

TRANSFER OF DISPATCH SERVICES TO COOS BAY

CITY OF NORTH BEND | POLICE CHIEF GARY MCCULLOUGH & FIRE CHIEF JIM BROWN | DECEMBER 13, 2021



NATIONWIDE DISPATCHER SHORTAGE

- **A SHORTAGE OF 911 OPERATORS IS DELAYING PUBLIC SAFETY RESPONSE NATIONWIDE**
- **TAKES 5 - 9 MONTHS FOR A NEW HIRE TO BECOME INDEPENDENT DEPENDING ON SKILL SET**
- **OVER 40 PERCENT OF 911 DISPATCHERS EXHIBIT HIGH LEVELS OF BURNOUT, MORE THAN DOUBLE THE BURNOUT RATE OF EMPLOYEES IN OTHER FIELDS**



CITY OF NORTH BEND

- **WE OPERATE SINGLE DISPATCHER SHIFTS 24/7/365 – THAT'S 8,760 HOURS OF ANNUAL COVERAGE**
- **EXCLUDES VACATIONS, SICK LEAVE, VACANCIES, ETC.**
- **BUDGETED FOR 5 DISPATCHERS**
- **HAVE NOT BEEN AT FULL STAFF IN SEVERAL YEARS**
- **LAST RECRUITMENT FOR PERMANENT DISPATCHERS RESULTED IN ZERO APPLICATIONS**
- **NORTH BEND HAS EVALUATED NEARLY 20 PROPOSALS TO TRANSFER DISPATCH SERVICES SINCE 2000**
- **COST TO UPGRADE TECHNOLOGY AND INFRASTRUCTURE, TRAIN EMPLOYEES ON NEW EQUIPMENT AND PROTOCOLS, MEET ACCREDITATION STANDARDS, AND CONTINUOUSLY IMPROVE EMERGENCY COMMUNICATIONS IS OFTEN TOO IMMENSE FOR ONE COMMUNICATIONS CENTER TO BEAR**



WHY TRANSFER NOW?

- **THIS SUMMER'S QUADRUPLE HOMICIDE WAS A WAKE UP CALL**
- **DESPITE HAVING TOP-NOTCH STAFF, A SINGLE DISPATCHER CANNOT HANDLE THAT VOLUME OF CALLS, RADIO TRAFFIC, MULTI-AGENCY COORDINATION OF EFFORTS**
- **OUR DISPATCH TEAM HAS BEEN WORKING REGULAR OVERTIME SHIFTS WITH NO REDUCTION IN SIGHT**
- **STAFF RETIREMENTS AND DEPARTURES WILL ONLY EXACERBATE THE ISSUE**
- **IF WE WERE TO HIRE, THE TIME TO CERTIFY, TRAIN, AND GET THEM TO BE INDEPENDENT IS ABOUT A YEAR**



WHEN NORTH BENDERS CALL 9-1-1

- **POPULOUS CITIES OFTEN HAVE SEVERAL CENTERS ANSWERING CALLS IN THE SAME AREA, LEADING TO MULTIPLE HANDOFFS, WHICH ARE INEFFICIENT.**
- **NORTH BEND 9-1-1 CALLS ARE ACTUALLY ANSWERED BY THE COOS COUNTY SHERIFF'S OFFICE IN COQUILLE**
 - **POLICE CALLS: YOU ARE TRANSFERRED TO NORTH BEND DISPATCH**
 - **MEDICAL CALLS: BAY CITIES AMBULANCE HANDLES EMERGENCY MEDICAL DISPATCH (EMD)**
 - **NORTH BEND FIRE IS NOTIFIED VIA RADIO DISPATCH AND RESPONDS**
 - **FIRE CALLS: NORTH BEND FIRE IS NOTIFIED VIA RADIO DISPATCH**
 - **THE CALL IS THEN TRANSFERRED FROM COQUILLE TO NORTH BEND DISPATCH**



PUBLIC SAFETY IS PRIORITY ONE!

- **WHEN A CALLER HAS TO PROVIDE CRUCIAL INFORMATION TO NUMEROUS CALL-TAKERS AND WAIT FOR EACH HANDOFF, THE CONSEQUENCES RANGE FROM DISSATISFIED RESIDENTS TO POTENTIALLY HARMFUL DELAYS IN RESPONSE**
- **SUCCESSFUL TRANSFER OF DISPATCH SERVICES WILL RESULT IN IMPROVED PERFORMANCE AND CALLER SATISFACTION, ALLOW FOR EQUIPMENT AND TECHNOLOGICAL UPGRADES, AND HELP STREAMLINE OPERATIONS**

BY TRANSFERRING 9-1-1 TO COOS BAY

- **YOUR CALL WILL NOT BE TRANSFERRED**
- **THERE ARE AS MANY AS 5 DISPATCHERS TO COORDINATE CALLS, RADIO TRAFFIC, MULTI-AGENCY COORDINATION OF EFFORTS**
- **COOS BAY PROVIDES EMERGENCY MEDICAL DISPATCH (EMD)**
- **COOS BAY AND NORTH BEND SHARE THE SAME COMPUTER-AIDED DISPATCH SYSTEMS**
- **REDUCE OVERTIME EXPENSE**
- **APPROXIMATE SAVINGS OF \$723,400 THROUGH FISCAL YEAR 2025**



GETTING AHEAD OF THE RUMOR MILL

- **NORTH BEND POLICE & FIRE SERVICES ARE CRITICAL TO THE CITY OF NORTH BEND**
- **THERE IS ZERO DISCUSSION OF CONSOLIDATING OR DISSOLVING THE POLICE OR FIRE DEPARTMENTS**
- **DISPATCHERS ARE HARDER TO RECRUIT THAN POLICE OFFICERS, WHICH PLAYED A PART IN ASKING THE CITY COUNCIL TO ALLOW YOUR ADMINISTRATION TO TRANSFER DISPATCH SERVICES TO COOS BAY**



REQUESTED COUNCIL ACTION

AUTHORIZE THE CITY ADMINISTRATOR TO EXECUTE THE IGA FOR DISPATCH SERVICES, THE TRANSFER OF EMPLOYEES AGREEMENT, AND OTHER NECESSARY AGREEMENTS TO FACILITATE THE FULL AND PROPER TRANSFER OF DISPATCH SERVICES TO COOS BAY, FOLLOWING RESOLUTION OF ANY OUTSTANDING PERSONNEL AND/OR LABOR MATTERS.

