

COGGLEVATION

NOVEMBER 2017 | THE LIFE AND TIMES OF PF&R'S STRATEGIC PLAN | WWW.PORTLANDOREGON.GOV/FIRE/COGGLE

HOW MANY TIMES CAN ONE MAN SAY THE WORD "COGGLE?" CHIEF MYERS GOES FOR RECORD DURING NOVEMBER TOUR

This month Chief Myers has visited almost every shift at every station to give strategic plan updates.

Last November, Chief Myers did his first city-wide station tour. In that one month, he met with every shift at every station to introduce his revamped version of a strategic plan. It was during these meetings that many people heard the term "Coggle" for the first time.

Now, "Coggle" is as much a part of the lingo around PF&R as terms such as "apparatus" and "lunch." Well, maybe that's an exaggeration. But there is a Coggle poster in everyone's workplace and then there's this very newsletter, Cogglevation, which tracks all the ways that people in every division of the bureau are making the strategic plan snap, crackle, and pop.

Flash forward to November 2017. Chief Myers cleared his calendar of most of his regular meetings to begin a month of hopping from station to station to share updates from the Coggle.

It's a packed schedule and your Cogglevation reporter tagged along for a day full of these visits...but first she needed to down a few cans of Red Bull to keep up with the Myers machine.

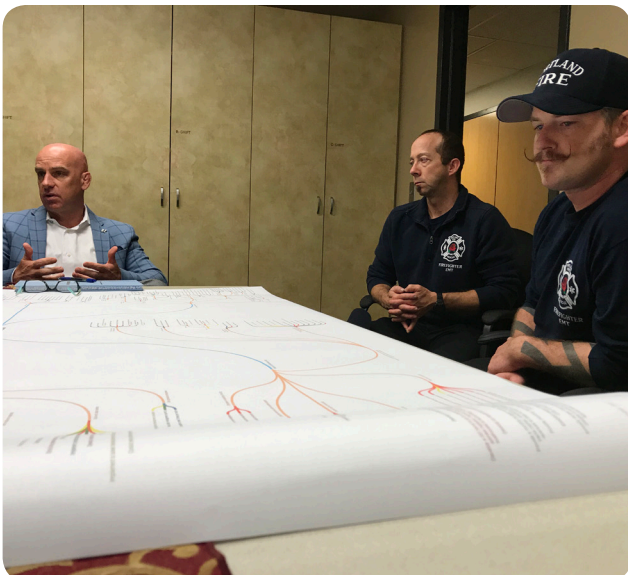
First stop: Station 12, 8:15 am

The crew gathers in the kitchen and Chief Myers rolls out a huge updated poster of the Coggle across the table. Since the last visit, the Coggle has more colors. Chief Myers explains that when PF&R started the Coggle, all the lines leading to actions and goals were red, and red means that the project hasn't started. Now, there's also yellow (started, but still has some ways to go), green (started and confidence that it will be completed), and blue (completed).

Chief Myers reminds the crew that it's a three-year strategic plan and that each division head is responsible for making sure 33% of their section's plan is completed every year. "I tell our commissioner that I want my performance review based on its execution," he explains.

Next Stop: Station 29, 9:30 am

Chief Myers rolls out the Coggle poster again. As during the last visit, Chief Myers thanks the crew for their work and lets them know that "The Coggle is 750 people working together to get this done."



Chief chats about the Coggle with Station 29 B Shift.

He highlights some of the items that have been completed since his last visit:

- Target Solutions is now online.
- Automatic vehicle location is active.
- The radio conversion is complete.
- High-speed internet is set for every station.
- Every firefighter will get a second set of turnouts as part of the cancer reduction plan.
- The union contract articles have tentative agreements. And while the healthcare



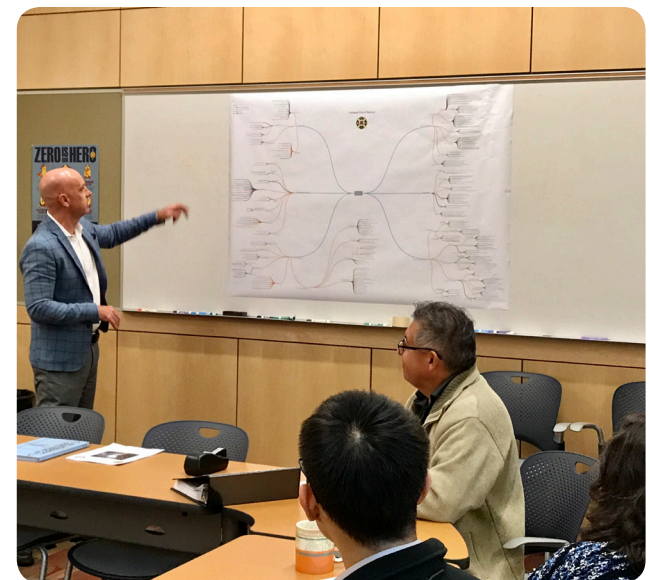
portion still needs to be arbitrated, the good news on that front is that both the union and City's packages includes NFPA 1582 Physicals and implementation of a new Employee Assistance Plan.

Next Stop: Station 4 (meeting at Station 23 while Station 4 is getting new floors), 11 am

Out comes the Coggle poster. Chief Myers again goes over how it all works and highlights some completed elements of the plan. And then he digs into the part of the presentation when employees seem to lean forward in their seats: the future! And the future is changing right where they're sitting...at Station 23. Chief Myers explains that re-opening Station 23 is part of a larger plan to re-shape the way PF&R operates. Chief Myers breaks down how the current Request for Proposal for the new ambulance contract (managed by Multnomah County) holds the keys to a re-envisioned PF&R. He says that he requested five important changes to the contract:

1. A mobile patient care program.
2. A Quality Assurance program.
3. Real-time dashboards for emergency medical response.
4. A medical priority dispatch system.
5. Ambulance company goes on low-acuity calls instead of PF&R, freeing the bureau from 20,000 – 30,000 calls per year.

This last one is a huge change, says Chief Myers. "If we get low acuity calls taken care of, then we won't need the RRV program anymore. And that frees up eight 24-hour firefighters to be reassigned," he explains. "Maybe we use those people to reopen Station 23 with a full engine company? There are so many options. We will try to unravel that strategically, but it's most important that we get to a reset on this workload."



MSD and Communications get a Coggle download.

Next, very short lunch break and it's off to 55 SW Ash for Management Services Division and Communications, 1 pm

He presents the Coggle poster, the outline of the completed elements, the ambulance contract, and the whole package.

While this group doesn't work in fire stations, their work is part of what makes fire stations function. The numbers crunching, the word-smithing, the calculating, the phone-answering is all part of carrying forward the Chief's vision of "modern fire practice." And what Chief Myers said in the fire stations holds true for this group, too: "My job isn't telling you what to do, my job is to give you what you need."

If the expectations of the Coggle reach fruition, by this time next year, more than half of the plan should be completed.



Do you have a story about a PF&R cogglevation that would be great for this newsletter?

Contact Caryn Brooks on the Communications Team
caryn.brooks@portlandoregon.gov or 503-823-3714

