

Minutes of Meeting

KCSO 9-1-1

June 15, 2016

2:00 p.m.

The Kootenai County Board of Commissioners: Chairman Dan Green and Commissioner Marc Eberlein met to discuss the following agenda items. Also present were Sheriff Ben Wolfinger, Undersheriff Dan Mattos, Captain Andy Deak, Personnel Technician Marcia Heglie, 9-1-1 Operations Manager Cheryl Hallgren, Human Resources (HR) Director Skye Reynolds, HR Generalist-Employee Relations Kim Buffin, Chief Deputy Clerk Pat Raffee, Finance Director Dena Darrow, and Deputy Clerk Randi Davis. Commissioner David Stewart was excused.

- A. **Call to Order:** Chairman Dan Green called the meeting to order at 2:00 p.m.
- B. **Changes to the Agenda:** There were no changes to the agenda.
- C. **Old Business:** There was no old business discussed.
- D. **New Business:**

Kootenai County 9-1-1—KCSO / Human Resources: Post Falls 9-1-1 Compensation Comparison, Recruitment Recommendations

HR Director Skye Reynolds discussed with the Board the County's 9-1-1 recruitment process. She said the job requirements to be a County 9-1-1 Emergency Communications Officer were: typing and computer skills, GIS mapping skills, a high school diploma, 18 months of training, and multiple certifications that were made available through the County. Ms. Reynolds said KCSO Personnel Technician Marcia Heglie and 9-1-1 Operations Manager Cheryl Hallgren had restructured the hiring process to include a realistic job preview via in-depth applicant debriefings and applicants sitting alongside an Emergency Communications Officer (ECO) to observe the job firsthand. She said KCSO 9-1-1 partnered with HR to post their jobs online, and had been doing college recruitment and print ads. She said the Board's Referral Program had also been effective in the recruitment process. Chairman Green asked whether any employees had been paid out through the referral program. Ms. Hallgren replied that two employees had been compensated. Ms. Reynolds stated the former Board's adjustments to the 9-1-1 matrix and designating of funds to 9-1-1 recruitment had been helpful as well.

Senior Staff Accountant Kim Price entered the meeting at 2:07 p.m.

Ms. Reynolds presented a wage comparison chart between the County's 9-1-1 staff and the City of Post Falls' Dispatch staff. She said the average wages shown didn't take tenure into consideration. Ms. Reynolds stated the key difference between the County and Post Falls 9-1-1 was that Post Falls had eleven ECO that dispatch for two agencies and one discipline, while the County dispatches for 14 agencies and two disciplines. She commented the County had a larger and more complex scenario for ECO staff. Ms.

Reynolds pointed out the County was a little lower than Post Falls in pay and that nine County employees had reached their maximum pay level. She went on to say that Kootenai County's 9-1-1 turnover had decreased over the past year from 19% to 10%, and that Post Falls' turnover was comparable at 9%. Ms. Reynolds stated the main reasons for turnover were the job's high stress level and people leaving to work for competitors.

Ms. Reynolds noted one of the County's recruitment goals was to fill vacancies quickly and said the County had reduced its time to hire from five to three months. Commissioner Eberlein inquired about Post Falls' time to hire. Ms. Reynolds replied she would research it. Sheriff Ben Wolfinger responded that Post Falls' time to hire might be shorter due to a less extensive background check.

Ms. Reynolds presented recruitment actions the Sheriff's office had put into place: posting the job more frequently, more online advertisement, staff surveys, and college recruitment. Commissioner Eberlein asked if the Sheriff's office had a Facebook account and whether they had disqualifying information on the job applications. Sheriff Wolfinger confirmed the office did both. Ms. Reynolds added the County reduced the minimum age requirement to apply from 21 to 18.

Commissioner Eberlein asked about the potential of offering classes at North Idaho College geared toward this profession, and whether that could encourage more applicants. Sheriff Wolfinger replied that students studying law enforcement have shown interest in the position.

Undersheriff Dan Mattos exited the meeting at 2:17 p.m.

Ms. Reynolds said the County was placing more emphasis on qualifications for the position in order to reach higher numbers of applicants reaching the background check stage.

Undersheriff Mattos re-entered the meeting at 2:19 p.m.

Budget Requests

Sheriff Wolfinger presented the KCSO Sworn Officer Matrix. He informed the Board of a new entry level non-certified ECO position called Call Takers. He also said the Senior POST Advanced Bachelor's Degree was removed from the ECO certification line to make them similar to Detention and Patrol Deputies, and the three certificate levels maintained in the ECO Supervisor role. He stated the difference between the two ECO Operations Manager salary levels reflected the minimum recommended by HR.

Commissioner Eberlein asked about the difference between the first, second, and third level ECO. Sheriff Wolfinger responded the Academy categorized the positions by level of training and service. Ms. Heglie added that the ECO matrix addressed an entry level non-certified ECO's pay capped at \$16,335 after two years but didn't provide a career path for those that want to stay in that position long term. Ms. Hallgren stated Call Takers were essential to the County because they relieved the workload on dispatchers.

Commissioner Eberlein inquired about the total cost of the pay raise proposal. Senior Staff Accountant Kim Price said it would be approximately \$38,000 loaded. Commissioner Eberlein asked what the impact of filling three ECO positions would be and how many people were currently employed at 9-1-1. Ms. Price said the positions would be budgeted at midpoint on the matrix and there were currently 34 employees.

Undersheriff Mattos concluded with three main points the matrix addressed: making the old matrix more appropriate, improving pay, and retaining employees.

E. Public Comment: This section is reserved for citizens wishing to address the Board regarding a County related issue. Idaho Law prohibits Board action on items brought under this section except in an emergency circumstance. Comments related to future public hearings should be held for that public hearing. There were no public comments.

Chairman Green adjourned the meeting at 2:42 p.m.

Respectfully submitted,

JIM BRANNON, CLERK

DANIEL H. GREEN, CHAIRMAN

BY: _____
Randi Davis, Deputy Clerk
