

Notes from 6/13 Meeting

Katie Brandis-Flagstaff
Brittany Brunet-Peoria
Rob Fortner-VECC
Jerel Frazier-ADOA
Jason Hazelo-Payson
Laura Herrera-Pinal County
Deann MacLeod-Kingman
Dan McNemee-Phoenix PD
Jackie Mines-MCP
Susan Papatrefon-SEACOM
Samantha Russell-Yavapai County SO
Jim Stilwell-MCSO
Patty Simpson-DPS
Karen Sutherland-Scottsdale
Catherine Salazar-Show Low
David Martin-SRIPD
Jeff Blackwell-Yuma County SO

Some members of this committee are working with ALEAP for accreditation of Comm Centers in Arizona. This initiative is backed by AZCOPS. As this develops we will work to get the endorsement from the Fire Chief's Association and the Chiefs of Police, etc. The policy manual is still being developed. Key information was used from states who already have this in place such as Kentucky and Oregon. Some topics included have to do with training: new hire program, education hours, certifications, and policies and procedures.

Jerel met with Heather Joyner from the PSAP Consulting Group. She is doing some training for newly promoted supervisors/managers. We have previously talked about the need for this type of training in Arizona. She will briefly present at the AZ APCO/NENA conference at the Supervisor/Manager Forum. Topics that Heather discusses are listed below:

- Underfunding-at risk
- Help educate ahead of time
- Not having resources-compelled to do something

Hiring/Recruiting

Money is not the entire thing

Some agencies are giving large increases in pay, such as 10%

Some agencies offered a critical staffing pay increase, while this may have been a temporary increase.

There was just a news article on Phoenix Police and the challenges they are facing:

<https://www.12news.com/article/news/local/valley/phoenix-set-back-by-police-dispatch-staff-shortages/75-9d0b59d5-3431-4693-88ab-867a44cd8f6b>

It is challenging to compete with other agencies, but now agencies are competing as well with companies offering work-from-home.

Compensation studies help-equitable pay

Employees want to feel valued and want flexibility

Need to manage staffing to change from "what we have always done" and be open to change

Some agencies are going hour by hour to determine what services can be provided

Agencies are looking at not forcing as much overtime, working with what they have

Some centers have had to close

Peoria has a mental health response, 6 triggered events mandate the telecommunicator to see someone for mental health.

Scottsdale is having employees take a half hour for wellness, they are required to leave the Communications room during that time.

Comment: the mental health services is a noble endeavor, curious to see how this works long-term

Jackie-MCP-has seen some agencies working with a neighboring PSAP, one PSAP takes nights one weekend etc, sharing resources-sick, storms, weekends, etc.