

FROM (DEPT/ DIVISION): Sheriff's Office

PROGRAM: 15090-570006 - 15090-545001

SUBJECT: QA & SOP outsourcing

<p>Background:</p> <ul style="list-style-type: none"> ● Dispatch Efficiency Study identified that QA & SOP needed to be updated and completed to ensure quality and consistent training for all dispatchers. ● Moetivations offers online training to include the National Standards for answering and asking correct questions but goes further for including in-house training as needed. This ongoing module for training has led to improved customer service. The dispatchers and dispatch administration have gained valuable content from the training. ● The cost for QA/QI from July 1, 2024 - June 30, 2025 will be \$9,348.19 ● The Virtual/On-Line Trainings for July 1, 2024 - June 30, 2025 will be \$2,566.74 ● The total for the virtual online training, and the QA/QI service will be a total of \$11,914.93. 	<p><u>ACTION REQUESTED:</u></p> <p>Approve another year of QA and Dispatch Training from Moetivations for dispatch and supervisors for \$11,914.93.</p>
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ATTACHMENTS:

Date: (04/30/24)

Submitted By: (Cpt. Karen Primmer)

*****For Internal Use Only*****

Checkoffs:

- () Exec. Asst.
- () Dept. Head (copy)
- () Human Resources (copy)
- () Budget (copy)
- () Fiscal
- () Legal (copy)
- () (Other - List:)

To be notified of Meeting: Sheriff Rowan
Undersheriff Littlefield and Cpt. Primmer

Needed at Meeting: Cpt. Karen Primmer

Scheduled for meeting on: June 5, 2024

Action taken:
