

URBANA POLICE DEPARTMENT

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# RECRUITING PLAYBOOK

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# MESSAGE FROM THE CHIEF



Dear Applicant:

I want to first personally thank you for considering a career in law enforcement and a home at the UPD. Our officers are the first line in citizen service, each one representing not only our department, but our city as a whole. The title of Urbana Police Officer is one that carries incredible responsibilities, but also offers unlimited opportunities to create positive, meaningful change.



I am often asked about the kind of candidate we are looking for, and my answer is that there is no one particular type: we come from a wide variety of backgrounds, are educated in fields ranging from chemistry to philosophy, and bring professional experience in areas like social and human services, healthcare, corrections, military operations, and business management. What we have in common are an outstanding ability to communicate, a strong work ethic, respect for others, an appreciation for differences, and a genuine passion for public service.

Few are truly called to a vocation like ours where service is placed above self. The work we do is not glamorous, nor is it filled with recognition and praise. Some days will feel terribly unsatisfying, your best efforts will seem insignificant, and you will wonder if you chose the right career path. Yet you will have those calls that stay with you for the rest of your days when you know a life was forever altered for the better, because you showed up.

I have seen a tremendous number of changes occur in this department and profession since my first day as a UPD probationary officer in 1994. What remains constant is the superior level of dedication, professionalism, initiative, courage, and integrity needed to be successful as a UPD officer. For this reason, only a very select group of candidates will be extended offers of employment with the Urbana Police Department.

On behalf of everyone at the Urbana Police Department, I want you to know I sincerely appreciate your interest in becoming a member of the UPD team and wish you absolute success in your efforts.

Sincerely,  
Bryant Seraphin  
Chief of Police

# ABOUT THE UPD

## MISSION

The mission of the Urbana Police Department is to enhance the quality of life in the city of Urbana by working cooperatively with the community and within the framework of the Constitution to enforce the laws, preserve the peace, reduce the fear of crime, and provide a safe environment for all.

The Urbana Police Department will continually strive for excellence in the performance of its duties through education, training, and collaboration with its citizens.

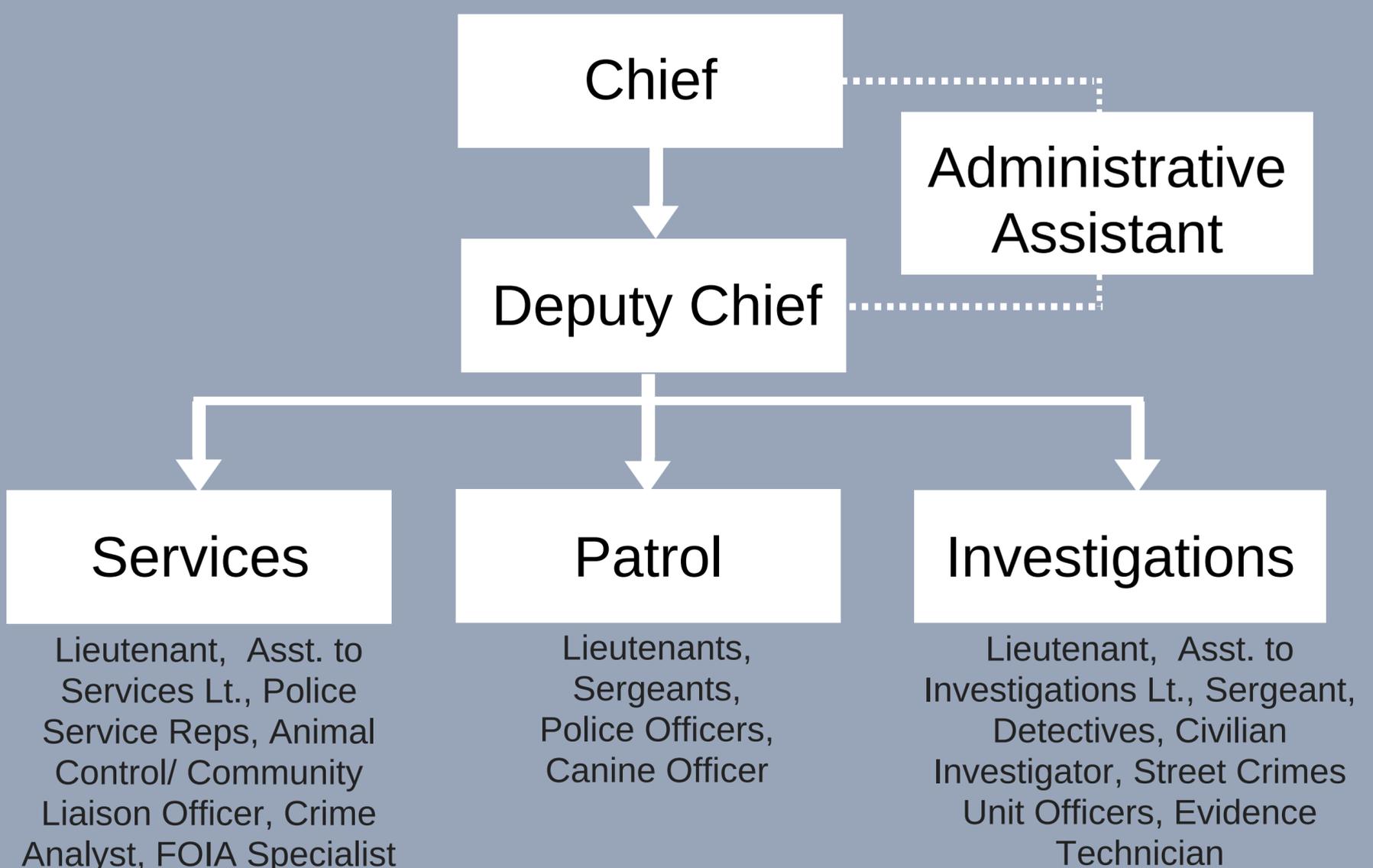
Learn more at:  
[www.urbanaininois.us/police](http://www.urbanaininois.us/police)

## COMMUNITY POLICING

Since 1993, the UPD has used Community Policing as a primary effort to more effectively address citizen concerns about crime and safety. While traditional policing practices, which emphasize random patrol and responding to calls, proved somewhat effective in focusing on crime, this was not the case in addressing the public safety concerns.

Community Policing emphasizes a collaborative problem-solving approach between the police and the community. The UPD's Community Policing strategy is to help make our community a safer environment through collaboration and problem solving in partnership with our citizens.

## ORGANIZATION



# ABOUT THE JOB

## Minimum Qualifications:

- You must have one of the following:
  - Associate's degree or equivalent college classes and credits; OR
  - Two (2) years of law enforcement experience; OR
  - Two (2) years active duty in the military with an honorable discharge.
- At least 21 years of age and no more than 34 years of age unless previously employed as a certified police officer or prior military experience. You may exceed the age of 35 years by the number of years served on active military duty, but by no more than 10 years of active military duty.
- Valid driver's license.
- Residency: Applicants do NOT need to be City of Urbana residents to apply. If hired, you must establish residency with a 30-mile radius of City limits.
- Physical Requirements: Must be able to perform the essential functions of the position and pass the physical agility exam. Candidates who receive a conditional offer of employment must pass the physical fitness entrance requirement of the Police Training Institute (POWER Test).

## What makes a great candidate?

- Excellent communication skills, both speaking and writing.
- Able to positively interact with a wide variety of people from around the world.
- Able to stay calm in high-pressure situations.
- Able to quickly learn local geography.



## PAY & BENEFITS

The Urbana Police Department offers a very competitive salary and benefits package, including two medical plan choices through Blue Cross/Blue Shield of Illinois; paid sick leave, vacation and personal leave; longevity pay; annual clothing allowance; and a wide variety of voluntary benefit options.

Salary is based on education level and training. Pay for probationary officers:

- No degree: \$66,576.87
- No degree, with mental health training: \$66,906.47
- With associate's degree (or higher): \$68,553.37
- With associate's degree (or higher) and mental health training: \$68,892.86

Longevity pay begins after the 2nd year of completed service, increases every 2 years, and matches the years of service. For example, after completing 2 years of service, a UPD officer would receive 2% longevity pay added to their base salary.

UPD officers are scheduled to work 12-hour shifts. One of the best benefits of this schedule is that you are off every other weekend (Friday, Saturday, and Sunday), even as a new officer.

For more details on the benefits associated with this position, visit

[www.urbanacareers.org/fop-benefits](http://www.urbanacareers.org/fop-benefits)



# MILITARY APPLICANTS

For those who have served or are serving, we at the City of Urbana thank you. Approximately 10% of our workforce is comprised of current and past military members; many have found a calling in public safety. Why? Careers in these fields offer a highly structured environment, emphasis on teamwork, ongoing professional development, and growth opportunities. Each mission brings new challenges and satisfying rewards. We are pleased to offer the following initiatives for military members:

## **Getting Around**

If you are a veteran, you are eligible for a free, unlimited, 3-year bus pass courtesy of the award-winning Champaign-Urbana Mass Transit District. [Learn more](#)

## **Preference Points**

If you are a veteran applying for a Civil Service position, you may be entitled to five (5) points added to your final score.

To ensure you receive credit, please upload your DD-214 form or other documentation with your application.

## **GI Bill**

If you are offered a public safety position, you may be eligible to receive GI Bill benefits during training.

## **Civil Service Exams**

Military personnel who are unavailable to test on the exam date due to military service should contact the Human Resources Division to request a make-up written examination.

## **Special Accommodations**

If you are a person with a disability or a disabled veteran and are applying for a job at the City of Urbana, we want to ensure your application process goes as smoothly as possible. If you need additional assistance, information or answers to your questions, please contact Femi Fletcher Human Resources Generalist, at: (217) 384-2451 or [fnfletcher@urbanaininois.us](mailto:fnfletcher@urbanaininois.us).

# HIRING PROCESS

## Apply/Test

You can test at any NTN location, including Parkland College in Champaign. In-person tests are also offered periodically. Test scores are accepted on an on-going basis. You will need to complete both a City of Urbana employment application and an application through NTN. For more information including pricing, visit NTN's Candidate Frequently Asked Questions.



## Interviews

### First Round: Panel Interviews

Applicants with the highest video test scores will be considered for interviews first.

### Second Round: Chief's Interviews

Applicants invited to continue to the next phase of the hiring process will interview with the Chief of Police and Deputy Chief.

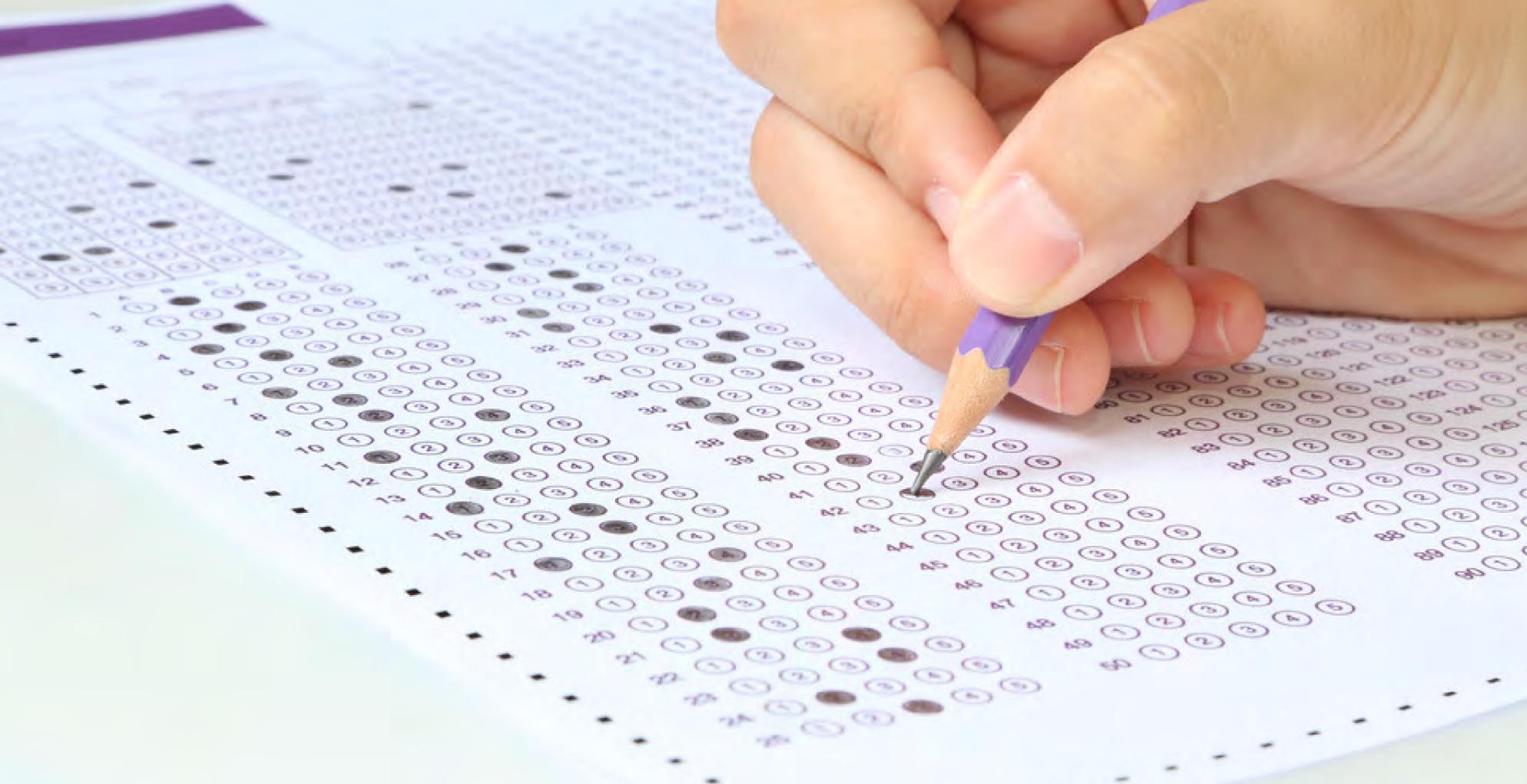
## Conditional Offer

- Police Training Institute POWER Test
- Medical exam
- Psychological exam
- Physical agility exam
- Background investigation



## Hire

- Attend PTI (the Police Training Institute) on the flagship campus of the University of Illinois.
- After completing PTI, you will begin Field Training. Your FTOs (Field Training Officers) will help bridge your knowledge from what you have learned in the classroom to the real-life environment of the UPD.



# APPLYING & TESTING

## **Apply**

The job application is available at <http://tiny.cc/UrbanaJob284>. Applications are accepted online only. Be sure to submit an e-mail address that you frequently check.

You will be evaluated on whether you meet the minimum qualifications. Read each question carefully. Some questions will ask you to check more than one answer, or you may be asked to explain your answer.

## **Test**

The test we use is the FrontLine National™ Video Testing System for Entry Level Law Enforcement. The test will consist of three parts: a video test that will present various scenarios, a reading test and a writing test. The exam battery will take approximately three hours to complete.

You may test at home using NTN's Virtual Proctor platform. You can also test at any of the [National Testing Network \(NTN\) locations](#), including Parkland College in Champaign. Test scores are accepted on an on-going basis. You will need to complete both a City of Urbana employment application for this position and an application through NTN. For more information including pricing, visit: NTN's [Candidate FAQs](#).

You do not need any prior law enforcement experience to do well on the test. Although law enforcement scenarios are presented, the test measures how you react to certain situations that you will likely face in this career, not police policy. Don't rely on television shows to guide your answers—just use your common sense.

## **Practice Test**

Although no prior experience is required, you can purchase a practice exam at: [www.ergopracticetests.com](http://www.ergopracticetests.com). This practice exam will help you become familiar with the test format.



# REGISTER & INTERVIEWS

## **Civil Service Register**

A Civil Service register is a list of applicants who have met or exceeded the passing score set by the Urbana Civil Service Commission for that position. Only applicants on the list will be considered for hiring. If you are on the list but are not hired initially, you may still be considered if another position becomes open later on. You will remain on the eligibility list for two years from the date you tested. **IMPORTANT:** If you change your phone number or e-mail address while you are on the register, contact the Human Resources office to update your contact information.

If your exam results meet or exceed the recommended score for this position, your name will be placed on the Civil Service register. If you apply for another position at the City of Urbana later on and are invited to test, you are not already on the register—you must test for each new position.

## **Panel Interview**

Candidates with the highest video test scores will be considered first for the panel interviews. These interviews will be conducted with current Urbana Police Officers, Command Staff, and Executive Department staff. Professional attire is recommended for the interview.

You may receive an email that you are on the register but have not been invited to participate in the current round of interview. However, you may be invited to interview at a later date. Keep checking your e-mail to make sure you don't miss an invitation later on.

## **Chief's Interview**

The most qualified applicants will be invited to continue to the next phase of the hiring process, which is an interview with the Chief of Police and the Deputy Chief, or a member of the Command Staff. If you are not invited to the next step, you will remain on the Civil Service register for this position and still be considered for future vacancies.



# PRE-EMPLOYMENT PROCESS

The top candidate(s) selected from the Chief's interview will receive a conditional offer of employment pending the outcome of several employment-related exams. Your conditional offer letter will have more details, but here is an overview of what to expect:

- a. Police Training Institute Pre-Certification POWER Test** (see page 15).
- b. Medical exam**—you will need to fast for 12 hours before your appointment.
- c. Psychological exam**—a battery of psychological tests will be administered by a licensed psychologist and used with the personal interviews to determine your suitability for employment. The exams will last most of the day, so feel free to dress comfortably.
- d. Physical agility exam**
- e. Background investigation**—the background packet is fairly extensive, so it may take some time to complete it fully. You may be surprised at how in-depth it is, but this is to ensure the safety of the officers and other department staff. If there is anything you feel might be of concern, be sure to mention this to the command staff investigator before the background check begins. You will also be fingerprinted as part of this process.

A thorough background investigation will take anywhere from four to eight weeks, depending on the time it takes to contact your references, past employers, and other individuals who will be part of your background investigation. We recommend letting them know ahead of time that they will be contacted so that they can be prepared and respond in a timely fashion to keep the process moving forward.



# FIRST YEAR

## **Academy Training**

If you successfully complete the pre-employment process, you will attend the next class at the [Police Training Institute \(PTI\)](#), which is located on the campus of the University of Illinois at Urbana-Champaign. The University of Illinois Police Training Institute is one of the largest and longest running police academies in the United States.

Entry-level officers will attend the Basic Law Enforcement Academy, which is 560-hours (14 weeks). This program exceeds the requirements set by the Illinois Law Enforcement Training and Standards Board for all new police officers in the State of Illinois.

## **Field Training**

Your training doesn't end with completion of class work. After you graduate from PTI, you will be assigned a Field Training Officer (FTO), who is an experienced UPD officer selected to help train new officers. Your FTO will help bridge your knowledge from what you have learned in a classroom setting to the real-life environment of the UPD.

New officers start in the Patrol Division, which is divided into two teams - the Blue and the Gold. Each team has three shifts: Days (7:00 A.M. to 7:00 P.M.), Nights (7:00 P.M. to 7:00 A.M.) and Evenings (3:00 P.M. to 3:00 A.M.). At full strength, the Patrol Division has thirty-one patrol officers, ten patrol sergeants, and two lieutenants.

We want to be a good match for your interests, skills and career goals. If you feel, at any point in the process, that this would not be a suitable job for you, please do not hesitate to let us know.



# CAREER PATHS

- **Police Officer**

New officers are considered probationary employees until six months of continuous paid service have passed after successfully completing the Field Training Program.

The Patrol Division is the first responder to all requests for police service. This division provides the full-range of police services, crime prevention, traffic enforcement, accident investigation, criminal investigation, enforcement of local, state and federal criminal laws and the apprehension of criminal violators in Urbana. The Patrol Division is a 24/7 operation. Special team assignments may include:

- Crisis Intervention Team
- Street Crimes Unit
- Metropolitan Emergency Tactical Response Operations (METRO) SWAT Team
- K-9 Officer

- **Detective**

While Police Officers are responsible for routine criminal investigations, more serious matters are handled by the Criminal Investigations Division (CID). CID is staffed by one lieutenant, one sergeant, four adult/general detectives, one juvenile detective, one school resource officer/juvenile detective, one financial crimes investigator, two street crimes detectives, one evidence technician, and one administrative assistant for a total of 13 full-time employees. The position of Detective is considered a special assignment for Police Officers.

- **Sergeant**

Sergeants are first-line supervisors and may be assigned to the Patrol or Investigations divisions.

Officers who have an associate's degree or higher, three years of sworn law enforcement experience, and have successfully completed probation in the Urbana Police Department may take the Civil Service exam for Sergeant. Those who pass are placed on an eligibility list for consideration for vacant positions.

- **Command Staff**

The UPD Command Staff is comprised of four Lieutenants, the Deputy Chief and Chief of Police, all of whom are mayoral appointees. Lieutenants are responsible for managing the various divisions, while the Chief and Deputy Chief provide overall strategic leadership and vision for the department.

# COMMUNITY

Community engagement is a core value at the UPD. As an officer, you will have many opportunities to go beyond your routine beat. Just a few of our recent activities have included:

- Annual Bicycle Giveaway: each year, the UPD provides free bicycles that have been abandoned or confiscated to community residents.
- Shop with a Cop: In 2018, the Urbana Fraternal Order of Police Lodge #70 and volunteers provided over 80 children and their families with a memorable evening filled with holiday shopping.
- Law Enforcement Torch Run: each year, officers participate in year-round events like the Polar Plunge and Cop on a Rooftop to benefit Special Olympics Illinois.
- Special Events: Urbana is filled with special events like the Sweetcorn Festival, Division 1 sporting events at the University of Illinois at Urbana-Champaign, and many more. Each one offers the opportunity to interact with our stakeholders in positive and meaningful ways.





# FAQS

## **Is there a residency requirement?**

Yes, but only **if you are hired**. Police Officers must live within a 30-mile radius of Urbana city limits. There is no residency requirement to test.

## **I'm not happy with my test score. Can I retest?**

Yes. You can retest 12 months after the date of your last test. You can also retest sooner if you have gained experience, training, or certification that directly affects eligibility or if the Commission or the Chief Examiner authorize re-testing.

## **I was invited to the panel interview, but not the Chief's interview. What happens now?**

You will still be considered for future openings until the register is decertified or your eligibility expires. Your eligibility lasts for two years, starting on the date you passed the test. Be sure to check your e-mail for new updates, and you may want to check your spam/junk mail folder occasionally to make sure a notice didn't get delivered there.

## **How many people do you plan on hiring?**

It depends on the number of vacancies at any given time. The UPD does not typically have a high turnover rate, but a normal year may see 1-5 vacancies on average.

## **My rank on the register has changed--why?**

The register for Entry-Level Police Officer is a continuous register.

This means that we constantly accept test scores during the life of this register, not just at one time. As new candidates are added, your rank will be adjusted based on the new scores. For example, if you are #28 on the register after your test and two people receive higher scores than you at the next test, you will move to #30.

*If you have questions not covered in this booklet, call the Human Resources division office at (217) 384-2459 (Monday-Friday, 8:00 a.m. to 5:00 p.m.) excluding holidays. We're happy to help!*



CITY OF  
URBANA

Learn more at  
[www.urbanainillinois.us](http://www.urbanainillinois.us)

