

**Minutes of Meeting**  
**9-1-1 Staffing and Salary Issues Discussion**  
**July 29, 2014**  
**3:00 p.m.**

The Kootenai County Board of Commissioners: Chairman Todd Tondee, Commissioner Dan Green, and Commissioner Jai Nelson met to discuss the following agenda items. Also present were Human Resources Director Skye Reynolds, Major Neal Robertson, Sheriff Ben Wolfinger, Kootenai County Emergency Medical Services Systems Chief Officer Christopher Way, Undersheriff Daniel Mattos, Personnel Technician Marcia Heglie, 9-1-1 Director Matt Street, Support Captain Lee Richardson, and Deputy Clerk Brandie Bradley.

**A. Call to Order:** Chairman Tondee called the meeting to order at 3:08 p.m.

**B. Introductions:** There were no introductions made.

**C. Changes to the Agenda:** There were no changes made to the agenda.

**D. Old Business:** There was no old business discussed.

**E. New Business:**

Human Resources Director Skye Reynolds came before the Board to present the proposed recruitment strategy for the 9-1-1 Communications Center. Ms. Reynolds advised the Board that the 9-1-1 Center has had difficulty attracting and retaining qualified candidates to fill the vacant Emergency Communications Officer (ECO) positions. 9-1-1 currently has nine (9) vacancies, which include one (1) supervisor and eight (8) emergency communications officers. Seven (7) of these vacant positions are currently frozen by the Board. Personnel Technician Marcia Heglie informed the Board that they will have another vacant position soon, as they have an ECO that had just tendered her resignation.

Ms. Reynolds stated that due to the high number of vacant positions and the inability to find qualified candidates, existing 9-1-1 staff has been working overtime. She advised that the amount of monies being expended on overtime is costly and that the employees are subject to an increased risk of burn out.

Ms. Reynolds outlined actions that the Human Resources Department and the Sheriff's Department have implemented to improve recruitment and retention, which included:

- Utilizing multiple advertising methods and expanding advertising to a wider audience
- Improving training
- Implementing open forum discussion with employees
- Expanding recruitment modes
- Streamlining background investigation process

Ms. Reynolds identified the challenges faced by the Sheriff's Department for recruitment due to the lengthy hiring process, compensation that does not meet the market, and the number of disqualified or undesirable candidates. She noted that they expect to see improvements with the new implementations that have been made, but that they need the Board's assistance to correct some of the deficiencies, such as compensation.

The attendees discussed the number of frozen positions at the 9-1-1 Center and the proposal to increase compensation to meet market standards. The Board agreed to consider an increase to compensation and to unfreeze four (4) of the seven (7) frozen positions.

Commissioner Green moved that the Board unfreeze four (4) Emergency Communications Officer positions, which are currently frozen for the 9-1-1 Center and direct the Auditor's Office to appropriate the funds from the fund balance. Commissioner Nelson seconded the motion. There being no further discussion, Deputy Clerk Bradley called the roll:

Commissioner Nelson:           Aye  
Commissioner Green:           Aye  
Chairman Tondee:               Aye  
The motion carried.

Commissioner Green moved to continue this meeting to July 30, 2014, at 9:30 a.m. Commissioner Nelson seconded the motion. There being no further discussion, Deputy Clerk Bradley called the roll:

Commissioner Nelson:           Aye  
Commissioner Green:           Aye  
Chairman Tondee:               Aye  
The motion carried.

**F. Staff Reports:** There were no staff reports.

**G. Public Comment:** This section is reserved for citizens wishing to address the Board regarding a County related issue. There was no public comment.

The meeting was adjourned at 4:30 p.m.

Respectfully submitted,

JIM BRANNON, CLERK

TODD TONDEE, CHAIRMAN

BY: \_\_\_\_\_  
Brandie Bradley, Deputy Clerk

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