

Oaktown Police–Fire Communications Center

Public Safety Dispatcher

• Training Evaluation •

1–unacceptable 4–acceptable 7–superior

Attendance & dependability

- 1– Is frequently tardy or late for work, late returning from breaks or meal periods. Takes sick leave that is considered abusive under city guidelines. Cannot be expected to complete tasks independently.
- 4–On time for work, ready to begin the day's training. Can handle tasks independently and finish them on-time. Uses very little sick leave.
- 7–Is always on-time for work with appropriate materials, ready to debrief about the previous day and aware of the current day's goals. Uses very little sick leave. Finishes on-time and according to instructions when handling tasks independently.

Acceptance of feedback

- 1–Becomes argumentative and rationalizes, rather than accepting feedback on performance. Is unwilling to learn new ideas or methods. Consistently gives an alibi for improper actions or inaccuracies.
- 4–Accepts performance feedback and applies it to the learning process. Expresses an active interest in the training program.
- 7–Actively solicits feedback and uses it to improve performance. Is never argumentative. Tactfully explains his/her actions and behavior without excessive rationalization or defensiveness. Utilizes off-duty time to study or accelerate training progress.

Attitude toward public safety work

- 1–Displays a non-chalant or flippant attitude. Considers him/herself superior to others. Lacks dedication to the agency/department. Is indifferent to communications as a career.
- 4–Expresses an active interest in the job and a positive attitude. Is conscientious and loyal to work and co-workers.
- 7–Displays enthusiasm toward the job and exhibits confidence and professionalism. Has memberships in professional dispatch organizations. Considers communications a career. Is consistently conscientious and loyal, even during difficult situations.

Attitude toward police/fire personnel

- 1–Makes inappropriate remarks about officer/firefighter performance, and freely gossips about officers. Believes that all mistakes are officer-generated, does not try to see officer/firefighter viewpoint of the job. Calls officers or firefighters inappropriate names and questions their work ethics.
- 4–Does not talk negatively about public safety personnel, and has a basic understanding of the job that officers and firefighters perform.
- 7–Has a balanced view of the importance of each unit in public safety, including officers, firefighters and dispatchers. Never talks negatively about officers/firefighters or their performance. Doesn't gossip or discuss officers/firefighters personal lives. Seeks out contacts with public safety personnel to discuss incidents and their outcome.

Attitude toward citizens

- 1–Considers every citizen’s telephone call as an interruption to his/her own time. Argues with callers, belittles problems reported by citizens, makes inappropriate references to their ethnic background, sexual preference or foreign accent. Questions the caller’s actions, reacts sarcastically to their situation, does not offer any solution to their problem. Interrupts callers so they cannot fully explain their situation. Considers most police and fire responses to be unnecessary. Complains about each telephone call after they’ve hung up with the caller.
- 4–Understands some principles of customer service. Is polite to all citizens and presents a helpful tone. Fully explains the applicable law, policy or procedure to callers. Offers a solution or referral to all callers. Is apologetic if unable to assist the caller.
- 7–Is very focused on customer service. Considers each telephone call as an opportunity to help a citizen. Always pleasant and helpful to callers, understands their situation with a minimum of explanation. Explains the law or policy in an easily-understood way. Is aware of neighborhood or on-going problems. Takes extra time or an additional step to find a solution to a caller’s problem. Before hanging up, always lets the caller know what action will be taken. Callers routinely say, “Thank you” to dispatcher.

Knowledge of policies and procedures

- 1–Does not know policies and procedures, as demonstrated by tests and actual dispatching.
- 4–Knows the policies and procedures, as demonstrated by tests and actual dispatching. Can pass on correct information to others.
- 7–Demonstrates exceptional knowledge of policies and procedures, even those infrequently used. Can make logical connections between related policies, and can interpret the rules for situations not specifically covered. Is a resource of information for others and freely offers to share his/her knowledge.

Knowledge of personnel, units IDs, telephone numbers

- 1–Cannot remember officer, firefighter and other employee names, badge numbers, assignments, station numbers, etc. Cannot relate officers and firefighters to assignments. Does not know commonly-used telephone numbers. Must look up names, badge numbers and assignments on most occasions.
- 4–Knows the names of most officers and firefighters, and their assignments. Remembers most department telephone numbers.
- 7–Knows all officer and firefighter names, shifts, assignments and work locations. Knows all department telephone numbers, including ones rarely used.

Knowledge of geography and use of resources

- 1–Unable to identify the city boundaries, is unfamiliar with major streets and landmarks, block ranges, intersections, businesses and residential districts. Cannot determine the proper handling jurisdiction for most areas of the city, including transit district property, the university campus, parks and the interstate highways.
- 4–Knows the city boundaries and the geography of some surrounding jurisdictions. Knows all the major and most minor streets, most block ranges, most intersections, and most commonplace names, principal businesses and public buildings.
- 7–Thorough knowledge of the city, its boundaries, streets (major and minor), block ranges and intersections. Knows the responsibilities of surrounding jurisdictions, and those of the transit district, the university campus, park district and the interstate highways.

Knowledge of equipment, systems, information sources

- 1–Unfamiliar with essential systems, their functions, methods of access and operation. Does not know what information each computer system provides. Makes numerous errors when operating equipment and works very slowly. Does not know where to look for information.
- 4–Understands the basic function and operation of each major system. Selects the appropriate system to accomplish a given task. Operates quickly, and mostly without errors. Can locate almost any information with the available printed and computer sources.
- 7–Knows all equipment and systems thoroughly, and their principles of operation. Can explain systems and their operation to others. Very knowledgeable about printed and computer information sources. Is able to use multiple systems, computers, or information sources to accomplish a complex task.

Knowledge and use of radio and law codes

- 1–Does not know codes and laws, as demonstrated by tests and actual dispatching. Makes frequent errors in referring to codes and often misinterprets the law.
- 4–Knows the codes and laws, as demonstrated by tests or actual dispatching. Can correctly explain information about the codes to others.
- 7–Demonstrates exceptional knowledge of codes and laws, even those infrequently used. Can correctly interpret the law, and apply it to situations not specifically mentioned in the law. Is a resource of information for others, and freely offers to share his/her knowledge.

Memory retention

- 1–Unable to recall recent incidents, telephone calls or messages. Cannot memorize officers' assignments or locations. Does not know officer or firefighter badge numbers, stations or assignments. Does not recall names of frequent callers, high-incident or hazard locations, or information from the bulletin. Often forgets to follow up on deferred tasks.
- 4–Recalls recent incidents, telephone calls and messages. Has a good memory of frequent callers and incident locations, previous suspects and bulletin details. Almost always remembers to finish a task that was deferred.
- 7–Recalls recent and long-ago incidents and events. Has excellent recall of previous suspects and descriptions, including bulletins. Never forgets to handle a task that was deferred.

Use of good judgment, decision-making

- 1–Acts without thought or is indecisive. Does not take his/her experience into account when making decisions. Overlooks logical solutions. Takes actions or makes decisions that are inappropriate to the situation. Over or under-reacts, even to routine situations.
- 4–Evaluates alternative courses of action, consequences, and benefits. Makes the appropriate decision and takes action without hesitation or assistance in most situations.
- 7–Always selects the most appropriate action to take, even under stressful circumstances. Foresees possible problems and prepares solutions for possible use. Quickly arrives at a solution and follows through immediately.

Ability to correlate information

- 1–Does not recognize the essential elements of two or more incidents that might be related. Cannot make time, distance or other connections between incidents, people or places.
- 4–Almost always sees the logical connection between related events. Understands why the events are related and the implications of the connection.
- 7–Quickly draws logical connections between widely diverse events. Immediately understands what the connection means and any task required because of the link.

Ability to multi-task

- 1–Unable to fully focus on more than one task at a time. Cannot type, listen and think at the same time when taking citizen telephone calls or handling the police/fire radio. Cannot hear background conversations or handle more than one source of incoming information.
- 4–Capable of receiving and absorbing more than one source of information at a time. Smoothly handles telephone calls by typing information, formulating and asking the next question. Efficiently manages police and fire units by entering information, reading incident details and talking on the radio.
- 7–Easily absorbs information from several sources and understands it without delay. Routinely handles writing, typing, listening and talking tasks at the same time without degrading his/her performance.

Accuracy

- 1–Makes frequent errors or omissions. Does not notice a mistake unless it's pointed out. Cannot account for the errors and has trouble correcting them. Does not check finished work for accuracy.
- 4–Works with very few errors, and always checks work to insure accuracy. Understands why a mistake occurred and is quick to correct it. Changes work habits to minimize future errors.
- 7–Rarely makes an error and always checks work for accuracy. Finds ways to revise standard procedures to help minimize mistakes and errors for all dispatchers.

Team work

- 1–Ignores the capabilities and talents of other member of the team. Is argumentative or disrespectful of co-workers and defensive of questions about his/her own performance.
- 4–Is comfortable in using the talents and skills of co-workers. Easily communicates with fellow workers. Pitches in to help others with their work, and allows others to give help when needed.
- 7–Works efficiently by accepting work from others, and handing off tasks to others. Sets the pace for the team and is a focus for ideas, opinions and energy.

Initiative to solve problems

- 1–Refers even routine questions or problems to a supervisor. Unable to call on his/her own experience to guide actions, make a decision or solve a problem.
- 4–Accepts problems and questions, and routinely makes his/her own decisions based on experience.
- 7–Seeks out problems which hinder individual and comm center performance. Analyzes the situation, identifies the critical issues, applies experience, and executes a plan for an optimum, constructive solution.

Dispatch/call-taking skills

- 1–Answers the telephone slowly and doesn't use the proper greeting. Asks caller to repeat information several times during the call. Completely misses key or critical words or phrases spoken by the caller. Takes a long time to handle the call, and does not check previous incidents or the premise file for the location. Does not ask critical questions, phrased in a way to elicit the most information.
- 4–Answers the call promptly and with the appropriate greeting. Quickly determines if the caller is asking a question, giving information, requires a police/fire response, or needs a referral. Checks the previous events and history file to view pertinent information about the incident location. Uses tested and successful phrases when questioning the caller.
- 7–Always answers the call promptly and with the appropriate greeting. Quickly senses the type of call, and what action is needed. Can recall from memory any previous telephone calls from the person and responds to the location. Always checks the previous events and history file to view pertinent information about the incident location, and includes it in the incident information. Uses carefully worded questions to elicit precisely what information is needed.

Control of call, obtaining pertinent information

- 1–Is not assertive when talking to callers. Allows caller to talk excessively, and does not ask specific questions to elicit the required information. Cannot calm down an hysterical or agitated caller.
- 4–Maintains a calm, assertive and professional demeanor. Effectively directs the conversation with appropriate questions and statements. Can handle most callers, despite their being upset, agitated or hysterical.
- 7–Remains calm, assertive and professional, even when dealing with the most stressful call. Initiates direct questioning immediately, while maintaining a casual, polite tone. Easily calms down an agitated or hysterical caller.

Entry of call details, proper incident type

- 1–Cannot properly classify the type of incident, and is incapable of boiling down the pertinent details into CAD comments. The comments don't reflect what the caller said and are wordy. Obscure abbreviations or misspellings make it impossible for the radio dispatcher to understand the call details.
- 4–Correctly assigns a CAD incident type code, enters sufficient information for a proper police or fire dispatch, accurately enters caller's name, address and telephone. The radio dispatcher infrequently asks for more information or clarifications.
- 7–Quickly and accurately determines the incident type from the caller's information, mentally rearranges the caller's information as necessary, and enters only the most pertinent words that most accurately describe the situation. Always includes only the required information in a clearly-readable form, without using extensive abbreviation. Information is unambiguous and the proper response is always obvious to the radio dispatcher.

Police/fire radio dispatch techniques

- 1–Does not accurately hear radio broadcasts, is slow to react to requests for information, cannot keep up with the level of normal activity, does not keep accurate status of units. Cannot handle the workload involved with critical incidents, such as pursuits, crimes in progress or block covers. Cannot correlate the activities of different officers and separate CAD entries. Does not proactively plan or predict officer or unit activity, to better insure the prompt dispatch of incidents.
- 4–Recognizes unit IDs and hears the information broadcast in most transmissions. Quickly adds or changes information in incidents, makes quick and correct unit status changes. Can handle the level of activity associated with block covers, pursuits and crimes in progress. Makes a connection between related incidents.
- 7–Recognizes officer and firefighter voices and associates them with unit IDs. Always understands radio transmissions and accurately tracks officers and units. Easily keeps up with the most hectic level of activity. Easily makes a connection between several seemingly unrelated incidents, officers and units. Plans ahead by several steps to dispatch incidents promptly.

Listening and comprehension skills

- 1–Repeatedly fails to hear, or doesn't understand, what a caller or officer has said. Frequently asks for a repeat of information. Doesn't hear secondary conversations or information from other PSDs. Needs time to process information and understand its implications.
- 4–Hears and comprehends most telephone conversations. Understands unit IDs and officer voices on the radio. Is aware of other PSDs' conversations. Quickly understands information received and its implications.
- 7–Consistently hears and comprehends telephone conversations and radio transmissions, and understands what it means. Rarely asks a caller or officer to repeat information. Uses an officer's voice tone to infer problems or a critical situation in the field.

Concern for officer safety

- 1–Fails to recognize high-risk situations. Fails to obtain information about weapons, drugs or alcohol. Does not obtain the suspect's location or description. Does not track an officer's location, or give status checks. Does not recognize potentially dangerous situations on-view by an officer. Does not relay information to officers from computer systems, bulletins or teletypes.
- 4–Consistently obtains pertinent information about weapons, drugs or alcohol use. Always obtains the suspect's location and full description. Always knows the location of officers and their assignment. Checks officers' status regularly, including those on traffic stops. Recognizes pertinent information from teletypes or computer systems and relays it to officers.
- 7–Immediately recognizes situations that are potentially dangerous for an officer, either when talking to callers on the telephone or when an officer on-views an incident. Is always focused on the presence of weapons, number of involved persons, prior incidents and other information indicating an officer hazard. Quickly relays information from any source that could help an officer or firefighter perform their job more safely.