



Santa Cruz Consolidated
Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS OPERATIONS
TRAINING POLICY/PROCEDURE**

Policy No. 8280

Date Issued: April 30, 1997

Section: 8200 – CTO Program

Date Revised: July 1, 2005

Accreditation Standards: None

SUBJECT: TRAINEE EVALUATION OF CTO PERFORMANCE

APPROVED:


Michael J. McDougall, General Manager

1.0 Purpose

- 1.1 To provide an outlet for the trainee to report good and poor CTO performance.
- 1.2 To establish one of many ways to evaluate the effectiveness of individual CTO's.
- 1.3 To provide a tool by which the Authority can help ensure that CTO training performance is within currently accepted guidelines and agency policy and procedure.

2.0 Use

- 2.1 A standardized form will be used for trainee evaluation of CTO performance.
- 2.2 Trainees will complete an evaluation of each CTO that conducted his/her training.
- 2.3 Evaluations will be completed by trainees at the end of their CTO training.
 - 2.3.1 The CTO or Support Services Manager will provide trainees with the evaluation forms at the end of the trainee's CTO training. The completed evaluations will be returned to the Support Services Manager.