

**WELCOME TO WILLAMETTE
VALLEY COMMUNICATIONS
CENTER (WVCC)**

What is WVCC



ALWAYS THERE. ALWAYS READY.

OVERVIEW

- Formed in 1991 (3 to 1)
 - Contracts with City of Salem
 - Enterprise Fund
- Rate Model
 - Four categories (911, non-emr, Police, Fire)
 - 1/2 Population, 1/2 Activity
- FY 2017-18 Budget \$10,528,000
 - \$8,813,000 personnel
 - \$1,715,000 material, services, capital

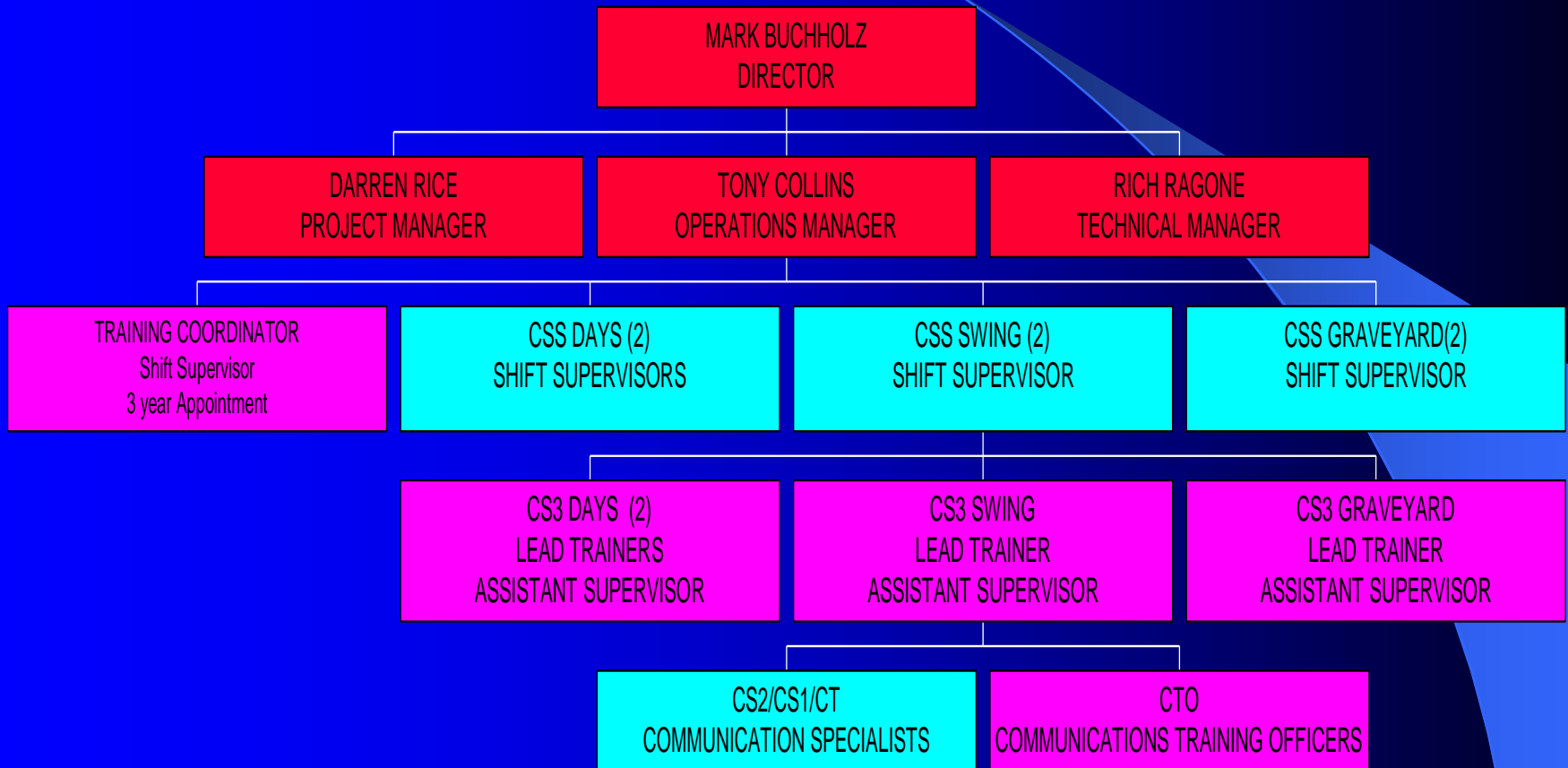
MEMBERS AND MISSION

- 29 Police, Fire, and EMS Agencies
- Handle 9-1-1, Emergency (10-digit dialed), and Non-emergency Calls
- In Lincoln, Marion & Polk Counties
- Answer 9-1-1 emergency calls, answer non-emergency calls, and dispatch police, fire and medical help

FACILITY & REDUDANCY

- Building (size, grounding)
- Power
- Servers, Workstations, Sharing CAD
- Backup Centers
 - Newport, serving Lincoln County
 - Stayton, serving Marion & Polk County
- Radio connectivity
- Telephone re-routing

ORGANIZATIONAL CHART



Breakdown of staff positions (73+)

- 24 Call Takers (CT)
- 31 Dispatchers (CS1 & CS2)
- 4 Lead Dispatchers (CS3)
- 6 Shift Supervisors (CSS)
- 4 Administrative staff & Training Coord.
- 3 Managers
- 1 Director
- 7 Part-time (both dispatchers and support)

911 CALL VOLUME

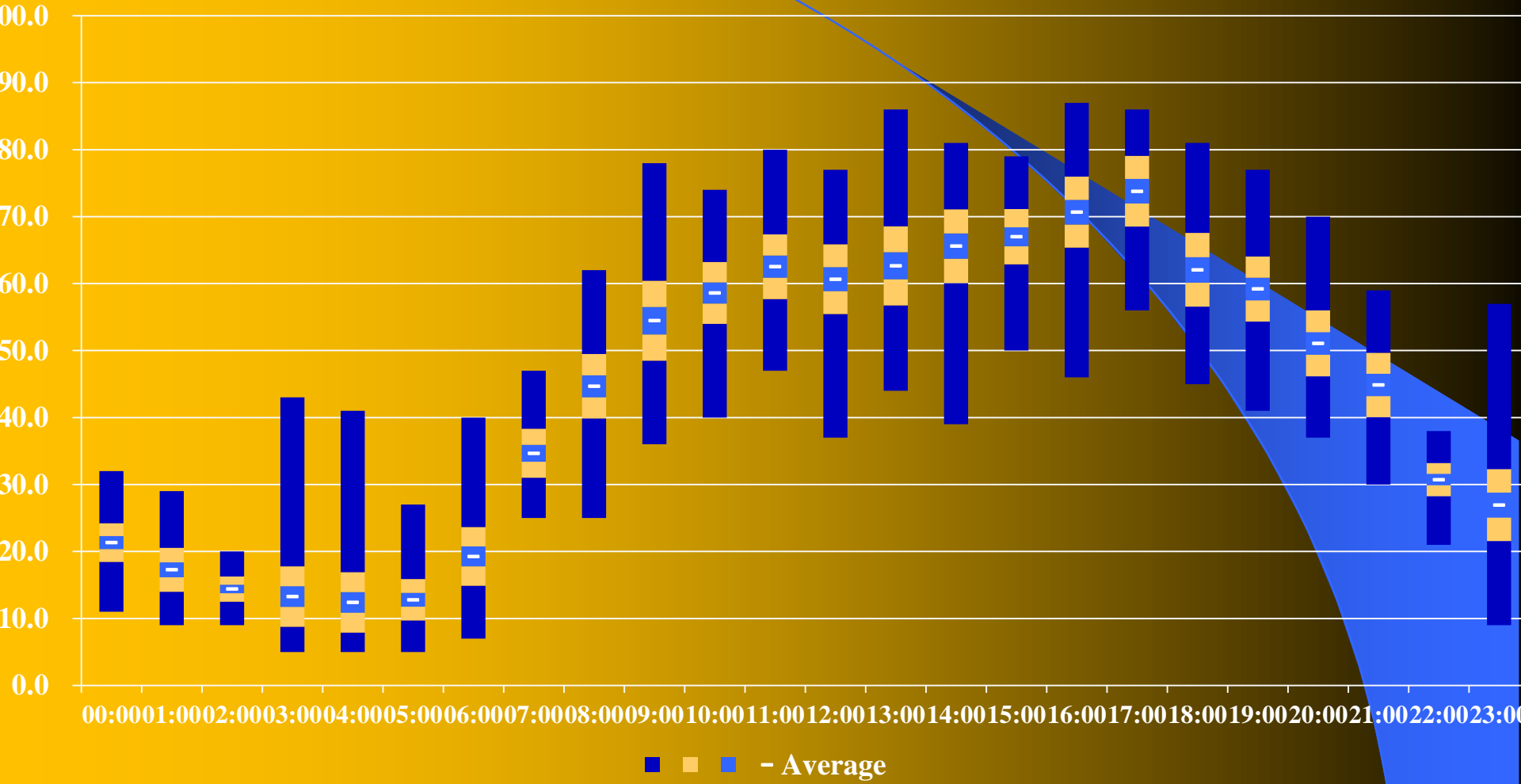
9-1-1 Emergency Call Volume for 2014, 2015, 2016, 2017 & Year to Date
(Includes 911 & Abandoned 911)



FEB-2018 with text to 911.xlsx
14-18 GRAPH

Size	FY 14-15	WIRELINE	VOIP	WIRELESS	TOTAL CALLS	% OF WIRELESS
1	Portland	80,267	31,725	329,808	441,800	74.65%
2	Willamette Valley	28,713	8,926	140,406	178,045	78.86%
3	Washington County	32,854	13,380	109,136	155,370	70.24%
4	Clackamas County	32,787	6,731	83,512	123,030	67.88%
5	Central Lane - Eugene	23,189	9,794	85,005	117,988	72.05%
6	Jackson County ECSO	22,166	827	86,212	109,205	78.95%
7	DOUGLAS	13,641	924	44,589	59,154	75.38%
8	DESCHUTES	12,473	516	45,200	58,189	77.68%
9	LINN	7,714	3,561	45,662	56,937	80.20%
10	KLAMATH	10,785	544	40,460	51,789	78.12%
11	METCOM	7,977	260	38,553	46,790	82.40%
12	JOSEPHINE	12,395	304	33,784	46,483	72.68%
13	YCOM - Yamhill	6,183	1,472	26,611	34,266	77.66%
14	UMATILLA	5,593	324	24,162	30,079	80.33%
15	COOS COUNTY	5,351	463	19,037	24,851	76.60%
16	COLUMBIA	4,699	1,136	18,673	24,508	76.19%
17	LOCOM - Lake Oswego	4,063	2,613	17,673	24,349	72.58%
18	CORVALLIS	3,970	1,449	17,889	23,308	76.75%
19	TILLAMOOK	4,910	60	10,132	15,102	67.09%
20	WASCO	2,739	154	11,392	14,285	79.75%
21	FRONTIER	2,305	105	10,920	13,330	81.92%
22	ASTORIA	2,424	95	10,500	13,019	80.65%
23	MALHEUR	3,662	51	9,251	12,964	71.36%
24	COOS BAY PD	3,555	209	7,907	11,671	67.75%
25	HOOD RIVER	1,617	72	9,504	11,193	84.91%
26	NEWBERG DUNDEE	2,120	720	8,247	11,087	74.38%
27	UNION	2,424	14	7,891	10,329	76.40%
28	S LANE - Cottage Grove	2,054	87	7,328	9,469	77.39%
29	SEASIDE	1,674	33	7,086	8,793	80.59%
30	W LANE - Florence	2,588	141	5,881	8,610	68.30%
31	PRINEVILLE	1,166	129	6,749	8,044	83.90%
32	BAKER	1,891	38	5,911	7,840	75.40%
33	BROOKINGS	2,749	100	4,962	7,811	63.53%
34	LINCOLN CITY	2,379	16	5,268	7,663	68.75%
35	MORROW	978	40	4,611	5,629	81.92%
36	CURRY	1,672	21	3,373	5,066	66.58%
37	MILTON FREEWATER	657	7	2,160	2,824	76.49%
38	LAKE	418	9	2,208	2,635	83.80%
39	HARNEY	550	4	1,777	2,331	76.23%
40	WARM SPRINGS	550	0	1,558	2,108	73.91%
41	JOHN DAY	701	8	1,385	2,094	66.14%
42	WALLOWA	643	28	1,408	2,079	67.72%
43	TOLEDO	246	45	1,134	1,425	79.58%
	TOTALS	361,492	87,135	1,354,915	1,803,542	75.43%

WVCC Call Volume - Confidence Assumptions on Multi-Year 4-Week Rolling Average



Recommended Minimum Staffing - Call Takers

Enter Monday Date: **05/07/18**

Year:	2018
Week:	19
05/07/18	Monday
05/08/18	Tuesday
05/09/18	Wednesday
05/10/18	Thursday
05/11/18	Friday
05/12/18	Saturday
05/13/18	Sunday

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
06:00	2	2	2	2	2	2	1
07:00	3	3	3	3	3	2	2
08:00	4	4	4	4	4	3	2
09:00	4	5	4	4	4	4	3
10:00	5	5	5	5	4	4	3
11:00	5	5	5	5	5	5	4
12:00	5	5	5	5	5	5	4
13:00	5	5	5	5	5	5	4
14:00	6	5	6	6	6	5	4
15:00	7	5	6	6	7	5	5
16:00	6	6	6	6	7	5	4
17:00	6	6	5	6	6	5	5
18:00	6	5	5	6	5	5	5
19:00	5	5	5	5	5	4	4
20:00	5	4	4	4	5	5	4
21:00	4	4	4	4	4	5	4
22:00	3	3	3	3	4	4	3
23:00	3	3	3	2	3	3	3
00:00	2	2	2	2	3	3	2
01:00	2	2	2	2	3	2	2
02:00	1	2	1	2	3	2	1
03:00	2	1	2	2	2	2	1
04:00	2	1	1	1	1	2	1
05:00	1	1	2	1	1	1	2

Hiring Process (4 months)

- Post position (3-4 weeks)
- Video Test (eComm, 3+ hours), 35 wpm
- Critical testing
- Psychological screening
- Panel Interview
- Background (3 weeks)
- Full psychological review (3 weeks)
- Drug test

Dispatch Staff Work life

- Shift schedule
 - 12/8/12/8 or 5-8's
- Overtime and Standby (4 hour blocks)
 - Currently averaging about 5 hrs per week
- Shift and vacation selection in October
 - Selection by seniority (1/2/1 quarters)
- Average about 7 weeks of vacation

WVCC ACADEMY

- Call Taker Training
 - 6 week in house academy
 - 2 week DPSST state academy
 - 1 week EMD training
 - 3-4 months training one-on-one with a coach
 - Periodic reviews (DORs)

Call taking 6 W's

- Where
- Who
- What
- When
- Why
- Warrants/Weapons

Vehicle Descriptions (CYMBALS)

- Color
- Year
- Make
- Body
- Accessories
- License
- State

Person Descriptions

- Top to Bottom
- Outside to Inside
- WMA, 600 240, DRK SHORT HAIR, GLASSES, BRN JACKET, WHT SHIRT, BLU JEANS, BLK SHOES..CARRYING GRN BAG.

Emergency Medical Dispatch

- WHERE is the emergency?
- WHAT is the emergency?
- How do we help?
- All Callers Interrogation
- Pre-Arrival Instructions

CELL PHONES

- Know where you are
- We can get close with latitude and longitude, but not 100%
- Phase 0, Phase 1, Phase 2
- Rebid and accuracy
- TEXT TO 9-1-1 is not traditional 911, Operates outside the network via web connection. Intercepted with no location.

Future Issues

- Next Generation 9-1-1 (NG911)
 - Pictures
 - Video
 - Applications
- Funding (leveling of cell, decrease wireline)
- Facility needs
- Regionalization nationwide

TOUR

- We will tour the dispatch floor
- ANI/ALI telephone screen
- CAD screens and maps
- Radio Console screen
- Multi-tasking with multiple computers
- *While on the dispatch floor please keep voices low as normal work is in progress.*