Operations Manager

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

	Budgeted	Actual
Lead Dispatchers	2	1
Full-time Communications Specialists Currently In Training: 0	14	12
Part-time Communications Specialists	1	0 (2 PT = 1)
Total:	17	13

STAFFING:
- Hiring Update
  - 2 applicants are in the final stages of entry level hiring.
  - Entry level hiring will open again this fall.
  - Lateral level hiring remains open.

- Staffing changes
  - Kirby started as Training and Certification Coordinator on July 31st and is off to a great start.
  - Alex has worked with Kirby to bring her up to speed and ensure continuity in training and certification compliance.
  - Alex returned full-time as a Communications Specialist September 17th, bringing the dispatch staff total to 13.

Training:
- Trainees
  - None
- All-Staff Fall training schedule for 2nd half of October
  - Local, State and Federal agencies set to provide segments of training
  - Local First Responders are invited to attend

MISC:

- Staff participation in community events:
  - Columbia City Prepare Fair – August 12th
  - Planning for Halloween
- Summer barbeque
- PowerDMS - Public Safety Software Platform

PowerDMS

In order to enhance the efficiency, accountability, and compliance of Columbia 911, we researched and subscribed to specialized software tools designed for our unique needs. Our district has been using paper-based methods to manage training and compliance, a system that is outdated. Implementing the following selected PowerDMS systems will modernize these programs, ensuring that both our training materials and district policies are consistently up to date.

Power FTO (Field Training Officer)
CTO (Communications Training Officer)

1. **Streamlined Onboarding**: With Power FTO, the entire Communications Specialist training process can be streamlined, making it easier to onboard new employees quickly.
2. **Compliance Monitoring**: Built-in compliance checks ensure that new recruits fulfill all necessary training and compliance requirements.
3. **Enhanced Performance Tracking**: Real-time analytics allow our Training and Certifications Coordinator and CTO staff to monitor trainee performance, making it easier to provide corrective actions and further training as needed.

Power Policy

1. **Centralized Policy Management**: Power Policy enables the storage and management of all organizational policies in a single, centralized location that is easily accessible.
2. **Automated Updates and Reminders**: Any policy changes can be sent automatically to all staff, ensuring everyone is operating under the most current guidelines.
3. **Auditing and Compliance**: With the capability to track policy acknowledgment, Power Policy will help our center maintain compliance with industry standards and regulatory requirements.

Training Add-on

1. **Customizable Training Modules**: This add-on allows us to create training programs tailored to the unique needs of Columbia 911, ensuring more effective training outcomes.
2. **Scalable Learning**: As the team grows, the training programs can be easily scaled, ensuring that everyone is on the same page.
3. **Performance Metrics**: Advanced analytics provide insights into the effectiveness of training programs, making it easier to identify areas for improvement.

Implementing Power FTO, Power Policy, and the Training Add-on will significantly improve our center's operational efficiency, compliance, and employee training and retention.

Attachments: Overview fliers provided by PowerDMS: Policy, FTO and Training Add-On

Policy | Overview

A cloud-based repository to manage policies and procedures across their entire lifecycle.
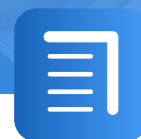
Find What You Need, When it Counts

Anytime, anywhere access to policies, procedures, and other job critical documents equips your staff to respond to anything.

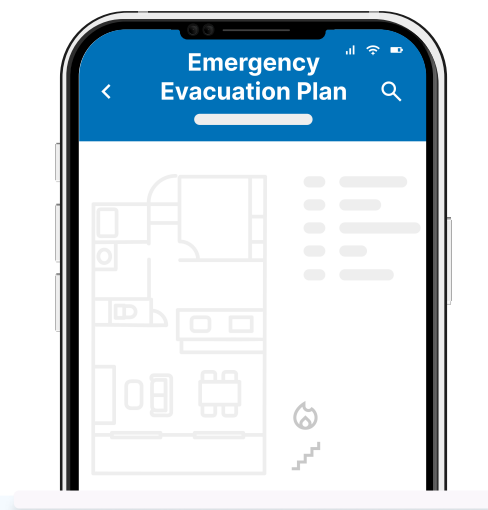**Compare Files**　　　　　　　　New Policy

Officers must now review and demonstrate a tested working knowledge of this chapter prior to receiving the agency issued firearm.

Document Type
Policy

Enter your Username and Password to sign this document.

Sign　　Cancel

Emergency Evacuation Plan
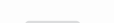
Easily Acknowledge Changes

Compare policy changes side-by-side and collect digital signatures, along with a time and date stamp to hold staff accountable.

Know What's Changed

Workflows make it easy to route changes and update policies 4x faster. Audit trails ensure your agency can track what's changed, when, and by whom with the click of a button.

Activity	Activity Date	Revision Date	Status
Approved	10/20/2022 5:30PM	10/25/2022 8:35AM	Status changed from: Draft to Publish
Signed			
File Saved			

Increase Visibility

Never rely on phone tag or impromptu hallway meetings again. Check the progress of your program, trainers, and trainees at any moment with real-time dashboards.

Trainee Dashboard

Tom Trainee | Phase 1 | Daily Observation Report

Reports Overview
195 Hours Observed

Performance Categories
5
4
4

Assigned Activities
47 Incomplete
226 Total
179 Completed

Skills

Daily Observation Report

Tom Trainee | Date: 04/17/2023

Activities

- Absence Policy — Phase 1
- Drug Offense — Phase 1
- ☑ Traffic Stop — Phase 1

Add Activity

Skill
☑ Traffic Stop

Time
21 mins

Acceptance of Feedback

Time
16 mins

1 | 2 | 3 | **4** | 5

Add Comment

Mark Complete

Save Time & Resources

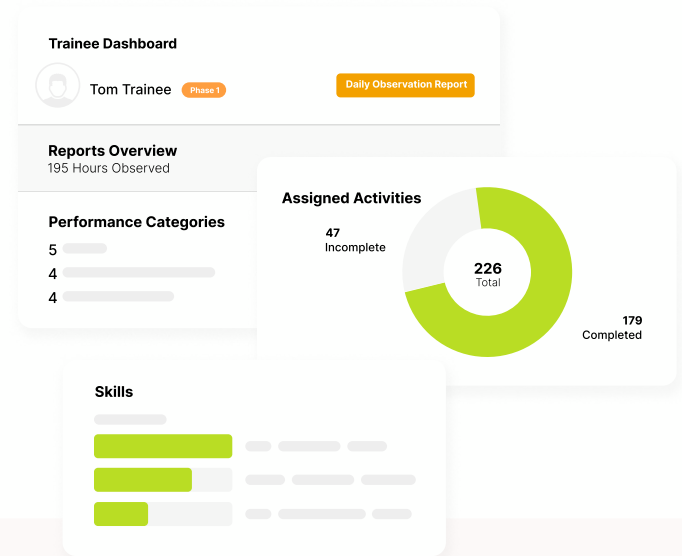Eliminate paper and tedious report writing tasks with digital forms that are pre-loaded based your agency's program to meet your unique needs.

Eliminate Subjectivity

Make sure your process is fair with standardized scoring, in-the-moment reports, and auto-calculated daily ratings that eliminate recency bias.

Field Performance: Stress Conditions — 1 2 **3** 4 5

Investigative Skills — 1 2 **3** 4 5

Field Activity — 1 2 3 **4** 5

Officer Safety: General — 1 2 3 **4** 5

Officer Safety: General, Attention To Detail
Skills & Call Types

Average: 4.5

Training Add-On | Overview

Create, manage, and track internal and external training and certifications in one place.

PowerDMS
by NEOGOV

Give Staff Access to Their Records

Say goodbye to requests for training records by giving employees the ability to view and print their own certificates.

Course	Section	Start Date	Score
Narcan Proper Usage	002	7/25/2023 8:35AM	95/100 PASS

Security Awareness Training - 001

Question #1

Cut Down on Costly Inservice Training

Reduce over-time and burnout from in-person training with courses that can be completed anytime, anywhere.

Notify Staff Before Certifications Expire

Track all your training requirements in one place — mandatory, roll call, in-service, daily training bulletins, and more. Automatically alert staff if something is due to expire soon.

FEMA

This is to certify that

John Doe