



Constables' Education and Training
Board

2008 ANNUAL REPORT

PENNSYLVANIA COMMISSION
ON CRIME AND DELINQUENCY



pennsylvania

COMMISSION ON CRIME AND DELINQUENCY

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PENNSYLVANIA COMMISSION
ON CRIME AND DELINQUENCY

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2008 Annual Report

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2008 ANNUAL REPORT SUMMARY

The June 1994 passage of Act 1994-44, the Constables' Education and Training Act, created the Constables' Education and Training Board (CETB) as an advisory board of the Pennsylvania Commission on Crime and Delinquency (PCCD). As established by Act 44, the CETB operates with the review and approval of PCCD, which provides the staff necessary to accomplish the mandates of the Act. This 2008 Annual Report is the twelfth report to the Governor and the General Assembly, submitted by the Constables' Education and Training Board, as required by Act 44.

Thirteen years after the implementation of Act 44, the Bureau of Training Services at PCCD continues to improve the delivery of services to the citizens of the commonwealth by providing state-of-the-art curriculum development and delivery, timely and accurate constable certification and recertification, and by coordinating the services of six regional training contractors, all while maintaining fiscal responsibility over the Constables' Education and Training Account.

A total of 99 newly elected or appointed constables and deputy constables successfully completed the 80-hour basic training course and were certified in 2008. During 2008, 1,216 constables attended the 20-hour continuing education training in order to renew their certifications, and 863 constables also achieved or maintained their certifications to carry firearms while performing judicial duties by completing firearms training.

The content of PCCD's website related to constable training, <http://www.pccd.state.pa.us>, was expanded and updated in 2008. The website includes information for constables on the Annual Reports of the CETB, Act 1994-44, recent issues of the Constables' Training Bulletin, schedules for all training programs, a list of the Constables' Education and Training Board meetings for the year, forms related to constable training and certification, and a constable finder. This allows website visitors the ability to locate certified constables. Since 2003, constables have been able to register for training courses online.

In 2005, PCCD, through the Request-for-Proposals process, contracted with a vendor to conduct a Job Task Analysis of Constables' tasks, as related to the performance of their judicial duties, as specified in Title 42 Pa. §2941-§2950. The contractor recommended changes to the Act 44 curriculum and training program based on the results of their analysis. The Job Task Analysis was completed and the findings were presented to the Constables' Education and Training Board on September 10, 2007.

The CETB believes these significant accomplishments will ensure the quality, viability and relevance of its training and certification programs for the immediate future. The Board looks forward to improving the programs, and their delivery and administration, to ensure they meet the needs of constables and the justice system they serve.

FINANCIAL SUPPORT OF CONSTABLES' TRAINING

Act 1994-44 provides funding for the CETB solely through a surcharge on cases in the Magisterial District Judges Courts, which are serviced by constables. The surcharge is established at \$5 per docket number in each criminal case and \$5 per named defendant in each civil case in which a constable performs a service.

The Commonwealth's Comptroller maintains these funds in a special restricted account, as identified in Act 1994-44. Working closely with the Comptroller, PCCD is responsible for disbursements from the account to support development and delivery of the training programs and the activities of the CETB and PCCD to administer the programs.

The Constables' Education and Training Account balance at December 31, 2008, is estimated to be \$1,032,038.58. This estimated positive balance is a direct result of significant delays in the enactment and initiation of the training mandates for constables, which pre-date the establishment of the training programs of the CETB under Act 44.

The first attempt to legislatively mandate training and certification of constables, Act 1990-147, created a surcharge, which resulted in collections. However, that Act was never fully implemented because of Supreme Court action declaring it unconstitutional, *In RE Act 147*. Subsequent legislation, Act 1992-102, retained the surcharge, which provided more income to the account. However, Act 1992-102 was not implemented, pending legislative correction of a number of the Act's provisions. Although Act 44 was enacted in June 1994, due to a change in Administration, the appointment and confirmation of the CETB membership was not accomplished until September 1995. Because of these delays, by September 1995, the account balance had grown to \$3,224,502.

In Fiscal Year 2008-2009, the Constables' Education and Training Account was impacted by Act 233, which amended Title 42. Specifically, the language of Title 42 §2949 (f) Fund Surplus states: "If account moneys are sufficient to meet the expenses and costs under subsection (a), the commission may allocate any surplus funds in the account to assist constables and deputy constables with costs associated with attendance at continuing education programs under section 2946 (relating to continuing education)." Of the 1,253 constables who were eligible for Training Year 2007, 911 constables chose to participate. Each of those 911 constables received a stipend payment of \$153.75, for a total expenditure of \$140,066.25 paid in 2008.

PENNSYLVANIA COMMISSION ON CRIME AND DELINQUENCY
 CONSTABLES' EDUCATION AND TRAINING ACCOUNT
 COMBINED STATEMENT OF CASH RECEIPTS, EXPENDITURES, AND COMMITMENTS
 FOR STATE FISCAL YEAR 2008-2009 AS OF DECEMBER 31, 2008
 Prepared By: Veronica Tustin, Budget Analyst, Financial Administration Division, January 14, 2009

RECEIPTS

	RECEIPTS	TOTAL	BALANCE
Balance from Previous Year			\$ 7,938,725.37
Fee Collections			
7/1/08 - 12/31/08	\$1,081,806.30		
Estimated Collections 1/1/09 - 6/30/09	\$1,018,193.70		
		<u>\$2,100,000.00</u>	
TOTAL FUNDS AVAILABLE AT 12/31/08*			<u>\$10,038,725.37</u>

EXPENDITURES AND COMMITMENTS

	EXPENDITURES	COMMITMENTS	TOTAL
Administration:	\$204,338.73	\$63,926.76	\$268,265.49
Education:			
Harrisburg Area Community			
PO4500387152 1/1/07-12/31/08	\$203,648.72	\$251,216.35	\$454,865.07
Lackawanna Junior College			
PO4500389171 1/1/07-12/31/08	\$84,502.73	\$497,322.47	\$581,825.20
Mansfield University			
PO4500389436 1/1/07-12/31/08	\$32,513.96	\$135,603.47	\$168,117.43
Temple University			
PO4500389100 1/1/07-12/31/08	\$301,566.92	\$275,767.73	\$577,334.65
Indiana University of PA - Northwest Region			
PO4500381122 12/4/06-12/31/08	\$133,719.10	\$114,402.23	\$248,121.33
Indiana University of PA - Southwest Region			
PO4500381800 12/8/06-12/31/08	\$199,397.47	\$220,354.78	\$419,752.25
Pennsylvania State University			
PO4300057871 Training Curriculum 1/1/08-12/31/09	\$113,024.11	\$429,455.09	\$542,479.20
Harrisburg Area Community			
PO4300114367 1/1/09-12/31/2010	\$0.00	\$825,939.46	\$825,939.46
Indiana University of PA - Northwest Region			
PO4300130632 1/1/09-12/31/2010	\$0.00	\$1,097,977.17	\$1,097,977.17
Indiana University of PA - Southwest Region			
PO4300129931 1/1/09-12/31/2010	\$0.00	\$1,676,013.67	\$1,676,013.67
Mansfield University			
PO44300131139 1/1/09-12/31/2010	\$0.00	\$399,933.72	\$399,933.72
Lackawanna Junior College			
PO4300131200 1/1/09-12/31/2010	\$0.00	\$789,068.75	\$789,068.75
Temple University			
PO4300132521 1/1/09-12/31/2010	\$0.00	\$956,993.40	\$956,993.40
TOTAL EDUCATION & COMMITMENT EXP	\$1,068,373.01	\$7,670,048.29	
Act 233 Payments	\$0.00		\$0.00
TOTAL EXPENDITURES AND COMMITMENTS	\$1,272,711.74	\$7,733,975.05	\$9,006,686.79
AT DECEMBER 31, 2008			
BALANCE AT DECEMBER 31, 2008*			<u>\$1,032,038.58</u>

*Includes estimated fee collections through June 30, 2009.

TRAINING CURRICULUM AND DELIVERY

The on-going effort by the CETB to refine its training programs has utilized a process of identifying tasks constables perform and the skills and knowledge needed to adequately perform those tasks. The CETB considers linking the duties that comprise the job of constable with the content of the training curriculum critical to the relevance of constable training.

The CETB works with a curriculum development contractor, Penn State University, to refine and enhance the constable 80-hour basic training curriculum. Having a single training curriculum developer assures a standardized approach to instruction, course presentation, and content among the CETB's six regional training contractors. In addition to the topical outline, the curriculum includes instructor outlines and study guides, trainee study guides, PowerPoint presentations, handouts, and a bank of standardized test questions to support each subject module. A summary of the basic training curriculum used during 2008 appears on pages 8 and 9 of this report.

During 2008, the CETB's training delivery contractors scheduled eight basic training classes throughout Pennsylvania. A total of 99 new constables and deputy constables completed the 80-hour basic training and received their certifications.

In 2006, seven Requests-for-Proposals (RFP) were released for Curriculum Development and Curriculum Delivery. One RFP was released for Curriculum Development and six RFPs were released for Curriculum Delivery. Penn State Fayette was awarded the contract for Curriculum Development. The recipients of the six regional Curriculum Delivery contracts were:

Northwest - Indiana University of Pennsylvania

North Central - Mansfield University

Northeast - Lackawanna College

Southwest - Indiana University of Pennsylvania

South Central - Harrisburg Area Community College

Southeast - Temple University

2008 CONSTABLES' BASIC TRAINING: 80-HOUR CURRICULUM

Role of the Constable in the Justice System (Four Hours)

Role of the Constable in the Justice System provided an introduction to the Pennsylvania justice system and an overview of the development of the role of the constable in Pennsylvania. It also discussed civil liability issues that pertain to the office of constable, and clarified some of the constable's legal responsibilities.

Professional Development (Eight Hours)

Professional Development dealt with issues of formal and informal communications and how they affect a constable's occupation. It introduced basic writing skills, effective oral communication, and information gathering. It examined issues of professional conduct within a constable's day-to-day tasks, including concepts of moral standards, ethics, individual responsibility, relationships within the community, cultural diversity, and learning the effects of duty-related stress and coping mechanisms. It emphasized accurate completion of constable fee sheets in accordance with Act 1994-44.

Civil Law and Process (Twelve Hours)

Civil Law and Process focused on many of the duties of the constable in the area of civil procedure, including landlord-tenant and other service of civil process issued by the Magisterial District Judges Courts. Instruction examined segments of the United States and Pennsylvania Constitutions that assure all parties in an action "due process" by the Pennsylvania court system. The topic took into account procedural rules that are applicable throughout the commonwealth, while directing constables to be cognizant of local rules and practice.

Criminal Law and Process (Twelve Hours)

Criminal Law and Process supplied an overview of the history and development of criminal law in Pennsylvania, focusing on the Crimes Code and specific constable duties related to the criminal process. It dealt with constables' obligations, their responsibilities in the areas of arrest, and the recognition of the most current law dealing with constable authority. It concentrated on the classification of crimes, criminal procedure, and constitutional law.

Use of Force (Four Hours)

Use of Force reviewed the legal issues associated with the proper application of force and when the use of force is justified by law and authorized under the provisions of the Crimes Code. It explored the use of force continuum and less-lethal force options.

CONSTABLES' BASIC TRAINING: 80-HOUR CURRICULUM

Mechanics of Arrest (Eight Hours)

Mechanics of Arrest covered proper techniques for the arrest of both compliant and non-compliant persons, applying subject control and takedowns when necessary, and handcuffing techniques. It consisted of practical exercises performing the tactics, as well as classroom lecture.

Defensive Tactics (Sixteen Hours)

Defensive Tactics introduced concepts and techniques for defense against armed and unarmed attackers and for retaining the handgun while under attack. It included basic patterns of movement, reactionary gap and interview stance, ground fighting, blocks and kicks, controls and arm locks, basic techniques against knife and club attacks, and checking attacks from the rear. Defensive Tactics also included four hours of chemical aerosol training and four hours of expandable baton training.

Prisoner Transport and Custody (Four Hours)

Prisoner Transport and Custody discussed basic procedures associated with prisoner transport and custody with emphasis on understanding and developing safe, legal habits and practices. It covered the issues of transportation responsibilities, complacency, professional routines, standards for applying restraints, transferring custody, escorting prisoners, and special transportation concerns.

Court Security (Four Hours)

Court Security provided an overview of courtroom security, designed to heighten awareness of potential problems that may arise in the courtroom, such as threatening behavior, searches and response to emergencies.

Crisis Intervention (Eight Hours)

Crisis Intervention presented an understanding of basic approaches to defuse confrontations that could evolve into life-threatening situations, with emphasis on understanding the signs of aggression, recognizing behavioral signals, avoiding potentially dangerous situations, and minimizing risk.

CONTINUING EDUCATION 2008: 20-HOUR CURRICULUM

Constables and deputy constables had to successfully complete the 20-hour continuing education course in order to renew their certifications for 2009. Based on successful completion of continuing education by November 2008, constables and deputy constables were issued certification cards in December 2008, which indicated certification for 2009. There were no subjects that could be waived by municipal police officers or deputy sheriffs in 2008. Continuing Education in 2008 consisted of four mandatory subjects.

Legal Updates - 2008 (Four Hours)

This course re-examined Pennsylvania case law per *Abbott v. Diehl*. This case of April 23, 1996, involved Constable Albert Diehl interceding on behalf of Laurie Latshaw in her plan to recover a van from her former husband, Mark Abbott. Although Latshaw recovered the van, her former husband subsequently filed an action against her, Diehl, and three Greensburg police officers who arrived on the scene to assist the constable. The course also included a review of constable responsibilities according to Act 44 of 1994 and how those responsibilities apply or do not apply to "moonlighting" activities. The course concluded with an examination of the vehicle code in regard to emergency vehicle designations, and what role, if any, constables have regarding the use of them.

Crisis Intervention (Four Hours)

This course provided constables with a review of how to de-escalate high-stress incidents that have the potential to develop into life threatening situations. Emphasis was placed on understanding the signs of aggression, including interpreting body language, as well as the recognition of other behavioral signals, to help constables potentially avoid harm to themselves or others. The course also discussed the advantage of developing and maintaining acute listening skills as they relate to confrontational situations and de-escalating them.

Lessons Learned (Four Hours)

This block of instruction concentrated on incidents involving constables that failed, even though they had followed prescribed tactics, techniques, and procedures that were presented in their basic and continuing education training. The instruction addressed the subject of how formalized training and on-the-job experience should be integrated. This course also placed emphasis on how field experience may differ from what is taught in the classroom.

Defensive Tactics - Force Transition (Eight Hours)

This block of instruction continued with the theme of establishing a core set of defensive tactics skills for Pennsylvania's constables, initiated in 2004. The skills included were complaint and non-compliant handcuffing procedures, weapons retention, body movements, and kicks, punches and blocks. The course began with self-testing and evaluation, and concluded with lecture and practice designed to identify and remediate deficiencies discovered in the evaluations.

OPTIONAL TRAINING 2008

In 2008, voluntary optional training was offered in addition to the mandatory continuing education and basic training. It did not take the place of any part of the mandatory curriculum. Courses were offered on a first-come, first-served basis. Because of the hands-on nature of the training, class size limits were strictly enforced. Participation in optional training was limited to constables and deputy constables who were currently in office, and who were up to date with their training, insurance and certification.

In 2008, no optional classroom subjects were offered. The entire 16 hours was devoted to hands-on training in a gym or similar facility. The optional training had to be completed in its entirety.

Defensive Tactics - Utilizing Force Options Under Stress and Monadnock Expandable Baton (MEB) Certification and Refresher

In this block of instruction, the constable took part in several scenarios designed to stress the constable and determine his/her level of ability regarding utilizing and applying force options. The scenarios were video-recorded for review upon completion of the constable's performance. The constable also prepared use-of-force reports and briefed his/her instructor on where deadly or near-deadly force options had been used.

Constables then moved to the next scenario. During the scenarios, all force options were available, but using all of them may not have been appropriate according to the use of force continuum. At the end of their rotation, video critiques were completed. At this point, constables documented their actions with written reports on at least one of the scenarios where force was applied. The sessions concluded with the constables meeting with their instructors to review their actions.

Street Smarts for Constables

Constables and all other law enforcement officers confront and deal with people in a variety of situations, especially when individuals are at their worst. They deal with criminals, victims, and those having domestic, mental or emotional problems. When the constable shows up, the intensity level usually rises. In these situations, the constable is vulnerable to a number of influences and potential harm, both physical and psychological. For their safety and survival, constables must develop mental alertness and safe habits. This mindset of preparedness can be called "Street Smarts." The eight-hour block included instruction on ethical awareness and practices for the constable, legal survival, and understanding diverse populations.

FIREARMS TRAINING AND QUALIFICATION

Section 2948 of Act 1994-44 gave CETB and PCCD the authority to establish standards for the certification or qualification of constables and deputy constables to carry or use firearms in the performance of any duties. The CETB has organized firearms qualification as an annual requirement, similar to continuing education. As constables take firearms training in one calendar year, they are certified to carry firearms in the performance of their duties in the following calendar year.

Constables who are in office and have achieved and maintained certification under Act 1994-44, are allowed to attend firearms training and certification courses. After achieving initial certification to carry a firearm, a constable must attend and successfully complete an annual 20-hour firearms program in order to remain certified to carry.

In addition, in order for the CETB to certify constables to carry firearms, it must ensure they are legally eligible to possess, use, control, sell, transfer or manufacture or obtain a license to possess, use, control, sell, transfer or manufacture a firearm in this Commonwealth, under Title 18 § 6105, Crimes Code of Pennsylvania, and under Title 18 § 922(g), United States Code, which lists additional prohibitions on the possession of firearms. Therefore, prior to issuance of firearms certification, PCCD performs a criminal history background check.

The 40-hour Basic Firearms course was designed to provide essential grounding in acceptable law enforcement techniques for constables who have not been certified to carry firearms by PCCD. In 2008, Basic Firearms included a review of marksmanship, the five-count draw, re-holstering, loading and unloading, and reduced-light shooting. For the fourth year, judgmental shooting was a part of the curriculum using Laser Shot® Judgmental Shooting scenarios. The Laser Shot® afforded constables opportunities to participate in "Shoot-Don't Shoot" situations.

The 20-hour Annual Firearms re-qualification course also included a review of marksmanship, the five-count draw, re-holstering, loading and unloading, reduced-light shooting, and judgmental shooting. The course included four hours of classroom instruction and 16 hours on the firing range.

In both the Basic and Annual Firearms courses, individuals were required to pass a written exam and a qualification course of fire that tested the skills learned in the course. Passing scores of at least 75% on the written exam and the range qualification were required for certification. Because constables, as a group, had increased their proficiency with their weapons, a 20-hour Advanced Firearms course was added in 2007. Constables had to qualify with a range score of 88% or higher the previous year in order to participate. There were different components to the Advanced Firearms curriculum. They included tactical shooting and moving drills, close contact, firing from kneeling and prone positions, one-handed shooting, loading and malfunction drills, the use of cover and concealment, and shooting at partially exposed targets.

The qualifying score for the course of fire was the same as for all other firearms classes, which is 75%. Shooters fired for qualification at the beginning of the Advanced Firearms course instead of at the end. If a constable failed to qualify in the Advanced Firearms course, he was allowed to attend a standard Annual Firearms class that year at no cost or penalty.

During 2008, the CETB's six regional training delivery contractors scheduled eight Basic Firearms classes, 46 Annual Firearms classes, and ten Advanced Firearms classes across the commonwealth. During 2008, a total of 863 constables achieved or maintained their firearms certification under the mandates of Act 44.

CONSTABLE CERTIFICATIONS

Over the life of the program, a total of 3,221 individuals successfully completed either basic training or the waiver examination and have been certified by the CETB. In 2008, there were 2,311 active constables and deputy constables registered with PCCD. Of that number, 1,368 had maintained their certifications in 2008. Act 1994-44 provided that constables achieve certification through successful completion of an 80-hour basic training course, mandated by Act 1994-44 and established by the CETB. As of the date of this report, 2,578 constables had successfully completed the basic training course. Constables who fail basic training are afforded two additional attempts to attend and pass the training under the CETB's regulation on basic training.

Act 44 also provided constables, who were in office on the effective date of the Act, one opportunity to achieve certification through a waiver examination, instead of attending basic training. In addition, the CETB recognizes other Pennsylvania-based law enforcement training and experience of police officers and deputy sheriffs through a law enforcement waiver regulation, allowing a constable, who also serves in another law enforcement capacity, one opportunity to take a waiver examination to achieve certification.

The CETB identified the following basic training topics to be included in the waiver exam: Role of the Constable in the Justice System, Professional Development, Civil Law and Process, Criminal Law and Process, Use of Force, Mechanics of Arrest, Defensive Tactics, Prisoner Transport and Custody, Court Security, and Crisis Intervention. The exam consists of true-false and multiple-choice questions focused on the knowledge needed to perform the duties of a constable. As of the date of this report, a total of 643 constables have received certification by successfully passing the waiver exam.

Certified Constables by County in 2008

County	Certified	Not Certified	Total Registered
ADAMS	14	10	24
ALLEGHENY	203	107	310
ARMSTRONG	25	16	41
BEAVER	28	16	46
BEDFORD	3	5	8
BERKS	56	24	80
BLAIR	19	16	35
BRADFORD	12	14	26
BUCKS	47	25	72
BUTLER	15	16	31
CAMBRIA	25	15	40
CAMERON	1	1	2
CARBON	10	4	14
CENTRE	13	12	25
CHESTER	59	38	97
CLARION	1	5	6
CLEARFIELD	11	10	21
CLINTON	5	3	8
COLUMBIA	7	9	16
CRAWFORD	14	9	23
CUMBERLAND	19	15	34
DAUPHIN	39	23	62
DELAWARE	56	28	84
ELK	2	1	3
ERIE	31	10	41
FAYETTE	44	55	99
FOREST	0	0	0
FRANKLIN	8	4	12
FULTON	1	5	6
GREENE	12	7	19
HUNTINGDON	4	4	8
INDIANA	16	16	32
JEFFERSON	13	9	22
JUNIATA	2	1	3

Certified Constables by County in 2008

County	Certified	Not Certified	Total Registered
LACKAWANNA	24	15	39
LANCASTER	53	24	77
LAWRENCE	16	14	30
LEBANON	15	6	21
LEHIGH	24	19	43
LUZERNE	50	42	92
LYCOMING	10	16	26
MCKEAN	7	3	10
MERCER	11	20	31
MIFFLIN	7	4	11
MONROE	21	9	30
MONTGOMERY	56	39	95
MONTOUR	2	2	4
NORTHAMPTON	27	25	52
NORTHUMBERLAND	13	8	21
PERRY	8	7	15
PHILADELPHIA	0	0	0
PIKE	8	4	12
POTTER	5	2	7
SCHUYLKILL	8	9	17
SNYDER	1	3	4
SOMERSET	3	11	14
SULLIVAN	0	1	1
SUSQUEHANNA	3	9	12
TIOGA	3	6	9
UNION	4	2	6
VENANGO	12	6	18
WARREN	5	3	8
WASHINGTON	73	29	102
WAYNE	8	14	22
WESTMORELAND	41	35	76
WYOMING	2	3	5
YORK	33	18	51
Totals	1368	943	2311

CONSTABLES' TRAINING BULLETINS

Since its inception, the Constables' Education and Training Board has issued Constables' Training Bulletins to disseminate information to constables, Magisterial District Judges, court administrators, clerks of courts, and other members of the commonwealth's justice system. Contents of the bulletins issued during 2008 are summarized below and are also located on PCCD's website. In addition, each December, the CETB issues a schedule of constable training classes and curriculum for the coming year.

Constables' Training Bulletin Number 59, March 2008

Training Bulletin 59 announced improvements to the PCCD website, including the posting of a summary of the results of the constable job task analysis completed in 2007. It also advertised public access to the Administrative Office of Pennsylvania Courts (AOPC) web portal. It listed current telephone numbers and e-mail addresses for PCCD staff members, and asked constables to go online and register their e-mail addresses in order to facilitate staff communication with constables. Bulletin 59 reminded constables of their obligation to file Statements of Financial Interest with the State Ethics Commission. It called for constables interested in becoming instructors in the Constable Training Program to contact their training providers.

Constables' Training Bulletin Number 60, August 2008

Training Bulletin 60 announced the elimination of waivers of firearms training for constables who are also law enforcement officers. This action did not immediately affect constables who had already been granted firearms waivers for 2008. Those constables retained their Board certification to carry for the remainder of 2008. However, they had to attend Act 44 firearms training in 2008 in order to renew their certifications to carry as constables for 2009. Bulletin 60 also emphasized the importance of keeping PCCD informed of changes in their personal information, such as addresses and telephone numbers. It cited regulation requiring constables to submit changes within 15 days. Bulletin 60 stressed the importance of maintaining and properly filing their professional liability insurance with their county clerks of courts. It also mentioned the value of filling out the comments sections on training evaluation forms.