When Dispatch Supervisor Jordan Feltoon was assigned the training program in 2018, I don't believe that she knew exactly what she was getting into. While the training program "worked" at the Chagrin Valley Dispatch Center, it didn't excel the new hires to their highest potential. Documentation was lacking, communication between trainers was a struggle, and the program was subpar at best.

Almost immediately upon receiving her assignment, she began making changes for the better and over the next year, she re-vamped the entire process and created a program that now has a 80% success rate.

Dispatch Supervisor Feltoon, is personally responsible for setting up all new hires with their training schedules, assigning them with trainers and positions, setting goals and deadlines for each phase, and maintaining a working knowledge of the progress on all trainees - all while also supervising a shift and working her own channel each shift.

In addition, Dispatch Supervisor Feltoon consistently checks in with her trainers, giving them a soundboard to voice any concerns that they may have about their trainees, going over the necessary items for the training documentation, but most importantly, asking their opinions on the program itself.

The training program at the Chagrin Valley Dispatch Center has significantly improved since Dispatch Supervisor Feltoon took over and I can confidently say, that we would not be where we are today without the dedication and manhours that Dispatch Supervisor Feltoon has put into this program.