

Is Your Agency Ready?

Answer these ten questions on certifications, coverage, wellness and training continuity to determine areas of operational readiness that may be falling through the cracks.

STATEMENT

YES SOMEWHAT NO

- 01 We know exactly which personnel have a certification expiring in the next 90 days.
- 02 If asked for compliance proof tomorrow, we could produce it the same day.
- 03 When a telecommunicator, officer, or firefighter calls out, there is a real backup plan beyond whoever is on console or on shift.
- 04 We have visibility into burnout risk before it shows up as a resignation.
- 05 Peer support or mental health resources are actually used, not just available.
- 06 After a critical incident, there is a defined process for checking in with those involved.
- 07 High-stress protocols are rehearsed, not just written down.
- 08 A new hire would know exactly what to do in a worst-case scenario.
- 09 Training and compliance tracking lives in one system, not spreadsheets.
- 10 If our training manager left tomorrow, the next person could pick up without missing a beat.

Your results

MOSTLY YES

Ready - now protect it
Your systems are working, Document what works, automate, and audit processes on a quarterly basis. Remain ahead of the next transition and ensure nothing gets lost in staff turnover, manager change, or new mandates.

MOSTLY SOMEWHAT

It works because of your people
If your systems only work when the right people are on shift, you're not as ready as you think you might be. Start by picking two answers that felt the least certain and turn them into written, tracked

MOSTLY NO

Start with visibility
You cannot fix what you cannot see. Before building new programs, work on collecting certifications, training records, policies, and more into one unified readiness system. One source of truth that your staff can see and defend.