

Activity 6.1: Improving Performance Effectiveness

Instructions:

1. Working as a group, review your assigned problem statement (see below).
2. Answer the following questions:
 - a. What is the cause of the performance problem?
 - b. Who in the Command and General Staff need to address the problem?
 - c. What are some strategies for preventing or solving this problem?
3. Select a spokesperson and be prepared to present your work in 15 minutes.

Activity 6.1 Performance Issues

On a recent incident, the following performance issues have arisen.

Performance Issue #1: A local volunteer organization has personnel assigned to the Logistics Section to assist in providing meals to responders. One volunteer arrived for work visibly impaired, and informed his coworkers that he had “just a couple of drinks to relax” before coming to work.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?

Performance Issue #2: Resource tracking is poor. Check-In Recorders are providing incomplete or inaccurate information from responding resources. Some resources have evidently responded, worked, and gone home without ever having checked in. Additionally, resources obtained through a mutual aid agreement that are no longer needed remain at the incident site.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?

Performance Issue #3: Evacuation Division B is using non-uniformed personnel to deliver evacuation instructions door-to-door within the community. Compliance with the evacuation order is very poor, and 911 has been deluged with calls from the affected public asking if the evacuation order is official.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?

Performance Issue #4: A police officer at a traffic control point was struck by a motorist and received minor injuries. She was taken to the hospital by a witness to the accident, treated, and released. The first that incident management staff hear of the problem is when asked by the media at a press conference.

Answer the following questions:

- What is the cause of the performance problem?
- Who in the Command and General Staff need to address the problem?
- What are some strategies for preventing or solving this problem?

Performance Issue #6: The 5 o'clock news features a prominent interview with an incident responder at the Staging Area. The responder is not a member of the Public Information staff and has not been given an active assignment (or even seen the actual scene of the train wreck), but is waxing eloquently about how poorly the incident is being managed.

Answer the following questions:

- What is the cause of the performance problem?

- Who in the Command and General Staff need to address the problem?

- What are some strategies for preventing or solving this problem?