July 11, 2022

The board met to discuss technology solutions in terms of phone analytics. The contract with Eclipse has less than a year left. The state would only like to have one phone analytic tool for all PSAPs and not utilize multiple platforms.

We have asked for which reports PSAPs run routinely and/or feel are required. The following is a list compiled from the group:

- 911 Calls-from landlines, mobile phones, VOIP, etc.
- Abandoned Calls
- Busiest hour
- % of calls answered
- 10 seconds, 20 seconds, 30 seconds-answer times
- NFPA standards-calls transferred to fire departments and medical within 15 seconds
- Transfers to direct numbers such as 9-8-8
- Call takers-volume
- What % of an hour a call takers is on calls
- Total hours person was logged into the phone system-status ready, no ready, in service
- How an individual compares to the mean of the center
- Call answering standards
- Stats for queues and roles
- A Dashboard
- % of calls transferred
- DPS-currently does not have the ability to isolate reports between their two centers-would like to be able to pull stats separately for each.
- Raw data-download CAD data to tell what types of calls time was spent on
- % through IVR-how many calls are getting parsed out through an IVR system
- How many calls individuals are transferring themselves
- More than just canned reports

The State of Arizona would like to look at certifications for telecommunicators. There are a few Academies in the state currently, most were originally based on California POST and APCO minimum training standards. California has had a certification process for many years; Arizona does not have a set standard or entirely consistent platform with Academies that exist currently within the state.

- Discussion took place over having certification required prior to hiring telecommunicators or requiring something like this once hired.
  - Jim S.-if someone has to do this on their own at their own expense-it shows who is interested in a career. Offer this for low to no cost for potential applicants.

- ○ Karen S-officers in Arizona are not required to be certified prior to hiring. The agency generally sends them to an academy once hired. There is already challenges in hiring and this could complicate things more.
- ○ Jerel F-Many agencies are working with ALEAP for standards of certification for their agencies-the entire State may tie into this.
- ○ Samantha R-challenges with telling someone to get certified if not statewide-this somehow needs to be run through the state for a universal and united curriculum. Yavapai County recently started running an academy in partnership with their local community college for new dispatchers.
- ○ Geoff K-we cannot condense the application process-there are different elements to each agency. Could see it to be more of a guideline first, but comes with funding. Fan of doing it as a partnership through schools.
- ○ Jim S-If something were implemented prior to hire-allows you to see their personalities and interactions, a plus. People will find the time if they want it tough, ie. weekend classes or one or two nights a week. We do not require officers to get certified first, but other professions do. Does not expect this to replace agency training.
- ○ Patty S-maybe they can get some type of credit for attending ahead of time. Have a set standard minimized training, including fire and medical. Course work needs to be standardized.
- ○ Jerel F-several community colleges are already involved in this. Glendale Comm. College/Rio Salado, Arizona Western, and Yavapai. Those who have a curriculum already please provide that so that we can share the information as a group and look at working to have the same curriculum.