PSCR In-depth Interview

Interview Questions

<u>Context and Beliefs of Work</u>
1. What is your job title?
    a. If you were describing your job to someone who knew nothing about it (like to a kid, or someone from another planet), how would you describe it?
    b. Tell me about your daily routine. How does your day begin?
        i. If there isn't one, list the different kinds of things you do during the day.
        ii. What's typical communication like for you during your work day?
    c. What is it like when you are at the station?
        i. Describe your relationships with other folks you work with.
        ii. Tell me about the community you serve.
    d. What is it like when you are at work but outside of the station?

<u>Communication and Technology</u>

2. List the different kinds of technology(devices, equipment) you use to do your job.
    a. How would you describe the technology/equipment you currently use?
    b. Are there apps that you use to do your job?
    c. Have there been times when technology has gotten in the way?

3. How (if at all) have things changed in terms of communication since you became a first responder?
    a. Do these changes make communication better or worse for you?

4. In a typical day on your job, what kinds of information do you need?
    a. Are there other kinds of information you need for situations that aren't so typical—and if so, what is it?

5. If you think about the incidents you've responded to over the last few weeks or months, is there information that could have helped you understand the scene before you got there? Tell me about it.
    a. What kind of information would be the most helpful, either for typical or for more complicated calls?
    b. How would you want to get that information?

6. What, if anything, do you think causes communication problems in your work?
    a. What, if anything, could help with these problems?

7. Let's talk out of the box for a minute, describe your technology wish list: pie in the sky here, if technology could do whatever you wanted it to, what would you want?
    a. Are there new or different apps you can think of that could be useful?

8. Is there anything else you'd like to share about your job that you think is important for us to know?

9. Do you have any questions for me/us?