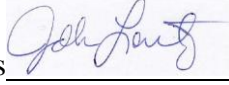
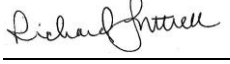


REDWOOD DISPATCH COMMUNICATIONS AUTHORITY STANDARD OPERATING POLICY

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Approvals  DOAG Chairperson	 Communications Director	

42.0 Performance Comment Process

- 42.1 The purpose of this guideline is to delineate methods to address the following:
- Field personnel documenting outstanding performance by dispatch center staff.
 - Dispatch center staff documenting outstanding performance by field personnel.
 - Dispatch communications and systems performance concerns by either dispatch or field personnel.
- 42.2 The philosophy of the REDCOM Joint Powers Authority is to recognize personnel for outstanding performance related to dispatch and communications in order to encourage and reinforce positive performance. It is also the philosophy to address performance or systemic issues or problems as rapidly as possible and at the lowest possible level.
- 42.3 Documentation of outstanding performance.
- 42.3.1 Field personnel wishing to document outstanding performance by dispatch center staff should complete a REDCOM Comment Form and forward that through their organizational chain of command to the head of their organization, who shall forward the form to the REDCOM Director or their designee.
- 42.3.2 Dispatch center staff wishing to document outstanding performance by field personnel should complete a REDCOM Comment Form and forward it to the REDCOM Director or their designee, who shall forward it to the head of the appropriate organization.
- 42.4 Field personnel wishing to address dispatch communications performance or system concerns should follow these procedures:

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42.4.1 The concern should be routed to the agency's duty officer as soon as possible after the situation or circumstance that has given rise to the concern has occurred.

- 42.4.2 The agency duty officer should contact the on-duty REDCOM supervisor by telephone or e-mail with the concern. The on-duty supervisor will then subsequently log the concern on an ongoing internal spreadsheet, or tracking program

42.4.3 The REDCOM supervisor shall investigate the situation or occurrence and provide initial feedback to the agency's duty officer within 72 hours.

42.4.4 If the REDCOM supervisor or the agency's duty officer determines that the issue warrants formal follow-up, represents a contract compliance violation, is a significant violation of an SOP or either party is not satisfied with the resolution, then a comment form should be generated from the agency. The form must be approved by management representative of the agency and be submitted via FAX or e-mail to the REDCOM Director and Administrative Supervisor.

- 42.4.5 The Director and staff have a contractual obligation to respond back to the generating agency within 48 hours if the form is submitted electronically and 72 hours if the form is submitted by other means. This response should at least outline steps being taken to investigate the situation and give an estimated time frame to resolve the issue but should not exceed five business days unless further investigation is required in which case the agency's duty officer should be advised.

42.5 Dispatch center staff wishing to address communications performance or system concerns should follow these procedures:

42.5.1 The concern should be routed to the on-duty REDCOM supervisor as soon as possible after the situation or circumstance that has given rise to the concern has occurred.

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- 42.5.2 The on-duty REDCOM supervisor should contact the appropriate agency's duty officer by telephone or e-mail with the concern.
- 42.5.3 The agency's duty officer shall investigate the situation or occurrence and provide initial feedback to the REDCOM supervisor within 72 hours.
- 42.5.4 If the REDCOM supervisor or the agency's duty officer determines that the issue warrants formal follow-up, represents a contract compliance violation, is a significant violation of an SOP or either party is not satisfied with the resolution, then a comment form should be generated from the appropriate dispatch center staff member. The form must be approved by the Director or their designee and be submitted via FAX or e-mail to the head of the appropriate agency.
- 42.5.5 The agency should formally respond back to the Director or their designee within 72 hours. This response should at least outline steps being taken to investigate the situation and give an estimated time frame to resolve the issue.