### Montgomery County Fire & Rescue Services

## Individual Performance Planning and Assessment Form

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| **EMPLOYEE INFORMATION** |
| Employee Name**:** Employee MCFRS ID: Oracle ID:Hire/Anniversary Date:  | Rank/Position: **Master Fire Fighter**Station/Unit/Shift:  |
| Supervisor Name: Additional Feedback supplied by: (list)  | Reviewing Official Name:  |
| Type of Appraisal (Check)[ ] Annual [ ] Interim | Review PeriodFrom  to  |
| **DOCUMENTATION SIGNATURES** |
| **Activity to be documented** | **Date** | **Signature** |
| Performance Plan Finalized\* (Employee) |       |  |
| Performance Plan Finalized (Supervisor) |       |  |
| Optional Mid Year Progress Discussion (Employee) |       |  |
| Optional Mid Year Progress Discussion (Supervisor) |       |  |
| Evaluation Reviewed by Employee\* |       |  |
| Evaluation Finalized by Supervisor |       |  |
| Evaluation Reviewed by Reviewing Official  |       |  |
| **ACKNOWLEDGEMENT OF RECEIPT OF PLAN AND EVALUATION** |
| \*Your signature indicates that you have read and discussed this evaluation with your supervisor, but does not necessarily indicate that you agree with the comments or overall evaluation. You may write any comments you would like to make in the space below or on a separate sheet you attach to this form. |
| **OVERALL RATING** |
| [ ]  Exceptional [ ]  Above Expectations | [ ]  Meets Expectations[ ]  Does Not Meet Expectations (DNME) |

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| **DEVELOPMENTAL ACTION PLAN**For expectations receiving a DNME on the prior appraisal |
| Expectation Group Name:      Action Plan for Improvement:      Re-assessment date:       |
| **CAREER DEVELOPMENT GOAL (OPTIONAL)** CAREER OUTLOOK DISCUSSION (not included in rating) |
| Career Goals & Training Plan:      Year End Accomplishment Summary:       |
| PROGRESS DISCUSSION NOTESTO DOCUMENT THE MID-YEAR PROGRESS DISCUSSION |
|       |
| **OVERALL COMMENTS\***Immediate Supervisor and Employee ONLY. |
|       |

**Instructions:** Read all Performance Rating Category descriptions. Check the category which most consistently describes the typical performance of the employee. Take rank and experience into account. Before considering the next higher rating, the employee should be performing all aspects of the lower rating category. If the employee has not had sufficient opportunity to demonstrate this skill or you have no information on their performance, DO NOT provide a rating. Indicate as “Not Applicable.”

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| **1. CRITICAL SKILL: Customer Relations** |
| **Expected Outcome**: Accommodation of religious, cultural and language differences. Employee uses appropriate language/behavior to be non threatening and understood by citizen/patient. Maintains confidentiality. Appearance is neat and in conformance with the uniform and grooming policy. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Displays unprofessional behavior or negative decorum. Fails to comply with uniform and grooming standards. Dept. has received unfavorable feedback from the public. Actions are detrimental to the image of the fire service. Improperly discloses confidential information. |
| [ ]  | Meets | Shows consideration to the citizens involved in a given incident. Provides comfort and assistance, and is respectful of the property and feelings of those involved in incidents. Focuses on the customer's needs. Attempts to elicit information and cooperation. Presents a positive image of the Fire and Rescue Service. Understands and supports departmental policy on release of information. |
| [ ]  | Above | Treats all people, regardless of ethnic, religious, or cultural background with respect. Takes time to listen, and provide comfort and reassurance. Performs job in such a manner that it enhances the reputation of the Fire and Rescue Service. |
| [ ]  | Exceptional | Receives letters of commendation. Makes an extra effort to seek, understand and take cultural differences and customer needs into account. Consistently strives to improve the image of the fire service. Actively engaged in public relations efforts or projects. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **2. CRITICAL SKILL Driver operator** |
| **Expected Outcome**: Safe driving and operation of vehicles. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to consistently use due regard when driving. At fault incidents may have occurred. Complaints have been received. Driving errors observed and documented. Fails to comply with instructions for proper apparatus placement. Fails to consider parking regulations, traffic or other apparatus when responding to incidents or other events. |
| [ ]  | Meets | Demonstrates safe, defensive, courteous driving habits. Follows established procedures while driving. Able to operate all types of heavy apparatus at assigned station. Quickly and properly places apparatus with minimal input from officer. |
| [ ]  | Above | Properly secures vehicles when parking. No "At-Fault" incidents. Adaptable to different makes and models of apparatus available throughout department. Anticipates apparatus placement while in transit based on location, verifies with officer and plans driving routes for quickest possible placement. |
| [ ]  | Exceptional | Demonstrates the highest degree of consideration for the safety and welfare of the citizens, staff and vehicle. Provides assistance to others in improving driving habits. Is trusted by the officer to make independent decisions on apparatus placement. Quickly assesses situation and adjusts placement as needed. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **3. CRITICAL SKILL: Hose Lines & Fire Attack** |
| **Expected Outcome**: Safe, quick, and effective use of hand lines, nozzles, and water patterns for fire suppression. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Unable to describe and perform various layouts. Often makes the wrong selection. Makes errors in execution of standard evolutions. Needs constant direction in hose, nozzle type, and water deployment. |
| [ ]  | Meets | Properly pulls/carries, deploys and repacks various sized hand lines. (e.g. 2 1/2" line, 1 3/4" hose line). Participates in standard evolution practices and on scene. |
| [ ]  | Above | Consistently deploys proper stream for fire attack under a variety of conditions. |
| [ ]  | Exceptional | Anticipates and responds quickly in accomplishing standard evolutions quickly and safely. Trouble shooting and creativity demonstrated. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **4. CRITICAL SKILL: Ladders** |
| **Expected Outcome**: Safe, quick, effective use of ladders for fire suppression and rescue. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Can not identify type, component, use or safe deployment of ladders. Fails to use ladders appropriate to situation. |
| [ ]  | Meets | Consistently identifies type, component and use of all ladders. Can select or deploy correct ladder/size for situation. Places ladder in proper position for safe use according to Dept. standards. |
| [ ]  | Above | Inspects and cleans ladders on regular basis. Identifies and reports problems requiring maintenance. |
| [ ]  | Exceptional | Is exceptionally safe and quick in use of ladders. Taps knowledge base from recruit school. May have learned and completes maintenance as a collateral duty. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **5. CRITICAL SKILL: Personal Protective Equipment (PPE)** |
| **Expected Outcome**: PPE and SCBA that are readily available, properly maintained and donned to ensure maximum safety and readiness. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | PPE is not properly maintained. Employee lacks required PPE. Unable to don equipment quickly and correctly. Must be prompted to don PPE. |
| [ ]  | Meets | PPE is readily available and properly maintained. Correctly identifies use and components of SCBA. Is able to don PPE properly in a timely fashion. Dons PPE as appropriate without being directed. |
| [ ]  | Above | Regularly inspects equipment and takes appropriate steps to ensure equipment is well maintained. Assists others with PPE maintenance procedures. |
| [ ]  | Exceptional | Provides leadership and direction to others in use safe and proper use of PPE and SCBA. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **6. Apparatus and Equipment Knowledge** |
| **Expected Outcome**: Rapidly mitigates situation with quick and accurate retrieval and use of equipment to its maximum capability. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Is unable to quickly retrieve and use requested equipment without help; is unfamiliar with inventory and location of equipment on apparatus. Is unfamiliar with or is unable to safely and effectively use tools and/or equipment. |
| [ ]  | Meets | Demonstrates knowledge of equipment location on all apparatus at their assigned station, and can use it safely and correctly. Ensures the safety of others while using tools and equipment. |
| [ ]  | Above | Anticipates the officer's needs; retrieves and stages appropriate equipment without direction. Is skillful in the effective and efficient use of tools. Seeks to improve skills and knowledge of equipment on variety of apparatus. |
| [ ]  | Exceptional | Expert level of knowledge and use of equipment on all types of apparatus in the County's inventory. Encourages and helps other employees to improve their skill and knowledge. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **7. Area Knowledge** |
| **Expected Outcome**: Safe, quick, effective and efficient response to incidents and other events. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Not knowledgeable of area, makes little or no effort to study; has trouble using maps and finding locations. |
| [ ]  | Meets | Knowledgeable of geographical area of responsibility, primary street locations, water sources, and target hazards. Can read map accurately and quickly. |
| [ ]  | Above | Participates in area and pre-incident plan reviews. Knows alternate routes to key locations. Familiar with 2nd and 3rd due areas; knowledge of special restrictions, i.e., weight restrictions. Knows location of many automatic sprinkler systems and /or standpipes in structures. Has working knowledge of Box Alarm areas. |
| [ ]  | Exceptional | Uses personal in-depth knowledge to helps others. Knowledgeable of alternate routes within primary, secondary and third response areas. Knows precise location of automatic systems and or stand pipes in all buildings in the assigned areas, and monitors conditions which will have impact on response objective. Supervises others in gathering data for pre-incident plans |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **8. Decision Making** |
| **Expected Outcome**: Ability to make sound decisions that achieve desirable outcomes based on facts, variables, and/or available resources. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Rarely considers facts, variables and/or resources resulting in poor decisions, adverse outcomes, delays, and inefficient deployment of resources. Inability to make decisions in a timely fashion. Fails to take responsibility for decisions. |
| [ ]  | Meets | Assesses all available facts, variables and/or resources. Makes and clearly communicates timely, and effective decisions. Takes responsibility for all decisions. |
| [ ]  | Above | Assists others in the decision-making process. When appropriate, employs cooperative approach to decision-making. Is able to evaluate, and reconsider decisions based on all available inputs. Adept at finding the optimal solution between alternatives that may have both pros and cons. Is able to gain acceptance of decisions. |
| [ ]  | Exceptional | Anticipates events, variables and/or resources or changes in making timely, responsible decisions. Exercises correct and appropriate judgments regarding competing needs. Correctly recognizes and employs different decision-making processes as appropriate. Sought out by others for assistance in the decision-making process. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **9. Dependability** |
| **Expected Outcome**: Ability to respond to incidents calmly and with a steady focus. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Easily becomes agitated and emotional in high-stress situations. Has difficulty following orders in critical situations. Exhibits unsafe, chaotic and unorganized actions. |
| [ ]  | Meets | Stays focused under pressure and accommodates changes quickly. Makes good decisions. Keeps emotions under control in high stress situations. |
| [ ]  | Above | Demonstrates good critical thinking and problem solving in stressful situations. |
| [ ]  | Exceptional | Can be counted on to keep others on track and calm others. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **10. General Incident Skills** |
| **Expected Outcome**: Safe, quick, and effective performance of fire, rescue, and EMS operations. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Makes errors in execution of standard evolutions. Possesses poor technical skills and requires close supervision to complete tasks. Fails to follow SOPs and policies. Compromises safety of self and others. Returns to service without ensuring fire protection systems are functional or taking appropriate steps to account for out of service systems. |
| [ ]  | Meets | Demonstrates considerable knowledge of safe fire suppression, rescue, and EMS principles, practices, apparatus, and equipment. Adheres to SOPs and policies. Leads personnel in overhaul operations at the scene to ensure extinguishment and prevent structural collapse. Takes actions to place fire alarm, detection, and suppression systems back in service. |
| [ ]  | Above | Is highly skilled and familiar with alternative procedures to safely and effectively mitigate incidents. Actively seeks to maintain and improve skills and knowledge. |
| [ ]  | Exceptional | Provides leadership and direction in accomplishing standard evolutions quickly and safely. Trouble-shooting and creativity are demonstrated. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **11. Leadership Integrity** |
| **Expected Outcome**: A high level of trust between MFF and shift personnel as a result of integrity in all actions |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to act with integrity and ethically. Violates County ethics code. Criticizes others publicly. Discusses confidential information inappropriately. Asks others to "stretch the truth" or withhold information. Shows favoritism. Forgets prior promises or statements. |
| [ ]  | Meets | Demonstrates ethical behaviors and acts with integrity. Promises and commitments are keep. Errs on the side of fairness in making difficult judgments. High level of consistency between actions and communications. |
| [ ]  | Above | Leads by example. Takes personal responsibility for performance of team. Speaks out to ensure integrity within the work unit. |
| [ ]  | Exceptional | Recognizes and supports ethical and integrity demonstrated by other members of the team. Assists others in thinking through difficult decisions to the best ethical result. Supports efforts to develop a team that values trust. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **12. Physical Fitness** |
| **Expected Outcome**: Physical ability to respond and perform required tasks quickly without compromise of safety. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Will not participate in physical fitness without direct order. Can not accomplish tasks because of poor physical condition. |
| [ ]  | Meets | Quickly performs all activities. Participates in physical fitness to maintain physical ability. |
| [ ]  | Above | Participates in additional physical fitness activities to improve physical conditioning. |
| [ ]  | Exceptional | Motivates others to participate in physical fitness. May act as a peer fitness trainer. May participate in additional activities such as physical fitness competitions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **13. Readiness/Return to Service** |
| **Expected Outcome**: Apparatus is maintained in a ready status. Apparatus is quickly restored to a ready status following incident response. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Misses items or makes errors on check-out/stocking. Check list records are incomplete or missing. Slow to restore apparatus and must be reminded to conduct re-readiness activity. |
| [ ]  | Meets | Follows procedures and completes required forms and reports in timely manner. All equipment is functional and returned to proper location. Supplies are inventoried and stocked. Apparatus has sufficient fuel and water reserves. |
| [ ]  | Above | Preventive maintenance is performed to prevent potential equipment and apparatus problems or failure. Assigns specific tasks to other FFs to achieve a rapid return to readiness status.. |
| [ ]  | Exceptional | Restores equipment on scene as it is returned to apparatus, enabling quick return to service and freeing MFF to assist others upon return. Makes mental note of equipment location and status, facilitating speedy return. Make recommendations to improve apparatus status. Often looks for ways to improve the utilization of the apparatus' compartment space; considers safety factors and potential additional equipment needs. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **14. Station Management** |
| **Expected Outcome**: Efficient operations of the station in the absence of an officer. Day-to-day management of personnel at the direction of the station officer. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to provide adequate leadership and supervision of personnel. Station operations are negatively impacted. Fails to follow through and implement objectives as set forth by the station officer. |
| [ ]  | Meets | Is trusted by the station officer to ensure that station management objectives are met. Provides necessary guidance and supervision to ensure successful completion of assigned tasks. Consistently and accurately communicates priorities and directions provided by the station officer and department. Provides input to the supervisor regarding the performance of personnel. |
| [ ]  | Above | Is able to provide management without needs for close supervision by the station officer. Acts effectively as a liaison between shift personnel and the station officer. Contributes positively to an overall efficient and effective work environment. Emphasizes the importance of teamwork. |
| [ ]  | Exceptional | Recommendations to the station officer regarding station management initiatives and priorities are often accepted. Works collaboratively with the officer to identify needs. Subordinates seek guidance and input from the employee. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **15. Strategy, Tactics, and SOPs** |
| **Expected Outcome**: Appropriate strategy and tactics being used to resolve fire/rescue emergency situations. Safe, effective, and efficient emergency operations. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to follow SOPs. Actions lead to confusion of other units on the scene. Fails to translate Incident Commander's orders into effective action. Fails to adapt strategy and tactics as incident situation changes. Does not recognize when additional resources are needed. Incident outcomes are negatively impacted. |
| [ ]  | Meets | Is able to correctly complete an incident size-up and handle minor incidents in an effective and efficient manner without assistance of a senior officer. Abides by SOPs. Is able to adapt strategies as the situation dictates. Recognizes and appropriately requests additional resources. Is knowledgeable and technically skilled in accomplishing fire ground, rescue and EMS tasks. |
| [ ]  | Above | Clearly communicates when changes to the strategy, tactics or SOPs are implemented. Demonstrates high level of technical knowledge. Typically adapts to unusual situations. Provides useful information and appropriate suggestions to the incident commander on a frequent basis. |
| [ ]  | Exceptional | Anticipates when strategy or tactics need to be adjusted. Actions improve overall incident mitigation and improve life safety, and property conservation. Helps others improve their understanding of strategy, tactics, and SOPs. Provides input into the development of or changes to SOPs. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **16. Teamwork** |
| **Expected Outcome**: Respect, acceptance, and cooperation with co-workers. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to take others needs, feelings, gender, and cultural differences into consideration. Makes statements or exhibits behaviors which result in conflicts and complaints. |
| [ ]  | Meets | Treat co-workers with respect, e.g. does not use derogatory or demeaning terms, and respects opinions and contributions of others. Contributes to the success of the team by helping without specific direction. |
| [ ]  | Above | Focuses on performance rather than personality in relating to others. Works cooperatively and collaboratively. Shows appreciation for contributions of others. |
| [ ]  | Exceptional | Helps others to resolve conflicts and create a positive work environment. Mentors others to improve performance and teamwork. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **17. Technology, CAD, RMS, Radio and MDC** |
| **Expected Outcome**: Clear and effective use of the radio systems, Emergency Mobile Data Computer (MDC), Records Management System (RMS) and CAD for quick, appropriate incident response and transport. Keeps radios at an audible level. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to use MDC and AVRR; Needs help determining correct radio channel. Slow to respond to ECC. Fails to use appropriate radio etiquette. Receives negative feedback from ECC and others. Often turns the radio's volume too low or off. |
| [ ]  | Meets | Correctly uses radio and other communication equipment (ex. change talk groups, zones and use of EBS). Uses the State radio system as needed. Uses the MDC and AVRR standard functions correctly. Effectively uses the CAD, MDC, and RMS for information retrieval and recordation. |
| [ ]  | Above | Demonstrates understanding of advanced equipment functions and uses it to its fullest potential. Efficiently uses resources for ECC contact, hospital notification and consultation, record keeping, etc. |
| [ ]  | Exceptional | Ability to use technology enhances operational readiness and efficiency. Make recommendations to IT staff for improvements. Helps others improve their use of technology. Has an in-depth knowledge of the manual and computerized data collection and retrieval system of MCFRS. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **18. Technology, Computer** |
| **Expected Outcome**: Effective use of automation resources such as e-mail and MCFRS On-Line for information and updates. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Violates County and MCFRS automation, Internet, intranet, and e-mail policies and procedures and directives; has large backlog of unread email. E-mail account is often over size-limit. |
| [ ]  | Meets | Complies with County internet / intranet automation policy, checks email daily / minimal number of unread messages; is knowledgeable of current information. |
| [ ]  | Above | Can use other MCFRS & County software resources. Seeks to improve skills through IT training courses. |
| [ ]  | Exceptional | Helps others to use automation tools; possesses advanced knowledge of software used by MCFRS. May teach IT training courses. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **19. Training, Instructing, Readiness and Preparedness** |
| **Expected Outcome**: Employees being operationally ready and focused on delivery of service. Employees are highly-skilled and operate efficiently and effectively on emergency incidents. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Does not promote or take steps to ensure operational readiness. Fails to conduct drills even when reminded. Does not know, understand or adhere to MCFRS policies as related to training. Makes no effort to improve instructional capabilities. Does not maintain control of the learning environment or encourage participation. |
| [ ]  | Meets | Facilitates and expects operational readiness through regular drilling and other training. Conducts company and/or station drills from instructional materials developed by the Department or other acceptable sources. Supervises or delivers drills. |
| [ ]  | Above | Operational readiness is a high priority for the employee. Properly assesses the skill levels of employees and adapts training to provide maximum benefit. Provides additional one-on-one training when requested or when a need is observed. Displays an excellent knowledge of the subject material. |
| [ ]  | Exceptional | Recognizes employees' initiative to support operational readiness.Appropriately assesses learning styles and needs of employees to correctly adjust training. Seeks creative ways to integrate training into to day-to-day activities. Assists in development of training materials to be used by the Department. Seeks continued knowledge by participation in programs which lead to cutting edge developments. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **20. Work Ethics** |
| **Expected Outcome**: A high level of independence, self-direction and persistence in the employee's commitment to excellence in team, collateral duties, and personal performance. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Will not perform tasks without constant direction and supervision. Has received repeated counseling sessions for failure to follow directions. Response to suggestions, directions, and other guidance is poor and generally not effective. Displays lack of respect for superiors, is uncooperative and/or insubordinate. |
| [ ]  | Meets | Works steadily to meet commitments. Tasks are completed accurately, thoroughly, and on time. Ethical and trustworthy. Response to suggestions, directions, and other guidance is appropriate. Accepts and successfully perform collateral duties as assigned. |
| [ ]  | Above | Results Oriented. Observes what needs to be done and takes appropriate action within scope of authority. Keeps officer abreast of status and makes accommodations and recommendations to complete assignments. Rarely requires prompts or direction. Uses time wisely and productively. |
| [ ]  | Exceptional | Seeks excellence in all areas. Actively seeks and makes recommendations to improve self and operations. Team performs at a higher level because of MFF's influence. Actions reflect positively on station and department. Seeks out opportunities to enhance job knowledge, skills and abilities. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **21. Written Communications** |
| **Expected Outcome**: Ability to draft clear and concise written communications such as memorandums, justifications, reports, and records. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Displays insufficient knowledge of the standard forms and records required. Does not complete reports and records in an accurate, timely manner. Written work contains grammar error, and requires editing and correction to improve accuracy and completeness. |
| [ ]  | Meets | Completes all routine forms and records required. Includes a detailed written narrative on Incident reports that is informative for future use. Correct use of grammar and spelling. Uses appropriate vocabulary. Prepares accurate and understandable emails or records in a timely and complete fashion as prescribed by policy. Infrequently requires clarification or correction. |
| [ ]  | Above | Consistently completes all forms and records required of current position in a very accurate, thorough and legible manner. Always includes a very descriptive narrative on incident reports. Is familiar with the record storage and retrieval system used by the Department. Uses software tools such as grammar and spell check to insure accuracy. Writing is concise and clear. May be called upon to prepare memorandums for the officer's signature. |
| [ ]  | Exceptional | Assists with the development of procedures and publications which are easily understood by all readers. The individual may be called upon to develop complex written documents or programs. Always completes forms and reports in an extremely accurate, thorough and legible manner. Often assists and can complete incident and administrative records required of superior positions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **22. Specialty Team Assignment** |
| **Expected Outcome**: Rapid response, deployment of resources, and mitigation of hazardous situations. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Fails to follow applicable standards and requirements in NFPA, FEMA, CFR, MCFRS protocol completely and accurately. Has not successfully completed all required training. Certifications are not current. Requires direction on basic skills during incidents. |
| [ ]  | Meets | Attends training. Shows some initiative to acquire additional training. Requires limited supervision on incident scenes. |
| [ ]  | Above | Attends and provides input at training. Requires little supervision at incident scenes. Seeks additional training opportunities on a frequent basis. |
| [ ]  | Exceptional | Consistently attends training. Can be counted on to provide direction to less experienced members. Maintains all certifications. Completes all recertification requirements with little direction. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **23. Language Differential** |
| **Expected Outcome**: Employee provides service in a language other than English. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | Citizens/patients appear not to understand despite repeated attempts. They fail to follow instructions and appear more confused and upset. |
| [ ]  | Meets | Citizens promptly comply and behave in a cooperative and relaxed manner nearly all the time. Employee makes effort to maintain language skills. |
| [ ]  | Above | Employee has received positive feedback on assistance provided. Employee seeks opportunities to enhance language skills. |
| [ ]  | Exceptional | This employee sought out to provide language assistance, even when other options are available. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |
| **24. Supplemental Goal** |
| **Expected Outcome**: Performance of [INSERT TEXT] is satisfactory when [INSERT TEXT]. |
| **Check Performance Rating Category** | **Performance Description** |
| [ ]  | Not Applicable |
| [ ]  | Does Not Meet\* | [OPTIONAL DESCRIPTION] |
| [ ]  | Meets | [REQUIRED DESCRIPTION]  |
| [ ]  | Above | [OPTIONAL DESCRIPTION] |
| [ ]  | Exceptional | [OPTIONAL DESCRIPTION] |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.)      |

Count by rating category

|  |  |
| --- | --- |
| Rating Category | Count |
| Not applicable |       |
| Does Not Meet |       |
| Meets |       |
| Above |       |
| Exceptional |       |

Go to Page 1 and check the overall rating as indicated by the most frequently occurring rating category.