

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
February 18, 2016 @ 11:00 AM

Meeting Called by: Regular Meeting
Type of Meeting: CDA Board Meeting
Facilitator: Vince Long, County Administrator
Attendees: Vince Long, County Administrator
Rick Fernandez, City Manager
Sheriff Mike Wood, Leon County Sheriff's Office
Interim Director Dee Crumpler, Consolidated Dispatch Agency

I. Call to Order

County Administrator Long called the meeting to order at 11:08 AM.

II. Approval of 12/3/2015 Meeting Minutes

The first order of business was to approve the meeting minutes from the regular meeting on December 3, 2015. Sheriff Wood moved to approve the minutes and City Manager Fernandez seconded the motion. Approval of the meeting minutes was unanimous.

III. Agency Progress

Interim Director Crumpler presented his report on the CDA's progress. He thanked the CDA staff and support team members for their help in making this progress possible.

Director Crumpler discussed some adjustments to the CDA hiring process that has allowed for 13 new recruits to start in the February 1, 2016 training class. He explained that a new formal training manual has been created for the current and future classes to use, which has been distributed to every member of the current training class. Director Crumpler explained that there has been an overhaul of the hiring process for Public Safety Communications Operators and that he has sought approval individually from each member of the Board prior to the meeting in order to over hire recruits for the next training class to start on April 4, 2016.

City Manager Fernandez asked when the trainees who began in the February training class will actually be on the phones. Director Crumpler explained the training process to the Board and stated the February class will be fully trained in nine months.

Sheriff Wood asked whether the trainees are strictly training during this time, or if they will be able to contribute outside of the training role. Director Crumpler verified they will be able to contribute to the agency while they are training, but they will be limited to certain responsibilities until they are fully trained.

Director Crumpler moved on to the next talking point to discuss the Tier I Call-Taker position. Director Crumpler explained the role of a Tier I Call-Taker to handle non-emergency calls in order to unload some of the responsibility from the Public Safety Communications Operators. The CDA is working with a temp agency to find candidates to fill the position of Tier I Call-Taker. These candidates will be able to gain experience and training at the CDA and will have the potential to move on to the position of PSCO after their commitment as a Tier I Call-Taker is fulfilled. Director Crumpler explained that the Leon County Division of Emergency Management has worked closely with the CDA to fund this new program.

Lieutenant Tony Drezwiecki and Will Blanton presented further information regarding the Tier I Call-Taker position. Lt. Drezwiecki explained that the February PSCO Class will be able to begin answering 9-1-1 calls in sixty days and will be obtaining additional certifications that past classes have not previously received. He further explained that incoming calls will be taken and fully screened by a certified PSCO call-taker, and transferred to a Tier I Call-Taker when the call has been classified as “non-emergency.” The Tier I Call-Takers will receive thirty days of in-house training including a certification from APCO as a Public Safety Telecommunicator.

Will Blanton explained that the Tier I Call-Taker position is not a new idea and has been discussed among the CDA previously. He discussed the benefits of an abridged training program for the Tier I Call-Takers and that in one month there will be three people per shift helping to alleviate the stress currently on the PSCOs. Mr. Blanton explained that there is time built into the Tier I Call-Taker schedule as a training window to accommodate any need for changes that are identified as the program progresses.

County Administrator Long asked if the Tier I Call-Taker position had potential to be used as a recruitment tool for PSCOs. Director Crumpler verified that this new program will absolutely be a method of recruitment and allow for the potential of a Tier I Call-Taker to go through full PSCO training after their commitment has been fulfilled. Director Crumpler explained he is not going to let “perfect get in the way of progress” and is pushing to get the program running as soon as possible.

Director Crumpler introduced Naomi Bissonette to the Board, the new CAD Project Manager. Director Crumpler explained she is actively helping the CDA to work through their relationship with Motorola and keeping projects moving forward.

Director Crumpler discussed the results of the employee survey to obtain suggestions for agency improvement. CDA staff was allowed to vote on these suggestions and many of them are actively being improved upon.

Director Crumpler explained that Delores Downing has been placed in charge of the INTELEX system which will be able to track the training modules for the new training class. This program should be up and running very soon.

Director Crumpler moved on to discuss the teletype position in the CDA dispatch center. According to state statute, the LSCO and TPD teletype positions must remain physically separated. Director Crumpler explained that both teletype positions will be kept separate, but can be worked by a single individual at one station. Sheriff Wood reiterated for the record that the necessity of the teletype positions to remain separate is not a result of the inability of LSCO and TPD to work together, but rather a requirement designated by the state with which must be complied. Director Crumpler explained that there have been employee concerns regarding the potential to be overworked with one individual covering two teletype positions, but that he considered the CDA to be in a crisis mode which will require these functions to be combined for the time being.

Director Crumpler discussed the transition to wireless headsets for the PSCOs in the dispatch center. These headsets were initially thought to be interfering with connectivity in the dispatch center, but Director Crumpler would like them to be put back into use barring any interferences. CDA staff is currently working to create a test environment to ensure the wireless headsets will not interfere with any functions in the dispatch center, and have begun rolling out the wireless headsets to some of the work stations.

Director Crumpler moved on to discuss the Special Works channel, which was created to alleviate the radio channel on the South channel. Director Crumpler emphasized the importance of ensuring the deputies and officers were able to get on the radio when needed to talk to each other and the dispatchers. Many specialty units were moved to the special works channel to alleviate the radio traffic on other channels. Director Crumpler stated he hopes to have number results on the effectiveness of the Special Works channel by the next Board Meeting.

Director Crumpler explained that the next update to the Premise Hazard function has been rolled out. This is not the final stop-to-go function the CDA has been looking for, but it is an improvement to the previous update. Director Crumpler explained the end goal for the Premise Hazard function will prevent the dispatcher from moving forward until the premise hazard information has been relayed to the officer. Director Crumpler also discussed the process on cleaning up and purging outdated and unneeded premise hazards from the system and preventing unnecessary premise hazards from being entered into the system.

Director Crumpler moved on to discuss the repurposing of the Operations Manager position to focus on process improvement as well as experience in dispatch as well as creating a defined path for succession for dispatchers and training officers.

Director Crumpler explained that the salary survey has been turned over to City Human Resources in order to ensure that it is objective and independently completed. He also explained that the CDA performed extremely well during the FDLE technical audit.

City Manager Fernandez asked if the technical audit could be shared with the Board and questioned when the Premise Hazard function will be completely finished. City Manager Fernandez explained that the function is receiving updates, but has yet to meet the objectives that have been set. Director Crumpler explained that Motorola initially stated the Premise Hazard function was scheduled to be rolled out in May, but has been pushed back to August. Director Crumpler explained that he informed Motorola of the CDA's expectations and that the August rollout date was not acceptable.

City Manager Fernandez stated that very little overall progress has been made with the Premise Hazard function over the last year and a half, and asked if a written update from Motorola can be obtained in regard to when this function can be completed. Director Crumpler explained he has asked Motorola for this update, and has informed Motorola that these updates need to be made.

City Manager Fernandez stated that it is extremely disappointing that Motorola has shown no sense of urgency regarding a fix to a flaw in their system that negatively impacts life and safety. Director Crumpler echoed this disappointment and explained that Motorola's performance has been unacceptable and that another conference call with Motorola is scheduled for next week. City Manager Fernandez asked for an update next week after the next conference call.

County Administrator Long asked if there has been progress made with purging unnecessary premise hazards from the CAD system. Director Crumpler explained that this is currently underway and that quarterly purges will be scheduled in order to ensure unnecessary premise hazards are not reentered into the system.

Sheriff Wood stated that while the Premise Hazard function is not nearly what Motorola has promised the CDA, it is important to note the strides that the CDA has made with cleaning out and limiting the entry of premise hazards should not be ignored. Despite Motorola's lack of urgency, the CDA staff has made progress with improving the function on their own.

IV. Gartner Report Update

Director Crumpler stated that the majority of the recommendations from the Gartner

Report have been fulfilled. There are a few outstanding recommendations that are still currently in progress.

V. *Motorola Load Testing Environment*

Director Crumpler explained that there have been discussions creating a load testing environment where new software can be tested before being rolled out onto the dispatch floor. Director Crumpler discussed the best possible scenario of duplicating an exact CDA system on site, which has been determined to be the lowest risk option.

A representative of the CDA Technical Subcommittee presented the recommendations from Gartner for a load testing environment. She explained that one of the major outstanding recommendations from Gartner was to create an automated environment for load testing. She verified that the CDA does have a staging environment, but that this environment does not include the various interfaces used in the field. Motorola provided four proposals, none of which included the necessary interfaces. Motorola provided another proposal that did include the interfaces, but it would be completed in Motorola's testing location, and only included a subset of the CDA's needs. She explained that Gartner advised the Technical Subcommittee that Motorola's proposals were more than what was needed and likely not worth the cost. Gartner also noted that the CAD design may prohibit the full automation of performance testing and provided recommendations to fulfill their original recommendation. The technical subcommittee has proposed that none of the Motorola proposals should be accepted, and instead the Gartner options will be adopted.

Sheriff Wood asked if Director Crumpler would require a motion at this point or any other form of formal approval in order to move forward with this plan. Director Crumpler explained that at this time nothing formal is needed.

VI. *Policy Approval*

Policies 525, 228, 314, and 510 were presented to the Board for review and signature to be approved at a later date.

VII. *New Business*

Sheriff Wood stated that he was impressed and that it is no small feat that has been accomplished at the CDA. He reiterated that the first responders in the community are all very grateful for the effort the CDA has put forth.

County Administrator Long echoed Sheriff Wood's statement and stated that he is appreciative of how well posted Director Crumpler has kept the Board members in addition to the regular meetings.

VIII. *Public Comment*

There was no public comment.

IX. Adjournment

The meeting was adjourned at 12:14 PM.