

An accurate relection of your
employees' performance

Organization: MACC 911

*MACC was one of the first truly
consolidated dispatch centers in
Washington.*

*MACC operates 24 hours per day, and
7 days per week to answer both E9-1-1
and non emergency calls from the
public, and ensuring an appropriate
level of response is sent for assistance.*

Needed:

- **An better way to document
employee behavior**
- **A way to view everything
an employee was doing**
- **A secure replacement for
paper files**

Tracking Success

**An Interview with Jackie Jones,
Director of MACC 911**

GT: What were your organization's pain points/challenges surrounding employee performance management prior to Guardian Tracking?

JJ: I have always been good at documentation, but it was difficult to track what each supervisory person was doing and ensure that they were writing good documentation of their employee interactions. It was hard to know who they had 1-on-1 conversations with, coaching moments and how often. There was no place I could go to as a Director to see everything about how an employee was doing. I had to check with each Supervisor and the Operations Manager and we don't all work the same hours!

GT: What was your organization's process (tools, systems, etc.) for employee documentation before GT?

JJ: We each had folders in our desks and there was also an employee folder under lock and key in the Administrative Services Manager's office.

GT: What led to the purchase of GT?

JJ: I liked the fact that you could have one place that everyone could go to see employee files on performance, positive things like kudos, coaching that had been done, etc. I also liked that by setting up the hierarchy, there was no danger of anyone seeing another employee's files unless they were supposed to.

GT: What need did GT meet that couldn't be found in other products?

JJ: GT is fantastic. We are using GT to track all our training, all employee interactions, employee goals for each year, "pass down" and policy updates. It is a safe and effective way to manage employee documentation. Also, I can search and find anything in GT. I especially like that I can search a keyword and find things that way. I can print out reports and individual entries. I can attach photos and documents too. GT also allowed for easy to do peer recognition.






GT: In what ways has GT impacted your organization?

JJ: With GT, everyone knows exactly what is in their file. This gives our employees a sense of security knowing everything to do with their performance is in one place they can look at any time.

GT: How do you use GT in your daily job duties?

JJ: I can take a look at GT and see all the latest actions that have been entered and get a sense of the happenings of my agency. I can pull statistics to show my staff that by far, there are more positive entries than negative entries. GT reminds me when I need to recognize someone for having 3 positive entries in a 6 month period. It also alerts me if someone has had 3 negative entries in a 6 month period. I can add a flag to remind me to review any “coaching” entry to see if it is eligible to be deleted. We delete “coaching” entries from GT if they have not repeated the action that needed coaching after 1 year. We recently were advised that Employee Annual Evaluations are not effective and our insurance agency recommended we discontinue doing Annual Evaluations. We now use a “Check Point” that does not get removed from their GT file. These “Check Points” occur more frequently and reflect on how an employee is doing rather than an annual evaluation.

GT: Any other feedback you’d like to share?

JJ: As a direct result of your product’s excellence and exceptional customer service – I have recommended GT to many people. 

Hundreds of organizations are using Guardian Tracking to improve their organizational culture. Jackie and her team at MACC 911 confirm what we believe; employees need to know that what they do has value. This helps not only with morale, but with employee retention as well, and we all want to retain our high performers.

Results using Guardian Tracking

- Real-time feedback
- “Check Point” system that replaced annual evaluations
- Improved process for recognition and/or coaching
- Complete picture of employee performance

Visit
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765.621.8424 or 765.621.6764