

Staff Management 'list

Policies and Procedures for Managing Staff and Costs		
	Yes	No
Does your agency have key performance indicators to monitor operator performance?		
Does your agency have key performance indicators to rate dispatcher performance?		
Does your agency ever compare performance with peer agencies?		
Do you strategically manage the amount of full and part-time staff to control labor costs?		
Do you cross-train operators so route assignments have familiar backup operators?		
Do you cross-train supervisors or operators to have able backup dispatchers?		
Do you have policies for staff lateness, absences, vacations, holidays, and lunch or other breaks?		
Do operators and dispatchers understand and comply with policies most of the time?		
Do managers consistently hold staff appropriately accountable based on policies?		