

Trainee/Employee	Chad Barton	Evaluation #9	B-Detail
Trainer/Supervisor	Lynette Peterson	From 11/19/2003 To 11/19/2003	Hermitage
Comments	Chad worked Hermitage Radio from 14:50 - 16:20.Break 16:20 - 16:40.Chad worked the radio from 16:40 to the end of the shift.Lunch 19:50 - 20:50.		

Category# / Category	Comments	Rating
1. General Appearance - CTO		4
2. Attitude Toward Telecommunications Work		4
3. Attitude - Acceptance of Feedback - General		4
4. Attitude - Advancement Opportunities		NO
5. Attitude - Tardiness and Absenteeism		4
6. Relationships - Customers		4
7. Relationships - Management		4
8. Relationships - Other Employees		4
9. Acceptance of Feedback-CTO Program		4
10. Work Product - Quality		NO
11. Work Product - Quantity		NO
12. Work Product - Work Area Cleanliness and Organization		4
13. Knowledge and Skills - Knowledge and Application of Company P&P	<p>**Chad held a 40PJ call for nine minutes without notifying the sergeant.</p> <p>**Does very well identifying duplicate calls in pending. When unsure if it is a duplicate, Chad checks with the officer after he arrives. He then gives all related calls the same complaint number. Good job!</p> <p>**(Also falls under call prioritizing.) This evening, a 10-45 and a 10-44 were pending in the same district. Three cars in that district were available at the time. Instead of dispatching the higher priority call, he opted to first dispatch the 10-45. Immediately after Chad unkeyed after putting out that call, one of the remaining two officers available went 10-93. This meant that only one officer was available and the 10-44 call was still pending. There was no one available to back the officer, so the call was not dispatched for 11 minutes. This is the second day in a row a situation like this has arisen.</p>	2
14. Knowledge and Skills - Level of skill and knowledge in work assignment		NO
15. Knowledge and Skills - Flexibility of Assignment		NO
16. Telephone Skills-Normal Conditions		4

Category# / Category	Comments	Rating
17. Telephone Skills-Moderate and High Stress Conditions		NO
18. Knowledge of Telephone Pre-arrival Protocols (Testing)		NO
19. Knowledge of Telephone Pre-arrival Protocols (Performance)		NO
20. Interview Skill		NO
21. Control of Conflict: Hysterical Caller		NO
22. Knowledge of Radio/Telephone/Data Transfer System (Testing)		NO
23. Knowledge of Radio/Telephone/Data Transfer System (Performance)		4
24. Knowledge of CAD System (Testing)		NO
25. Knowledge of CAD System (Performance)	**When an officer tells you to put him on a call in the pending, don't just dispatch the officer on the call...arrive the unit (unless they tell you to show them en route). Also, make sure this is done as soon as possible; so as not to forget.	3
26. Knowledge of Call Prioritization Procedures (Testing)		NO
27. Knowledge of Call Prioritization Procedures (Performance)	**See final comment for #13.	2
28. Orientation/Map Interpretation		NO
29. Position Performance: Non-Stress Conditions		4
30. Position Performance: Stress Conditions		NO
31. CAD Skills: Normal Conditions		4
32. CAD Skills: Moderate and High Stress Conditions		NO
33. CAD Skills: Update and Relay		4
34. EMD Skills: Questioning and Interpretation		NO
35. EMD Skills: Emergency Telephone Instructions		NO
36. Routine Forms: Accuracy/Completeness		NO
37. Radio: Articulation of Transmissions		4
38. Radio: Appropriate Use of Codes/Procedure		4

Category# / Category	Comments	Rating
39. Radio: Listens and Comprehends - CTO	**At shift change, an officer said that he was about to clear a house. (There was a lot of radio traffic at the time and several officers were keying up at once.) Chad immediately caught that officer's transmission and told the officer to advise if he needed the air. Chad is developing a good "ear" for the radio and this was an example of just such progress!	4
40. With Other Department Members - CTO		4
41. General Documentation	**If an officer asks you to send a 10-47, get into the habit of asking what is wrong with the patient and approximately how old the patient is. This helps MedCom with response times and in knowing which equipment to bring. If the officer cannot or will not tell you, that is fine. At least you tried to find out.	NO

Trainee/Employee Signature

Trainer/Supervisor Signature

Reviewed By

communications

Evaluation Criteria Set