

Operations Manager



TO: Board of Directors
Mike Fletcher, Executive Director
FROM: Dannell Hooper, Operations Manager
SUBJECT: (4) April 2024 Update

	Budgeted	Actual
Lead Dispatchers	3	3
Full-time Communications Specialists Currently In Training: 1	13	7
Part-time Communications Specialists	1	0 (2 PT = 1)
Total:	17	10

STAFFING:

- Hiring Update
 - New hire Comm Specs will start May 20th and July 8th
 - Entry level hiring open until May 15th, applications are coming in
 - Lateral level recruitment remains open

Training:

- Trainers
 - Communications Training Officer, Lauren, started her first full-time Trainee on Call-Taking and is setting an example of professional standards in her training approach.
- Trainees
 - Madison: showing good retention and progress in Call-Taking training

MISC:

- Rich and Jennifer participated in the Columbia County Career Fair April 18th at the PCC OMIC Training Center
- National Public Safety Telecommunicator Week, April 14th- 20th
 - All staff appreciate the various forms of recognition and outreach of support during the week
- Work continuing in PowerDMS
- APCO Western Regional Conference 2024, Boise Idaho in May
- Lead Dispatchers are engaged, pro-active and getting up to speed in their new roles with additional responsibilities