AGENDA ITEM FOR ADMINISTRATIVE MEETING

() Discussion only(X) Action

FROM (DEPT/ DIVISION): Sheriff's Office

PROGRAM: 1509

SUBJECT: QA & SOP outsourcing	
Background:	() <u>ACTION REQUESTED</u> :
• Efficiency Study identified that QA &	
SOP needed to be updated and completed to	Approve QA & SOP outsourcing to Moetivations
ensure quality and consistent training for all	for dispatch and supervisors and payment of
dispatchers.	\$13,582.38
 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, such	
as our upcoming VESTA Refresh training. This	
will lead to great improvement for customer	
service globally.	
• The SOP's are way outdated and with	
our current critical staffing levels, dispatch	
administration hasn't been able to address any	
of these. The cost will be worth it our liability is	
huge at this time, due to SOP's being outdated	
and archaic in scope. Once Moetivations has	
completed the SOP updating process, then	
dispatch administration will have a better	
opportunity to maintain and update rather than starting from scratch.	
 The cost for QA, with training option 	
from November 2022-July 1, 2023 will be	
\$10,132.38. The SOP and Editing module for a	
flat, one-time fee for a yearlong service will be	
\$3450.00 for a total of \$13,582.38, to be paid	
from line items #1509-5900 & 1509-59101.	
110111 Hite Reins #1507-5700 & 1507-57101.	
ATTACHMENTS: Date: (09-28-22) Submitted By: (Cpt. Karen Primmer)	
***********For Internal Use Only*****	
Checkoffs:	
() Exec. Asst.	To be notified of Meeting: Sheriff Rowan
() Dept. Head (copy)	Undersheriff Littlefield and Cpt. Primmer
() Human Resources (copy)() Budget (copy)	
() Fiscal	
() Legal (copy)	Needed at Meeting: Cpt. Karen Primmer
() (Other - List:)	C I
PLEASÉ RETURN THIS FORM AND ATTACHMENTS TO Executive Assistant	

Scheduled for meeting on:October 5, 2022	
Action taken:	

Follow-up: