



CONFIRE

STAFF REPORT

DATE: July 23, 2024

FROM: Nathan Cooke, Interim Director

BY: Damian Parsons, Finance/Administrative Director

TO: CONFIRE Administrative Committee

SUBJECT: Addition of Two Full-Time Regular Status Communication Positions

Recommendation

Authorize the addition of two full-time regular status positions, Emergency Services Dispatcher and Call Taker.

Background Information

CONFIRE previously utilized four Public Services Employees (PSEs) to perform emergency dispatch duties on a part-time basis. These positions were eliminated during the 2024-25 budget process. While these part-time employees provided essential dispatch services, the nature of their part-time status led to several challenges, including but not limited to:

- inconsistent scheduling which made it difficult to create a consistent and reliable schedule and results in gaps in coverage or a reliance on overtime.
- accountability issues as it was challenging to maintain uniform standards of accountability and performance.
- lower service quality as four part-time employees' understanding of the systems and procedures was seldom consistent among the four of them.

CONFIRE recommends the addition of a full-time regular status Emergency Services Dispatcher position and a Call Taker position to offset the increase in workload due to the elimination of the four part-time positions. The replacement of the four part-time positions with two full-time positions will improve accountability by allowing for more effective management through better oversight and consistency in service delivery and will improve service quality by ensuring standards are met consistently as a dedicated dispatcher and call taker will be more proficient in their duties, leading to improved

response times and overall quality for 911 calls. This strategic move will ensure that we continue to provide the highest level of service to the public.

Fiscal Impact

The four PSE positions were not included in the 2024-25 budget. The additional fully encumbered costs of the full-time regular status Emergency Services Dispatcher position is \$108,660 and \$79,387 for the Call Taker position for a total cost of \$188,047, which will be funded this year with salary savings from existing Communication vacancies. The vacancy rate is currently at 11%. In 2025-26, the costs for these positions will be funded by Universal Cost Per Call revenues.