Service Excellence Action Plan for Professional Standards and Training		
Dimension	Action Step	Timeframe
Knowledge	Implement VirTra, a virtual reality simulation training system that will enhance officer responsiveness and communication, and use of safety strategies.	Will launch Jan. 2025
	Officer to attend active assailant instructor school in order to enhance active assailant training for all UMB police officers.	Officer will attend in Oct. 2024 and implement in all subsequent trainings upon return.
Communication	Implement VirTra, a virtual reality simulation training system that will enhance officer responsiveness and communication, and use of safety strategies.	Will launch Jan. 2025
	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.	Sept. 2024
Process Improvement	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.	Sept. 2024