

Yolo Emergency Communications Agency
PERFORMANCE EVALUATION
PUBLIC SAFETY DISPATCHER

NAME		CLASSIFICATION	TYPE OF APPRAISAL <input type="checkbox"/> Probationary :18 mo merit increase <input type="checkbox"/> Annual <input type="checkbox"/> Special
HIRE DATE	CAD #	RATING PERIOD <div style="text-align: center;">TO</div>	MERIT STEP ADVANCEMENT <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> YES <input type="checkbox"/> NO </div>

RATINGS: B Below Standard M Meets Standard E Exceeds Standard U Unacceptable N/A Not Applicable Sick leave hours earned during rating period: Sick leave hours used during rating period:	COMMENTS: A “good” employee is one who meets the minimum performance standards and should receive an Acceptable rating. Any Unacceptable or Exceeds rating must be supported with documentation. Rater shall complete the attached performance evaluation form(s).
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<u>Rating</u> <input type="checkbox"/> I. Call Taking <input type="checkbox"/> II. Data Entry and Retrieval <input type="checkbox"/> III. Safety <input type="checkbox"/> IV. Interpersonal Skills <input type="checkbox"/> V. Work Habits	<u>Rating</u> <input type="checkbox"/> VI. Equipment Use and Maintenance <input type="checkbox"/> VII. Appearance and Grooming <input type="checkbox"/> VIII. Radio <input type="checkbox"/> IX. Training <input type="checkbox"/> X. Emergency Medical Dispatch (EMD)
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<u>Rater</u> I have explained this report to the rated employee and attest that the information contained herein is based on my observation and/or knowledge, which represents my best judgment of the employee’s performance.	<u>Employee</u> <input type="checkbox"/> I have discussed this evaluation with rater. <input type="checkbox"/> I wish to attach an addendum to this evaluation.
<div style="display: flex; justify-content: space-between;"> Signature Date </div>	<div style="display: flex; justify-content: space-between;"> Signature Date </div>

STANDARDS

I. CALL TAKING

A. Answering incoming calls

Answers emergency lines by the 2nd ring unless on an emergency call or working a critical event answers non-emergency lines by the 4th ring.

Handles fair share of calls within 10% +/- of the average shift/position and workload.

Properly refers administrative and/or non-dispatch calls for service.

Answers all holding calls as soon as possible

Does not let personal activities or calls interfere with job performance.

B. Call Management and Control

Takes control, elicits information necessary and appropriate for call per guidelines.

Elicits information necessary for responder's safety and effectiveness.

Avoids voice intonations, expressions, that erect barriers.

Finds ways to calm angry, hostile, or hysterical callers.

Keeps callers on the line when necessary.

C. Call CAD Entry

Accurately classify and prioritize incidents per call guidelines; enter accurate, pertinent information into the CAD record in a clear, concise manner.

Elapsed time from answering call to entering preliminary information on Priority 1 and 2 calls does not exceed an average of 60 seconds. All other calls do not exceed an average of 120 seconds.

Understands CAD screen masks, data fields, computer commands, message formats; utilizes same to full potential.

PERFORMANCE

II. DATA ENTRY/RETRIEVAL

- A. Able to accurately enter/retrieve data and interpret responses for a variety of systems including CAD, RMS and CLETS in an efficient and effective manner.
- B. Avoids errors when entering data, maintains 98% accuracy on CLETS entries.
- C. Does fair share of CLETS entries.

III. SAFETY

- A. Avoids conversations, loud background noises and activities which may interfere with safe dispatching and call taking activities.
- B. Avoids unsafe conduct or actions which could result in accidents; utilizes equipment as directed to promote safe working conditions.
- C. Takes necessary action to prevent, correct, or report unsafe conditions which are observed.
- D. Reviews IPOL regularly for outstanding alerts, locates, incidents of interest, policy and procedure updates/changes, organizational bulletins and news.

IV. INTERPERSONAL SKILLS

INTERNAL RELATIONS

- A. Finds constructive ways to handle differences when they arise, and does not allow differences to disrupt their work or the work of others.
- B. Treats other employees with respect.
- C. Does not use racial, ethnic, religious, sexual slurs, profanity, verbal abuse, and avoids behavior seen as discourteous, arrogant, unprofessional or apathetic.
- D. Complies with sexual harassment policy.
- E. When in disagreement with a policy or decision, employee approaches immediate supervisor in private; proposes a solution; does not complain about things that cannot be changed.
- F. Does their share of the work so that others do not have to carry an additional load.
- G. Follows chain of command as directed.

- H. Promotes teamwork by sharing information with and assisting others.
- I. Avoids patterns of complaints from others about voice intonations, expressions, response or lack of response which tend to produce unnecessary stress or which tend to become unnecessary barriers to Exchange of needed communication.

EXTERNAL RELATIONS

- A. Treats others with respect.
- B. Does not use racial, ethnic, religious, sexual slurs, profanity, verbal abuse, and other behavior seen as discourteous, arrogant, unprofessional or apathetic.
- C. Shows genuine interest in callers by using appropriate voice intonations; exhibits accepting and empathetic approach; aware of diverse cultures.
- D. Provides accurate information as appropriate; may refer others to supervisor or appropriate outside agency personnel.
- E. Shows respect and support of member agencies and their personnel; polite and professional when handling inquiries and answering questions.

V. WORK HABITS

- A. Arrives on time for work with full uniform and equipment, prepared for duty, in compliance with agency policy A-1.
- B. Signs on/off when arriving at or leaving a computer dispatch terminal.
- C. Briefs on-coming shift of any problems or work that needs to be done.
- D. Maintains an acceptable attendance pattern. (Sick leave usage leading to disruption of the work environment will be evaluated. Excessive/inappropriate usage will be subject to monitoring and potential discipline.)
- E. Takes breaks and lunch per Agency guidelines.
- F. Keeps work area neat, clean, free of debris, food and drinks; Cleans and puts away any items used in the employee kitchen/break room.

VI. EQUIPMENT USE AND MAINTENANCE

- A. Immediately reports damaged or malfunctioning equipment to a Supervisor/DIC; completes Trouble Log/Equipment Repair form as appropriate.
- B. Returns all equipment to its proper place at the end use or shift.
- C. Exercises appropriate care in use of equipment and furniture.
- D. Follows policy regarding food and beverages in the Communications Center.

VII. APPEARANCE AND GROOMING

- A. Meets or exceeds minimum standards as outlined in uniform and grooming policies.
- B. Exercises good personal hygiene.

VIII. RADIO

- A. Follows dispatch policies, procedures and guidelines.
- B. Calls are dispatched within appropriate time frames based on agency guidelines for incident type and priority; advises patrol or dispatch supervisor of calls pending over the time limit.
- C. Transmits messages clearly; avoids requests from responders to repeat transmissions.
- D. Dispatches calls in a clear, concise manner so as to avoid information errors, omissions which would place responders or citizens in unnecessary danger, or would impair the effectiveness of the public safety response.
- E. Concentrates on radio traffic from responders so that repeat transmissions do not unnecessarily occur.
- F. Dispatcher is able to process and document requests in a timely manner.
- G. Appropriately manages and deploys field responders and equipment; maintains accurate CAD status log.
- I. Effectively multi-tasks.

IX. TRAINING

- A. Willingness to assist with training when requested.
- B. Provides instruction in a manner to provide the trainee with the necessary knowledge, skills and abilities to be a successful public safety call taker/dispatcher.
- C. Identifies trainee skill deficiencies and provides appropriate training or requests it through proper channels.
- D. Completes accurate evaluation forms and other supporting documentation and submits it by the required due date to supervisor.

X. EMERGENCY MEDICAL DISPATCH (EMD)

- A. Follows basic call taking techniques; asks all Call Entry questions, in correct order.
- B. Chooses correct Chief Complaint, correctly determines if complaint is medical or trauma.
- C. Asks/reads all Key Questions as written; shunting to new Chief Complaint card when indicated.
- D. Starts PAI instructions where indicated in the DLS, and reads cards as written.
- E. Creates a CAD call prior to providing PDI/DLS or PAI. Provides PDI's when appropriate, possible and necessary.
- F. Maintains a minimum 70% compliance rating in each of the five sections of evaluation above; and a cumulative overall rating of 80% compliance.
- G. Dispatch: Advises responding field units of updated call information; and uses EMD disposition code when PAI's are used.

OTHER:

Employee Signature

Date

Evaluator Signature

Date

Manager Signature

Date

Executive Director Signature

Date