

PSC Statistics

AUGUST 20, 2024

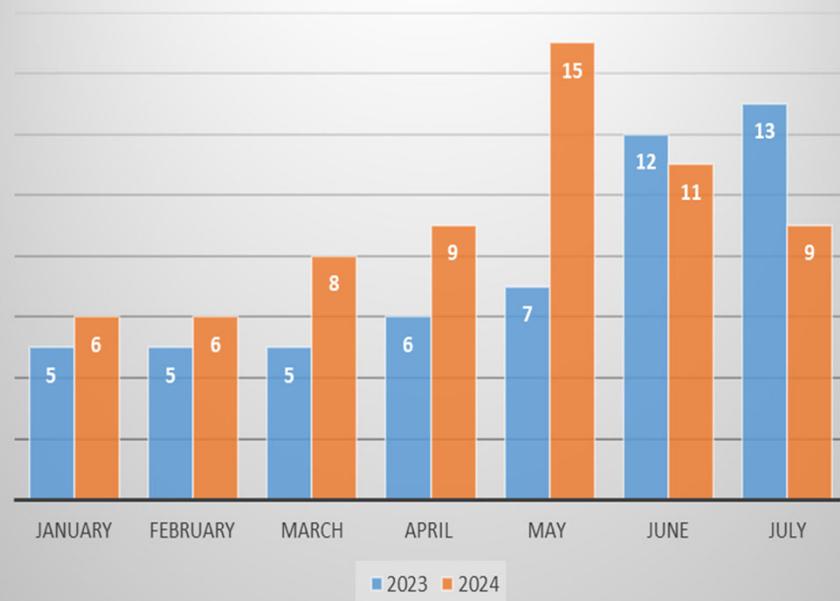


911 Call Volume and Answer Times

911 Call Volume

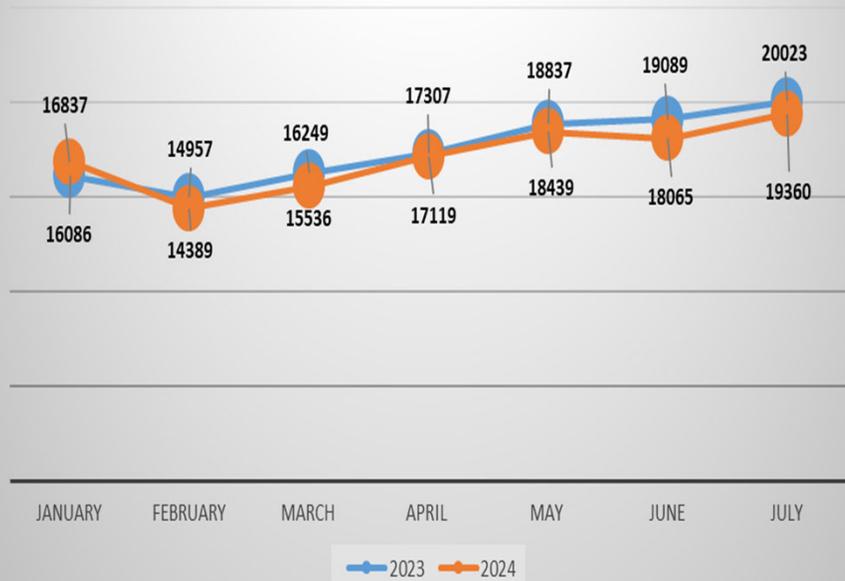


911 Answer Times

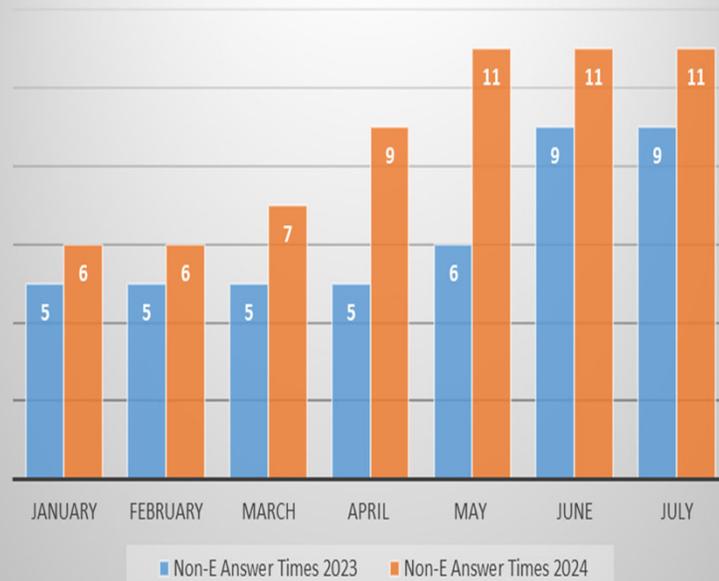


Non-E Call Volume and Answer Times

Non-E Call Volume

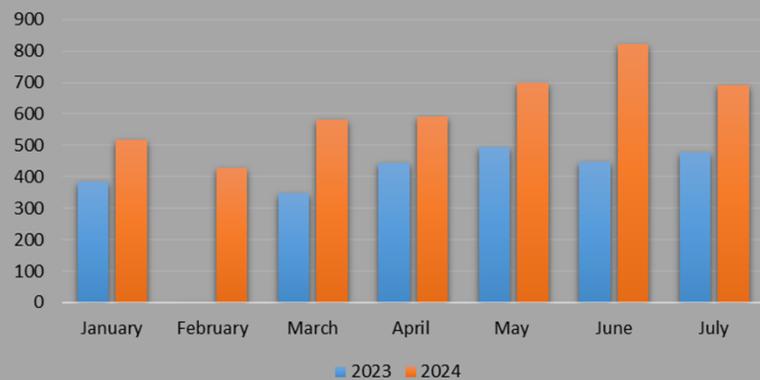


Non-E Answer Times

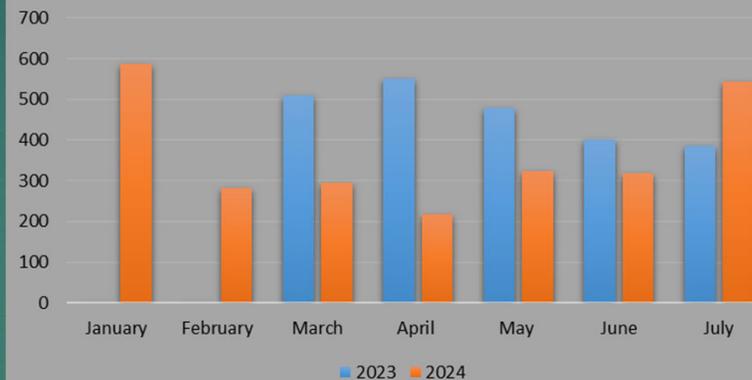


Overtime Summary

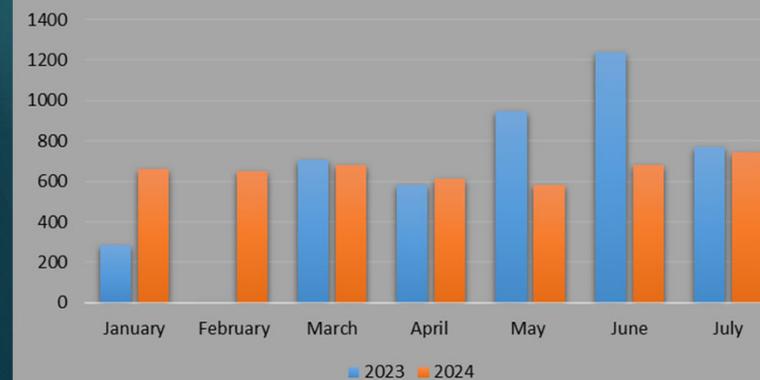
Forced Overtime



Short Notice Overtime



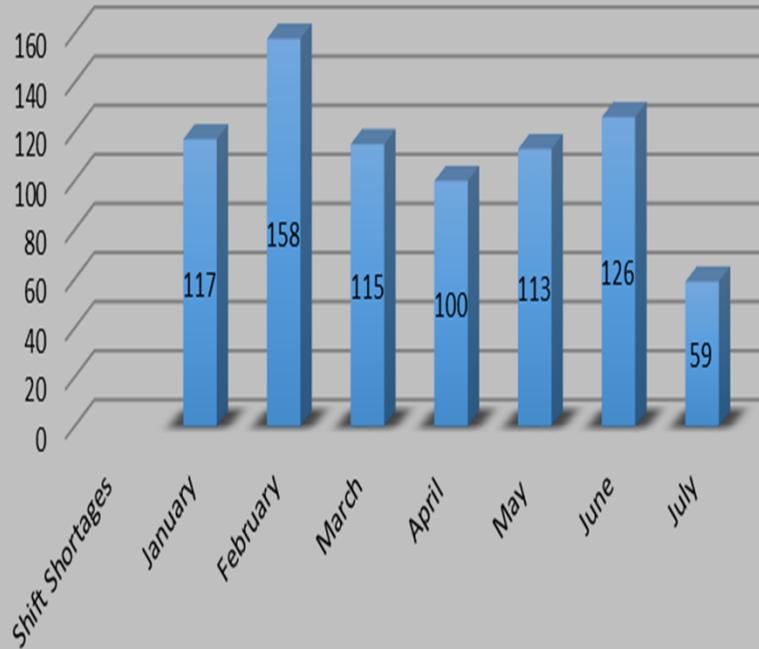
Volunteer Overtime



- Even with increased call volume, 911 answer times reduced
- Forced overtime was reduced
- Voluntary/Short Notice overtime increased

Minimum Staffing

Shifts Under Minimums



- ▶ Drastic reduction in the number of 2 hour shifts under minimum staffing
- ▶ Direct correlation to reduced answer times
- ▶ 8 hour shifts increased number of staff to available for short notice/forced OT
- ▶ Greater distribution of forced OT

Benefit Time Usage

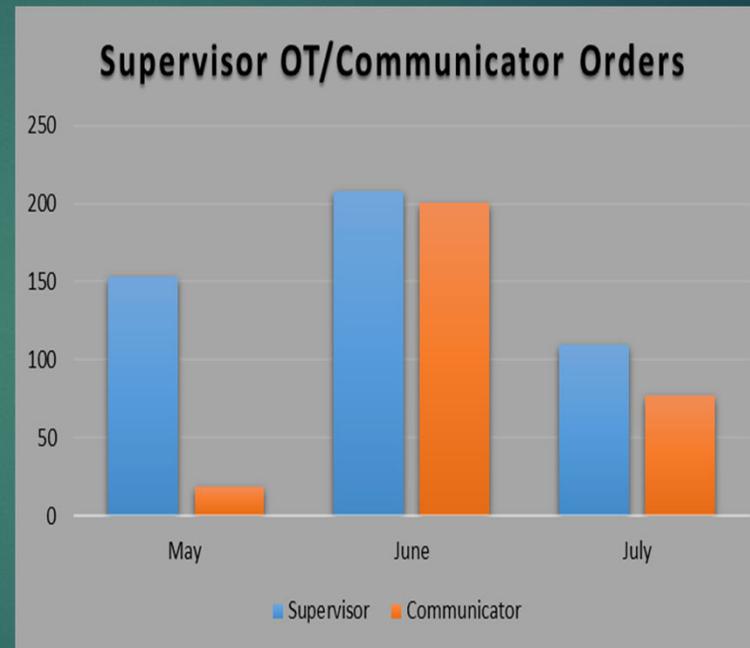
- ▶ Reduction of sick leave/FMLA/Holiday during July was significant to maintain proper staffing with increased vacation time

2024	Vacation	Sick	FMLA	Holiday	Wellness	Comp	Admin Leave	Bereavement	No Call/No Show	Paid Parental Leave	Tardy	COVID	Total
May	721	337	214	448	38	70	170	0	0	0	3	0	2001
June	814	599	582	348	84	57	54	38	4	0	0	0	2580
July	1276	324	398	196	50	62	0	8	0	160	0	0	2474

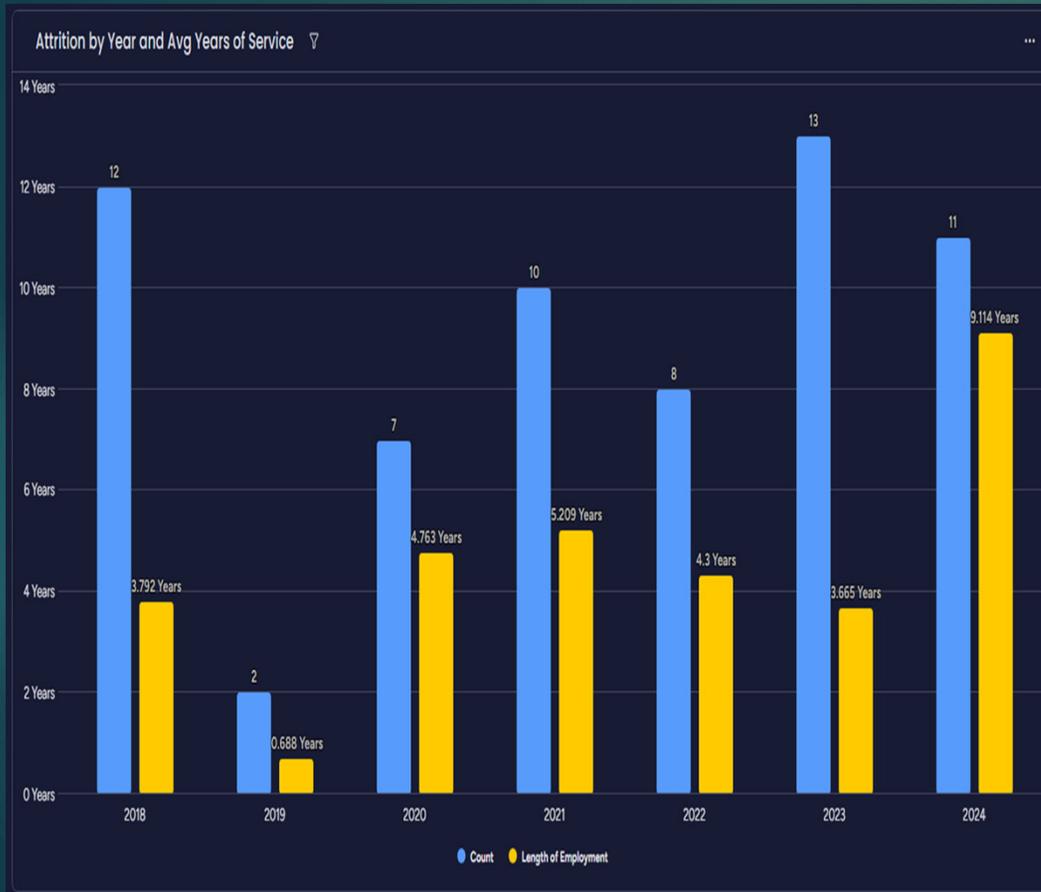
2023	Vacation	Sick	FMLA	Holiday	Wellness	Comp	Admin Leave	Bereavement	No Call/No Show	Paid Parental Leave	Tardy	COVID	Total
May	708	328	317	330	57	16	0	36	0	64	2	0	1858
June	782	229	359	411	112	24	0	16	0	152	0	73	2158
July	1067	306	225	460	68	48	0	0	0	164	0	44	2382

Communications Supervisors

- ▶ 10 Communications Supervisors
- ▶ Supervisors are required to work OT to ensure there is one supervisor on duty 24/7
- ▶ Per understanding between EGR and PSC Management Supervisors may only be eligible for Communicator OT that no Communicator has volunteered for
 - ▶ Additionally, if a supervisor does sign up for OT, a Communicator can “bump” that Supervisor out of the OT
- ▶ Supervisors work more OT than Communicators are ordered for



Staffing



- ▶ Currently funded for 77 staff
- ▶ Currently at 68 staff
 - ▶ 58 are fully viable
 - ▶ Class scheduled for October
- ▶ Nationally 911 centers average 25% of staff leaving within their first year. PSC is averaging 18%
- ▶ Annual attrition averages 15% to 25%, PSC is at 15% for 2024
- ▶ No attrition due to schedule change as of August 20, 2024

*<https://www.iaedjournal.org/keeping-them-in-the-profession>
Average vacancy rates at 911 centers are 25%

Future Schedules

- ▶ PSC Management, EGR and Non-Represented staff have met multiple times to discuss options for future staffing
- ▶ We have agreed that mixed shifts will not be an option for future staffing
- ▶ EGR is still researching if they are willing to accept a 40hour work week
- ▶ Management has presented 8 and 10 hour schedules in a very rough format that need to be refined
- ▶ It has been agreed that current shift pattern will be used for 2025
- ▶ Shift pick will be completed in late September 2024
- ▶ Management is researching possibility of utilizing scheduling consultant

QUESTIONS?

