

Recommended Budget Briefing

REQUEST FOR CONSIDERATION



“Deep Dive into the Weeds”



We are here...

*My goal, today, is a
high level overview.*

We have scheduled
time to meet with (or
have met with) each of
you to go over the
information, data, and
requests in detail.



Disclaimer



WCEC appreciates the excellent support over the past several years and with the current recommended budget.

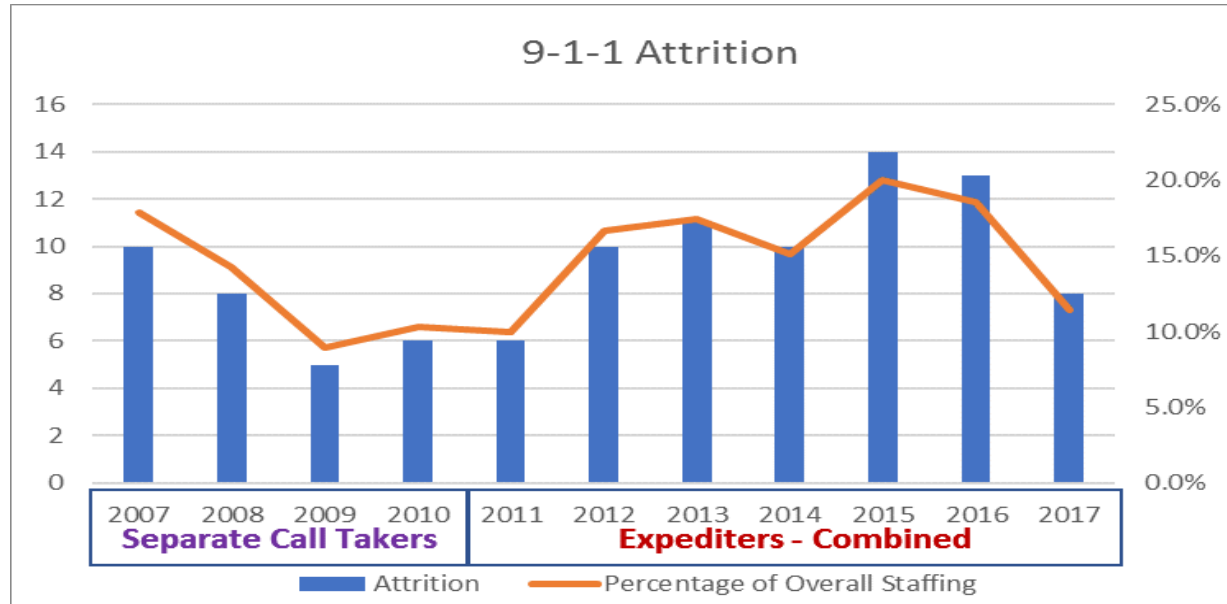


Our Request for Further Consideration

- **6 New Positions**
(reduced from the requested 14)
- **Reclass of 8 Positions**



Why the decrease in request?



Was 14 to separate call taking from radio dispatching duties

We currently show to have 10 Openings*

(*5 to be filled with current Job Offers + 1 returning employee)



What is different?

"Business Practice Review"

Retention Task Force

Overview

It is important for WCEC to consistently seek opportunities to improve. A continuing concern is the loss of great people as team members. There is a critical need to recruit, evaluate, educate, and retain quality team members...it is in retaining team members that is the continuing struggle.

The Retention Task Force is a multi-agency, multi-discipline review team that will assess WCEC processes and procedures to make recommendations on "best practices" and improvements for retention of team members. The assessment will include review of hiring expectations, job requirements, exit interview data, evaluation of trends in Emergency Communications, and direct dialog with current team members. The recommendations will be made to the Dispatch Steering Committee through the Director of Emergency Communications and the Senior Director of Emergency Services.

Outcome Objective / Deliverables



ECOMM
NATIONAL

Year	Applicants	Job Offers	Hired	Retained	Percentage
2015	610	15	15	7	46.7%
2016	532	15	14	6	42.9%
2017	250	13	12	11	91.7%



Williamson County



Williamson County Emergency Services
911 Tracy Chamber
Georgetown, Texas
(512) 864-8241

Synopsis of Issues and concerns expressed during Exit Interviews and Resignations

Consistent / Persistent Issues

- Working both phone and radio is overwhelming (on-going concern – must be two separate functions)
- Phones and radios are two different functions, should be two separate
- Customers are cheated when we try and answer phones while working
- Too much workload – too little staff (recurring concern)
- Trying to offer best service possible is difficult due to work load
- Not able to work to standards due to unreasonable expectations (recurring)
- New people come and go due to unrealistic job expectations
- Mandatory overtime – not consistent
- Supervisors need to support staff
- Morale/burnout (always a concern)

Current Focus Area

- Too little feedback – only feedback is negative (on-going issue, must continue to address this)
- Disconnect between academy and floor
- Lack of communication (must continue to address this)
- Unprofessional/unacceptable behavior tolerated (recurring concern)

Areas Showing Improvement

- Pay (has not been a factor for past two years)
- Lack of consistency among leadership (not nearly the problem this used to be)

Executive Summary – Employees Who Resigned

2007 (Total 10)

- 3 Resigned due to personal considerations (Including not a good fit)
- 2 Resigned to accept a higher paying job
- 3 Were terminated
- 2 Transferred to another position within the County

2008 (Total 8)

- 3 Resigned due to personal considerations (Including not a good fit)
- 3 Resigned to accept a higher paying job
- 2 Resigned to move with family

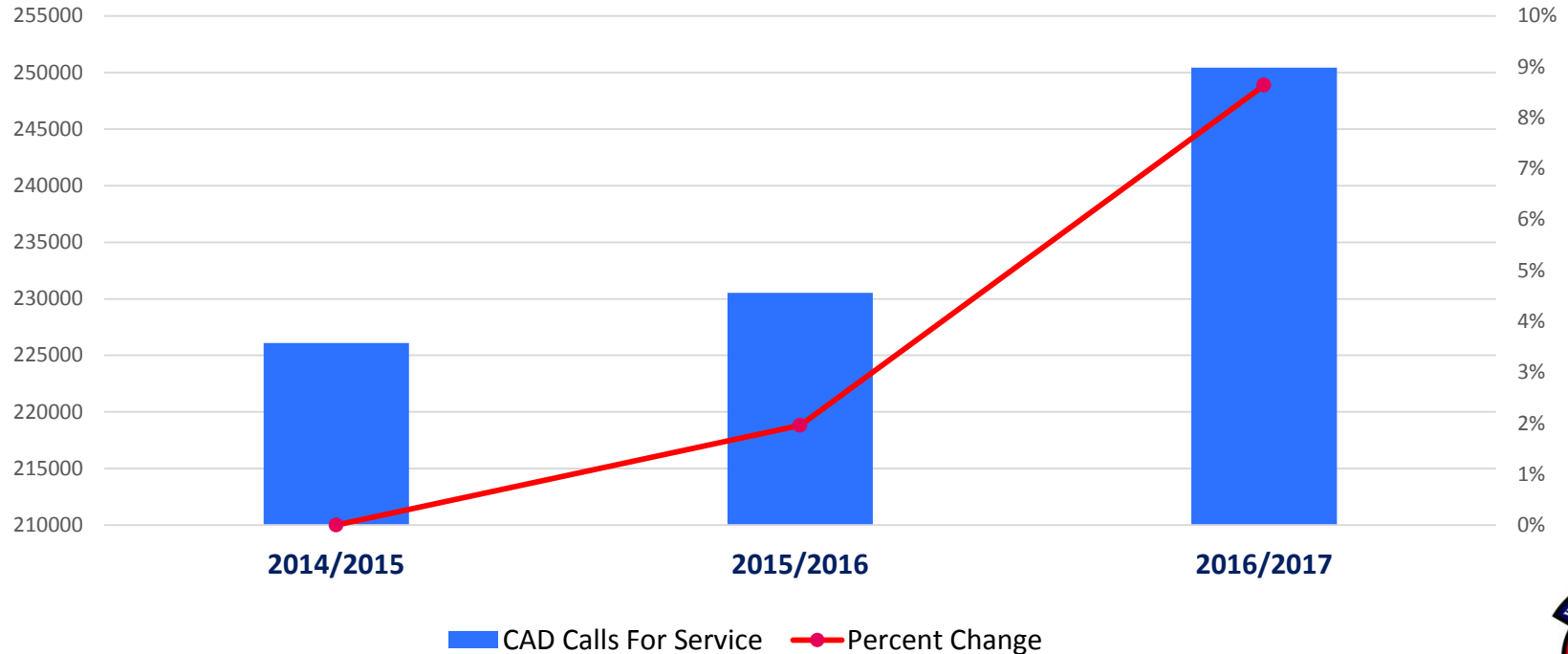
2009 (Total 5)

"Over Hire!"

Respectful, Professional, Excellence in Service and Care

Workload of Call Taking / Radio Dispatching

Calls for Service with Percentage of Change



Limitations

- **Training “Capacity”**
 - Hands-on training is showing to make a difference in confidence on floor (↑ Retention)
 - Limited to 4 in Academy due to staff and lab size
- **Time to Learn**
 - 12 weeks (3 months) in Academy to “clear” call taking of both 9-1-1 and admin calls
 - ~12-16 weeks of time to continue to refine skills relying on partners for assistance



Why Reclass Positions?

Improved Support and Feedback

Based on Exit Interview Data, After-Action Reviews,
and Root Cause Analysis Information
("QSRs" shared with the DSC)

These are "Console" positions



Williamson County Emergency Communications

Thank you for your attention!

(Also, a special thank you to our amazing team at WCEC.)



Mission First...There is no 9-1-2!

Mission

**Provide Respectful, Professional, Excellence
in Service and Care**

Vision

**Be the absolute best in
Public Safety Communications**

