



TCOMM 911

POLICE | FIRE | MEDICAL
Your Emergency – Our Priority

Mission | To provide the emergency communications link between the community and public safety responders.
Vision | To exceed the standard of public safety communications through professionalism and compassion by putting people first to meet the needs of our community.
Values | Compassionate • Dependable • Committed • Efficient • Competent

Strategy Map

Created October 2020
Next Update scheduled for April 2021

- Strategic Goals:**
- Strengthen relationships with those we interact with.
 - Build and support a well-trained workforce.
 - Implement and maintain the proper tools to fulfill the mission.

We will undertake strategies that...

Are consistent with our Mission

Are financially viable

Have the infrastructure to support

Consider the change impact

Improve efficiencies

Address a need

Increase recruitment / retention

Strategy	Evaluate and align staffing model	Design & provide initiatives to improve the staff's health and wellbeing	Establish mechanisms to plan and adopt new technologies	Strengthen relationships with user agencies
Process Owner	Deputy Director	Human Resources Manager	IT Manager	Executive Director
Key Initiatives	<p><u>Hire Human Resources Manager</u> (start Q2, 2021 / allow 2 months)</p> <p><u>Conduct Workload Study</u> (start Q2, 2021 / allow 3-6 months)</p> <p><u>Review & update Job Classifications</u> (following Workload Study / allow 3 months)</p>	<p><u>Secure resource & champion</u> (Human Resources Manager)</p> <p><u>Intentional cross-agency team building</u> (Keith, start Q2, 2021 / recurring)</p> <p><u>Address compassion fatigue in training</u> (Tammy, start Q4, 2020 / recurring)</p> <p><u>Draft and execute a TCOMM 911 Critical Incident Management Plan</u> (start Q1 2021 / allow 1 year)</p>	<p><u>Create a Technology Review plan</u> (Tim & David, start Q2 2021)</p> <ul style="list-style-type: none"> • Categorize disciplines (e.g. CAD, phone) into Current State List • Establish Method to evaluate emerging technology • Identify and select technology to sunset • Build recommendation and seek approval on Proposal(s) • Prioritize approved proposals for new technologies 	<p><u>Proactive engagement to integrate TCO 911 into User Agency Training</u> (Tammy, start Q1 2021 / recurring)</p> <p><u>Regular meetings with Leadership at User Agencies & Boards</u> (Keith & Wendy, start Q3 2020 / 1 year)</p> <p><u>Improve communications with targeted smaller / under represented Partners</u> (Keith & Wendy, start Q3 2020 / 6 months)</p>
As Measured By...	<ul style="list-style-type: none"> • HR Manager hired • Workload Study complete • Updated job classifications 	<ul style="list-style-type: none"> • Health / Wellness Champion secured • Critical Incident Management Plan established <p>Possible Measures:</p> <ul style="list-style-type: none"> • Staff baseline and continuous evaluation on Team Building • Staff baseline and continuous evaluation on Compassion Fatigue • Retention metrics 	<ul style="list-style-type: none"> • Current-state list of categorized disciplines • Evaluation method established • Recommendation for new technology (and which to sunset) 	<ul style="list-style-type: none"> • User Agency training plan (# of drills, learning objectives) • IGA Review Signed <p>Possible measures:</p> <ul style="list-style-type: none"> • Partnership engagement
Status	<p>Status R / Y / G</p> <p>Next Update: End of Q1- 2021- HR recruitment status</p>	<p>Status R / Y / G</p> <p>Next Update: End of Q4 2020 Compassion Fatigue results</p>	<p>Status R / Y / G</p> <p>Next Update: End of Q2 2021 Current state list</p>	<p>Status R / Y / G</p> <p>Next update: End of Q4 2020 Partnership meeting progress report</p>