

Attachment B

Issue	Notes/Recommendations	Next Steps
Analysis of call data (i.e. types of calls, types of response, how many calls, potential growth of calls, etc.)	Included as a part of the PowerPoint presentation in Attachment C.	
Example of emergent call versus follow-up calls using a current City example	Included as a part of the PowerPoint presentation in Attachment C.	
Expected time of hiring	Human Resources is currently conducting a compensation analysis.	Analysis concluded city can utilize current classifications for the positions. Hiring will be contingent on Council approval and recruitment lead times.
How would we approach the budget adjustment for the increase in staffing.	The additional funding was set aside by Council in the 2023-2024 biennial budget; however, the additional FTE was not included. Council will need to approve an ordinance increasing the City's FTE count by 1.0 employee.	The proposed approval of the 1.0 FTE would be placed in a budget adjustment ordinance at the same time the proposal is brought to Council for approval.
Will there be a new phone number.	Staff will explore a centralized line in connection with the Customer Service Center.	In addition, training for dispatch to recognize which responders would be most effective in a crisis situation is included in the model.
Is peer support built into the model.	The preference in the job description will be to recruit for people with lived experience to connect more closely with clients.	N/A