

LGFCU Excellence in Innovation Award Project Evaluation

Project ID	GG-10
Title of Program	9-1-1 Emergency Dispatch Academy
Program Category	General Government
Submission Date	5/31/2017 11:45:52 AM
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Implementation Date	2/2/2016
FLSA Designation	Both (if applicable to a team)
Project Team Members	Mark Reavis, Sherry Mullen, Bryant Fisher, Brian Brantley

Description of Productivity Improvement

The Emergency 9-1-1 Dispatch Academy is a 120 hour certificate program, taught through Nash Community College utilizing Nash County 9-1-1 employees, as instructors. The program consists of lecture, hands-on training and required 24 hours of observation, in the Nash County 9-1-1 Center. This program prepares academy graduates for 9-1-1 employment opportunities and provides them with the necessary skills to be an effective member of a 9-1-1 dispatch organization. Staffing shortages in 9-1-1 centers across the nation have created a burden on these centers with increased budget costs as well as reduced skilled public safety officials to adequately meet the demands of their citizens. This partnership, between Nash Community College and Nash County Emergency Services, has provided skilled candidates for employment opportunities, in our region, and with the anticipation to provide skilled candidates statewide.

Description of why this project was initiated

The 9-1-1 Public Safety Telecommunicator today has many more responsibilities compared to years ago. Due to the stress and demands, responsibilities of the job, citizen expectations and competition of salaries/benefits, retaining long-term skilled employees is becoming a challenge. When trying to replace these employees, the costs can have a significant impact on budgets. This is due to the cost of back filling these open positions with employees, who are working on their days off, at an overtime

rate of pay, while the new hire employees are being trained. In essence, we are paying for two employees to fill the vacated position. One is the new hire and the other is an experienced employee working overtime. In the past, training new hire employees, ranged from six to nine months. The Emergency 9-1-1 Dispatch Academy has allowed the opportunity of academy graduates to be more marketable for career opportunities. Hiring these skilled academy graduates, has allowed the Nash County 9-1-1 Center, to reduce the amount of required training time to approximately three to four months. This reduction in training time, lessens the impact on budgets, employee burn-out for those backfilling positions, and allows us to provide the citizens with a consistent standard of care with adequate personnel.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

Nash County has hired eleven academy graduates as 9-1-1 Telecommunicators since the first graduation in April of 2016.
Five or 45% received three months of training prior to release.
Two or 18% received four months of training prior to release.
One or 9% received more than four months of training prior to release.
Three or 27% have just started their training effective May 15, 2017 with all indications of being released within three months.
As a result of hiring academy graduates since April 2016, there has been a reduction of training time by 40% and the county has been able to benefit a cost savings of \$62,400 in reduced overtime cost.

Other descriptive information

This 120 hour classroom/lab program and required 24 hours of center observation, has been very successful for Nash County and two other counties whom have hired academy graduates. The course program content includes:

- 1.Roles and Responsibilities of the Emergency Dispatcher
- 2.Telecommunication Techniques
- 3.Effective Communications for the Telecommunicator
- 4.Call Management
- 5.Introduction of Emergency Medical Dispatch, Emergency Fire Dispatch and Emergency Police Dispatch
- 6.Basic geography and map reading
- 7.Radio and Radio Broadcast Procedures
- 8.Identification and Response to Dispatch Stress
- 9.Roles of Dispatch within Emergency Management and Disasters
- 10.Legal Aspects
- 11.Operation of console computer equipment
- 12.Importance of Quality Assurance and Quality Improvement.