



MEMORANDUM

TO: Archuleta County Board of County Commissioners

FROM: Nancy McBroom – Interim Emergency
Communications Director

SUBMISSION DATE: April 9, 2019

RE: Consolidation of two (2) part-time dispatcher positions
into one full-time position

BOCC MEETING DATE: April 16, 2019

EXECUTIVE SUMMARY/BACKGROUND INFORMATION: Dispatch is interested in hiring a full-time dispatcher instead of the two part-time positions that currently exist. A former employee would be interested in returning if the County can offer her a full-time position. There has been an ad running for a while for the part-time positions, but there have been no applicants. I understand the issue about budgeting for benefits, however, Dispatch is desperate to get additional employees. The staff is getting burned out and I know our overtime pay is through the roof. I will probably have to deny vacation requests because there is no one to cover shifts. Our staffing situation has been in turmoil for months and this is no way to run the “heart” of the county. We have a couple of dispatchers with health issues that require them to be off at times and we have a full-time dispatcher going on leave in July, if not earlier. Even after the Dispatch Manager position is filled, we will still be in the same predicament as far as staffing goes.

The soft costs of recruiting new employees include the price of running help wanted ads continuously in the newspaper, time involved in contacting applicants and scheduling interviews, pre-employment testing including drug screening, and training of new employees which takes three months or longer. New employees are on probation until the trainer determines he/she can work alone and is able to handle emergent calls. Unfortunately, we have not had part-time employees that make it through the training process in quite a while. We have found that a person who is hired on a part-time basis usually has a second or third job and is not available when needed to work in Dispatch as we have to schedule them

according to other work schedules. Requesting a full-time position will attract a more qualified applicant who is more likely to continue their employment long term thus eliminating the “revolving door” we currently have.

FINANCIAL CONSIDERATION: The Finance Department has identified the change would increase the cost by \$25,441.23. This increase is more cost effective in the long term compared to all the recruitment soft costs involved in hiring part-time dispatchers and described above.

STAFF RECOMMENDATION: Staff proposes to approve the consolidation of two part-time Dispatch positions to one full-time Dispatch position as presented.

ALTERNATIVES: None at this time.

ATTACHMENTS:

- Staff Report
- E-Mail from Scott Wall, County Administrator
- Chart of Cost Analysis for part-time and full-time positions.