

Operations Manager



TO: Board of Directors
Mike Fletcher, Executive Director
FROM: Dannell Hooper, Operations Manager
SUBJECT: November and December 2023 Update

	Budgeted	Actual
Lead Dispatchers	2	1
Full-time Communications Specialists Currently In Training: 1	14	11
Part-time Communications Specialists	1	0 (2 PT = 1)
Total:	17	12

STAFFING:

- Hiring Update
 - Entry level hiring was opened November 13th and closes December 31st.
 - Lateral level hiring remains open.

Training:

- New hire, Jolene, started November 13th. She was DPSST and Emergency Medical Dispatch certified with some experience at the time of hiring. Jolene has completed in-house academy and is her first block of training.
- All staff received training on the new phone systems at the end of November and beginning of December.
- Bri and Dahnrae attended free 2-day training provided by OEM for HSEEP (Homeland Security Exercise and Evaluation Program). *Information attached.*

MISC:

- Phone system cut over went well December 6th.
- Work continues building out PowerDMS products (training and policy software).
- Tracy and Jennifer participated in Shop with a Cop.
- The Administration is grateful to all staff who are working during the holidays.

Operations Manager



Update from Kirby Focht, Training and Certifications Coordinator regarding the HSEEP program:

Incorporating the Homeland Security Exercise and Evaluation Program into in-service training days presents an opportunity for C911CD to collaboratively refine preparedness strategies. Drills and exercises act as hands-on application of classroom training by reinforcing theoretical knowledge with practical experience, and offer a dynamic platform for Communications Specialists to actively engage with concepts learned during in-service training days. These exercises can encompass tabletop discussions, exercise a single aspect of response, or evolve to full scale response exercises. By simulating realistic emergency scenarios we allow for comprehensive training, enhanced communication, and an opportunity to practice interoperability. The benefits extend to the community by ensuring a more efficient, coordinated, and effective emergency response, thereby bolstering public safety and resilience in the face of diverse crises or disasters.

We have created a team of three (two Communications Specialists and myself) to develop and conduct these exercises as a segment during our fall and spring training days. We will target specific processes for dispatchers with assistance from one LCROTA (Lower Columbia Region Training Officer's Association) representative assisting for the fire service portion, and one representative from law enforcement. The exercise will rotate through all dispatchers in teams of two, with opportunity for discussion and evaluation at completion.

Running these exercises in-house allows us to target our specific training needs with an added benefit of preparing Communications Specialists to participate in local or regional exercises hosted by partnering agencies.

Kirby Focht

Training & Certification Coordinator
Columbia 9-1-1 Communications District