

Minutes of Meeting
Pro-QA Options
September 5, 2014
10:00 a.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 Information Systems Director James Martin, 9-1-1 Director Matthew Street, and Deputy Clerk Brandie Bradley.

- A. Call to Order:** Chairman Tondee called the meeting to order at 10:03 a.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:**

9-1-1 Director Matthew Street came before the Board to present three (3) purchasing options for Pro-QA determinate based dispatch software. Lieutenant Street explained to the Board that this software removes all subjectivity for calls that are taken by 9-1-1 Emergency Communications Officers (ECO). Pro-QA guides the ECO through calls using nationally recognized standards for responses as determined by the International Academies of Emergency Dispatch. Lieutenant Street advised the Board that quality assurance checks must be done on a regular basis, which can be done in-house or through a quality assurance component that is purchased in conjunction with Pro-QA.

Lieutenant Street explained that currently one (1) full time employee is responsible for quality assurance checks and reviews eighty (80) calls per month. This employee is also responsible for training new Emergency Communications Officers and as there is a critical need to get new hires trained these quality assurance reviews have become lower priority.

Lieutenant Street expressed the importance of performing quality assurance checks as they reduce liability and identify training needs. He stated that if the Board should opt to purchase the Pro-QA quality assurance component, Priority Dispatch would ensure that two hundred (200) calls per month are reviewed. This would allow his department to focus on training.

Lieutenant Street advised the Board that he has \$250,000 available in his budget for the purchase of Pro-QA and the quality assurance component, but would need an additional \$40,000 to fund the Spillman interface that is required to implement this software. The Board directed Lieutenant Street to meet with Finance Director David McDowell and determine if these funds are available through E9-1-1 funds. Information Systems Director James Martin stated that his department will be purchasing the server October 1, 2014, and would be ready to begin installation of the Pro-QA software in December 2014.

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 10:44 a.m.

Respectfully submitted,

JIM BRANNON, CLERK

TODD TONDEE, CHAIRMAN

BY: _____
Brandie Bradley, Deputy Clerk
