### Montgomery County Fire & Rescue Service

## Individual Performance Planning and Assessment Form

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| **EMPLOYEE INFORMATION** | | | |
| Employee Name**:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Oracle Employee ID# (from Payslip): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Hire/Anniversary Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Rank/Position: **Master Fire Fighter, Emergency Communications Center (ECC)**  Station/Unit/Shift: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Supervisor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Additional Feedback supplied by: (list) | Reviewing Official Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Type of Appraisal (Check)  Annual  Interim | Review Period  **From:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **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) | |
| **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. | | | |
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| **MANDATORY COMPETENCIES** | |
| **Competency** | **-Mandatory: Racial Equity and Social Justice (New)** |
| **Description** | **Racial Equity and Social Justice (RESJ)** involves complying with applicable laws and regulations to dismantle structural racism within County Government. It is an intentional and ongoing process aimed at reducing and eliminating racial disparities while ensuring equitable outcomes for all. It includes activities aimed at identifying and addressing racial disparities and promoting equitable outcomes for historically oppressed people and communities. It also involves changing policies, practices, systems, and structures to remove barriers, redress historical inequities, elevate community voices, and ensure equitable treatment of everyone. |
| **Behavior Indicator** | Contributes to departmental and countywide RESJ goals. Demonstrates understanding of the racial equity and social justice framework within the workplace and community. Speaks out against instances of systemic racism or organizational practices that may exclude people based on race, gender, ability, etc. Takes action that shows consideration for cultural concerns and expectations. Follows established procedures, programs, or policies to support racial equity and inclusion in everyday work. Participates in learning opportunities on RESJ, and applies learning to everyday work and/or projects. |
| **Behavior Indicator - Rating Levels** | |
| Does Not Meet  Expectations\* | Displays unprofessional behavior or negative decorum. Actions are detrimental to the image of the fire service. Improperly discloses confidential information. Rarely demonstrates behaviors consistent with this competency. Performance of this competency frequently results in inadequately or unintended outcomes. |
| Meets  Expectations | 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 RESJ procedures. Understands and supports departmental policy on release of information. Usually demonstrates most of the behaviors consistent with this competency. Performance usually results in positive outcomes. Represents a “typical” employee. |
| Above  Expectations | Always demonstrates the behaviors associated with this competency. 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. Performance frequently results in very positive outcomes. Occasionally serves a coach to others. |
| Exceptional | Consistently goes beyond the behaviors associated with this competency. Performance overwhelming results in outstanding outcomes. 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. Routinely serves as a “role model” and contributes to other’s success. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
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| **Competency** | | **-Mandatory: Safe Work Environment** |
| **Description** | | **Office/Internal Environment Safe Work Environment** in an office/internal setting involves taking actions to ensure that employees and citizens are relatively free from safety hazards by proactively identifying safety issues and concerns, ensuring that file cabinet drawers are closed when they are not in use and carpeting is not torn and cords are not exposed in order to prevent accidents from occurring.  **External Environment Safe Work Environment** in an external setting involves taking actions to ensure that employees and citizens are relatively free from safety hazards by proactively identifying safety issues and concerns, ensuring employees follow special or strict safety procedures and/or precautions, and/or use special equipment, such as hard hats, respiratory masks, insulated or protective clothing and/or footwear, gloves, shields and ear protectors. |
| **Behavior Indicator - Rating Levels** | | |
| Does Not Meet  Expectations\* | | Rarely demonstrates behaviors consistent with this competency. Performance of this competency frequently results in inadequately or unintended outcomes. |
| Meets  Expectations | | Understands and supports departmental policy. Usually demonstrates most of the behaviors consistent with this competency. Performance usually results in positive outcomes. Represents a “typical” employee. |
| Above  Expectations | | Always demonstrates the behaviors associated with this competency. Performance frequently results in very positive outcomes. Occasionally serves a coach to others. |
| Exceptional | | Consistently goes beyond the behaviors associated with this competency. Routinely serves as a “role model” and contributes to other’s success. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | | |
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| ***\*\*NOTE:*** ***“Meets”*** *is an appropriate rating for this competency.* | | |

**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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| **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  Expectations\* | 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  Expectations | 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  Expectations | 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.) | |
| **Area Knowledge** | |
| **Expected Outcome**: Efficient, effective, and appropriate knowledge of maps, streets, buildings, station locations, and apparatus assignments in the county. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Not knowledgeable of area, makes little or no effort to study; has trouble using maps and finding locations. Fails to recognize apparatus locations or station locations relative to events. |
| Meets  Expectations | Knowledge of major roadways transcending county, station locations, and primary apparatus assigned to each station. Has basic knowledge of mapping software and can correctly apply mapping aids, both technologies based and traditional, to the business process. |
| Above  Expectations | Participates in area plan review. Knows route of travel to events for most stations in county and has ability to adjust assignments based on this knowledge. Familiar with response plans for most county stations. Maintains knowledge of all in county apparatus locations and out of county apparatus locations where mutual aid would be utilized. |
| Exceptional | Uses personal in-depth knowledge to help others. Knowledgeable of roadways in county, understands complexity of traffic patterns, and can provide alternate routes of travel with little assistance. Knows target hazards throughout county and utilizes this information in the telecommunication process. Actively involved in plan review, map review, box area review and other related mapping initiatives to maintain highest level of efficiency at ECC. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
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| **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  Expectations\* | 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  Expectations | Assesses all available facts, variables and/or resources. Makes and clearly communicates timely, and effective decisions. Takes responsibility for all decisions. |
| Above  Expectations | 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.) | |
| **Dependability** | |
| **Expected Outcome**: Ability to respond to situations calmly and with a steady focus. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Easily becomes agitated and emotional in high-stress situations. Has difficulty following orders in critical situations. Exhibits unsafe, chaotic and unorganized actions. Often frustrates, confuses or angers callers. |
| Meets  Expectations | Stays focused under pressure and accommodates changes quickly. Makes good decisions. Keeps emotions under control in high stress situations. |
| Above  Expectations | Demonstrates good critical thinking and problem solving in stressful situations. Ability to draw additional information from callers when others would give up. |
| Exceptional | Can be counted on to keep others on track and calm others. Excellent ability to manage callers and assist others with difficult calls. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
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| **ECC Business Process Knowledge** | |
| **Expected Outcome**: Complete understanding and knowledge of procedures and policies required to efficiently, effectively and accurately execute their responsibilities as they relate to CAD, Pro QA, VESTA, AVL/AVRR and other CAD interface functionality. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Needs supervision when completing assignments, carrying out routine tasks or initiating actions necessary to complete assignment. Routinely makes errors in application of policy or standards during completing of tasks. Fails to recognize situations that require additional resources or multiple policies or standards. |
| Meets  Expectations | Carries out basic assignments with accuracy. Recognizes fundamental needs and fills those needs with appropriate resources. |
| Above  Expectations | Completely understands business processes and applies appropriate policies and standards to comply with those processes. Consistently recognizes issues that may require additional resources or changes to a business process. |
| Exceptional | Routinely evaluates changing needs and anticipates resources necessary to fill those needs. Assists other personnel in evaluating business processes and determining appropriate solutions to difficult or dynamic situations. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
| **ECC Radio Process Knowledge** | |
| **Expected Outcome**: Complete understanding and knowledge of procedures and policies required to efficiently, effectively and accurately execute their responsibilities as they relate to radio or communications functionality. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Needs supervision when completing assignments, carrying out routine tasks or initiating actions necessary to complete assignment. Routinely makes errors in application of policy or standards during completing of tasks. Fails to recognize situations that require additional resources or multiple policies or standards. |
| Meets  Expectations | Carries out basic assignments with accuracy. Recognizes fundamental needs and fills those needs with appropriate resources. |
| Above  Expectations | Completely understands communications processes and applies appropriate policies and standards to comply with those processes. Consistently recognizes issues that may require additional resources or changes to a business process. |
| Exceptional | Routinely evaluates changing needs and anticipates resources necessary to fill those needs. Assists other personnel in evaluating communications processes and determining appropriate solutions to difficult or dynamic situations. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
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| **EMD Compliance** | |
| **Expected Outcome**: Expected Outcome: “Personnel are expected to understand and utilize all EMD related technology, maintain EMD Certification and follow all State and Local rules and guidelines as they relate to EMD. Achieve and maintain compliance ratings as determined by State Quality Assurance Guidelines in the following areas: Case Entry compliance; Key Question compliance; Chief Complaint selection accuracy; Post Dispatch Instructions; Pre-Arrival Instructions; Final Dispatch Determinant; Code accuracy and Total Compliance Score. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Does not maintain EMD certification. Fails to follow state protocols or county guidelines related to EMD. Fails to ask “Key” questions routinely and/or follow-up on questions which may be critical to event processing. Achieves compliance scores lower than 80% in all critical areas |
| Meets  Expectations | Maintains EMD Certification. Follows state protocols and county guidelines related to EMD. Understand the basic EMD process and applies it correctly. Achieves compliance scores above 85% routinely and shows improvement in areas of deficiencies |
| Above  Expectations | Understands all state and county guidelines and can articulate the purpose for these principles. Consistently applies EMD and expands on Key Questions and Follow-up questions when appropriate. Achieves compliance scores above 90% routinely |
| Exceptional | Assists with the development of EMD related policies, guidelines, teaching, or management. Serves as preceptor or readily assists others in the understanding, performance, and acceptance of EMD processes. Applies EMD principals completely and understands science behind EMD principals. Achieves compliance scores at 95% or greater routinely |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
| **Event response** | |
| **Expected Outcome**: Decisions are appropriate and consistent with the situation and MCFRS policy and procedures. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not  Meet  Expectations\* | Fails to recognize emerging problems. Fails to follow procedures. Makes the same mistakes repeatedly. Unable to make simple decisions independently. |
| Meets  Expectations | Recognizes emerging problems and changing situations. Makes appropriate adjustments to decisions and actions in order to meet changing situational needs and minimize effects. |
| Above  Expectations | Anticipates the unexpected-Alert to rapidly changing conditions and resources and adapts course of action accordingly. Communicates and updates the officer in a calm manner. |
| Exceptional | Fast, flexible responses to changing situation. Rapidly obtains and evaluates pertinent information to anticipate and prevent problems, and proposes alternative solutions. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
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| **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  Expectations\* | Often fails to demonstrate ethical behaviors and act with integrity. Violates County ethics code. Criticizes others publicly. Discusses confident information inappropriately. Asks others to "stretch the truth" or withhold information. Shows favoritism. Forgets prior promises or statements. | |
| Meets  Expectations | 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  Expectations | 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.) | | |
| **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  Expectations\* | Will not participate in physical fitness without direct order. Can not perform tasks such as required in Incumbent Performance Test. | |
| Meets  Expectations | Quickly performs all activities. Participates in physical fitness to maintain physical ability. | |
| Above  Expectations | 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.) | | |
| **Readiness/Return to Service** | | |
| **Expected Outcome**: Corral is maintained in a ready status. Corral is quickly restored to a ready status following each event. | | |
| **Check Performance Rating Category** | **Performance Description** | |
| Not Applicable | | |
| Does Not  Meet  Expectations\* | Fails to identify issues relating to malfunctioning equipment or software. Check list records are incomplete or missing. Slow to restore technology and must be reminded to maintain readiness status. | |
| Meets  Expectations | Follows procedures and completes required forms and reports in timely manner. All technology is functional. Maintains "ready" status without reminders. | |
| Above  Expectations | Interacts with IT staff to restore readiness following an outage, troubleshoots software and hardware issues to assist in restoring readiness. | |
| Exceptional | Make recommendations to improve technology status. Often looks for ways to improve the utilization of the technology, considers safety factors and potential additional equipment needs. Recommends changes to software and equipment to improve service capabilities. | |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | | |
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| **Station Management** | | |
| **Expected Outcome**: Efficient operations of the center in the absence of an officer. Day-to-day management of personnel at the direction of the floor supervisor. | | |
| **Check Performance Rating Category** | | **Performance Description** |
| Not Applicable | | |
| Does Not Meet  Expectations\* | | Fails to provide adequate leadership and supervision of personnel. Center operations are negatively impacted. Fails to follow through and implement objectives as set forth by the floor supervisor. |
| Meets  Expectations | | Is trusted by the floor supervisor to ensure that center 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 floor supervisor and department. Provides input to the supervisor regarding the performance of personnel. |
| Above  Expectations | | Is able to provide management without needs for close supervision by the floor supervisor. Acts effectively as a liaison between shift personnel and the floor supervisor. Contributes positively to an overall efficient and effective work environment. Emphasizes the importance of teamwork. |
| Exceptional | | Recommendations to the floor supervisor regarding center 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.) | | |
| **Teamwork** | | |
| **Expected Outcome**: Respect, acceptance, and cooperation with co-workers. | | |
| **Check Performance Rating Category** | | **Performance Description** |
| Not Applicable | | |
| Does Not Meet  Expectations\* | | Fails to take others needs, feelings, gender, and cultural differences into consideration. Makes statements or exhibits behaviors which result in conflicts and complaints. |
| Meets  Expectations | | 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  Expectations | | 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.) | | |
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| **Technology Knowledge** | |
| **Expected Outcome**: Rapidly mitigates situation with quick and accurate retrieval and use of technology to its maximum capability. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not Meet  Expectations\* | Is unable to quickly access and use requested technology without help. Is unfamiliar with or is unable to safely and effectively use programs and/or technology. |
| Meets  Expectations | Demonstrates knowledge of technology their assigned corral, and can use it safely and correctly. Assesses the affects on others as technology is applied. |
| Above  Expectations | Anticipates the officer's needs; initiates processes without direction. Is skillful in the effective and efficient use of technology. Seeks to improve skills and knowledge of technology on variety of platforms. |
| Exceptional | Expert level of knowledge and use of technology on all areas of communication in the County. Encourages and helps other employees to improve their skill and knowledge. |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
| **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  Expectations\* | 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  Expectations | Complies with County internet / intranet automation policy, checks email daily / minimal number of unread messages; is knowledgeable of current information. |
| Above  Expectations | 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.) | |
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| **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  Expectations\* | 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  Expectations | Facilitates and expects operational readiness through regular drilling and other training. Conducts continuing education from instructional materials developed by the Department or other acceptable sources. Supervises or delivers drills. |
| Above  Expectations | 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.) | |
| **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  Expectations\* | 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  Expectations | 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  Expectations | 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.) | |
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| **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  Expectations\* | 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  Expectations | 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  Expectations | 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.) | |
| **Language Differential** | |
| **Expected Outcome**: Employee provides service in a language other than English. | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not Meet  Expectations\* | Citizens/patients appear not to understand despite repeated attempts. They fail to follow instructions and appear more confused and upset. |
| Meets  Expectations | Citizens promptly comply and behave in a cooperative and relaxed manner nearly all the time. Employee makes effort to maintain language skills. |
| Above  Expectations | 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.) | |
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| **Supplemental Goal** | |
| **Expected Outcome**: Performance of (insert) is satisfactory when (insert). | |
| **Check Performance Rating Category** | **Performance Description** |
| Not Applicable | |
| Does Not Meet  Expectations\* | optional: |
| Meets  Expectations | Required description: |
| Above  Expectations | optional: |
| Exceptional | optional: |
| **\*Comments (**Comments supporting a DNME rating are REQUIRED.) | |
|  | |

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

|  |  |
| --- | --- |
| **Rating Category** | **Count** |
| Not Applicable |  |
| Does Not Meet  Expectations\* |  |
| Meets  Expectations |  |
| Above  Expectations |  |
| Exceptional |  |