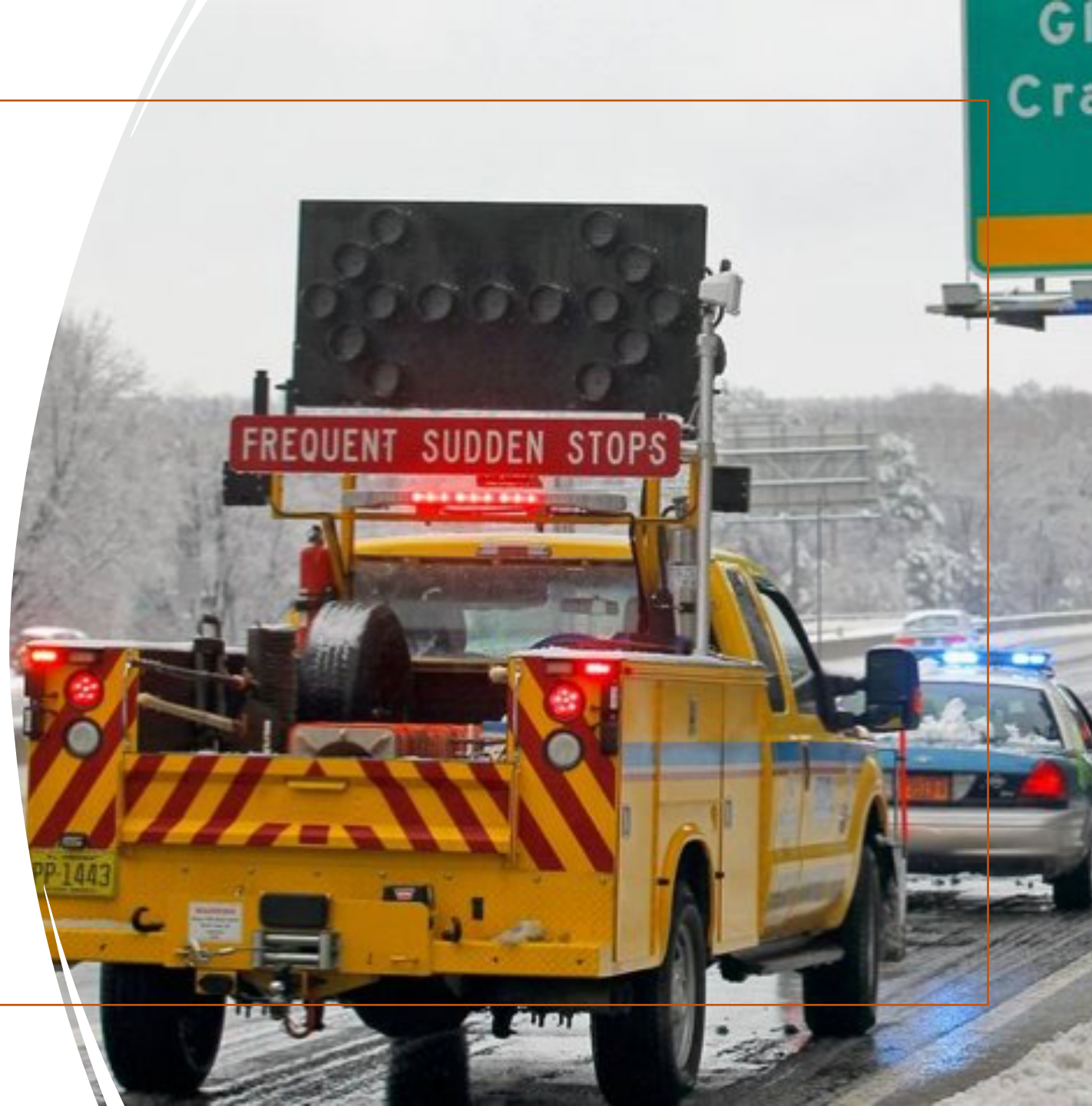# IMAP Staffing

Recruitment & Retention

Rationale

Acknowledge Employee Responsibilities:

- Accurately consider the rigor associated with the role
- Provide compensation that reflects the expectations

Responsibilities and Expectations:

- Navigate high-pressure situations
- Coordinate with and protect first responders assisting with traffic incidents
- May be engaged in harmful or deadly situations
- Work independently to make split-second decisions that could *save a life*

Evolution

Shift from Service Patrol to TIM Responder

- Scene management
- Ability to work both independently and on a team
- Think critically to prioritize and control situations
- Communicate effectively
- Act as State ambassadors
- Understand traffic engineering concepts
- Administer first aid
- Assist with the clean-up of hazardous spills
- Complete prerequisite training
- Possess relevant experience
- Proficiency in computer applications
- Have high school diploma or GED

Core Focus

1) **Comprehensive Training and Certification Program**

2) **Standardized Position Descriptions**

3) **Position Upgrades**

4) **Define the Future**

(1) Comprehensive Training and Certification

IMAP RESPONDER: Path to Certification
Immediately Upon Hiring

| WEEK 1 | WEEK 2 | WEEK 3 | WEEK 4 | WEEK 5* | WEEK 6* | 2-Month Trial Period | LIVE ASSESSMENT |

IMAP SUPERVISOR: Path to Certification
Within X Months after Promotion to Supervisor

| WEEK 1 | WEEK 2 | WEEK 3* |

*Optional additional weeks of training as required

Legend:
- Classroom
- Hands-On
- On-the-Job
- TMC Shadowing
- Live Assessment
- Certification

(1) Comprehensive Training and Certification

IMAP IN-SERVICE TRAINING
Field Training Specific Exercises

Responders and supervisors will be required to complete the following trainings for statewide consistency of techniques and maintenance of IMAP certification every two years:

WEEK 1

IMAP REHIRE CERTIFICATION
If Rehired After a Lapse in Employment of <12 Months

If the responder had previously obtained the IMAP Responder Certification in their past employment, then the rehired responder will need to complete the following steps for recertification:

WEEK 1   Optional Pre-Assessment Ride Along   **LIVE ASSESSMENT**

IMAP REHIRE TRAINING
If Rehired After a Lapse in Employment of 12-24 months

If the responder had previously obtained the IMAP Responder Certification in their past employment, then the rehired responder will need to complete the following steps for recertification:

WEEK 1   **WEEK 2**   **WEEK 3**   **WEEK 4**   Required Pre-Assessment Ride Along   **LIVE ASSESSMENT**

(2) Standardized Position Descriptions

- Talk with Human Resources
- Align Accurate Language Within the Job Descriptions
- Educate Management and Gain Buy-in
- Partner with Human Resources
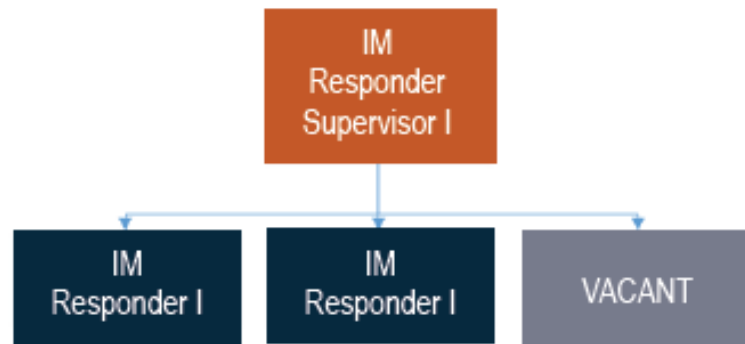- Stay Proactive on Documentation

(3) Position Upgrades

- Learn the Process from Human Resources
- Train Management on Process
- Monitor Progress and Address Risks / Challenges
- Phase Approach

- IMAP Responder
  - 2 years with IMAP
  - 4 years in related field
- Senior IMAP Responder
  - 4 years with IMAP
  - 4 years in a related field
- IMAP Responder Supervisor Level 1
  - 6 years in related field
  - 1 year in relevant supervisory role

Existing Staffing

Ideal Staffing