

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
March 2, 2017 @ 10:00AM

Meeting called by: Regular Meeting
Type of Meeting: CDA Board Meeting
Facilitator: Vince Long, County Administrator
Attendees: Vince Long, County Administrator
Sheriff Walt McNeil, Leon County Sheriff's Office
Rick Fernandez, City Manager
Director Dee Crumpler, Consolidated Dispatch Agency
Assistant Director Tim Mahler, Consolidated Dispatch Agency

I. Call to Order

County Administrator Vince Long called the meeting to order at 10:07am.

II. Consent Agenda

a. Approval of 08/08/2016 Meeting Minutes

b. Approval of 01/18/2017 Meeting Minutes

The first order of business was to approve the meeting minutes from the regular meeting on August 8, 2016 and the special meeting on January 18, 2017. City Manager Rick Fernandez made a motion to approve the minutes of both meetings. Sheriff Walt McNeil seconded the motion. Approval of the meeting minutes for both meetings was unanimous.

III. Citizen Satisfaction Survey Results: Fall 2016

The Citizen Satisfaction Survey results were provided at the meeting for informational purposes. The CDA has begun reaching out to the citizens of the community to determine their perception on the CDA and the agencies the CDA serves. The overall satisfaction rate is at 96%. The survey results have assisted the CDA in defining the top performers. The call backs for the survey were based on incident types and the calls were reviewed before the call backs took place. At this time the survey results are based on a random sampling of calls that came in on the 5800 line. Sheriff McNeil expressed the benefit of completing this type of survey while looking at the demographic areas of the community.

IV. Incident Management Queue Process and Performance Measures

The CDA Performance Report: 01/01/2016-01/31/2017 on Average Processing Time for Call Takers by Month was discussed during the meeting. The chart shows a few bumps. On June 20, 2016 the Premier One CAD was upgraded and the call takers used the white card protocols. The peak in September of 2016 was due to high workload during Hurricane Hermine (09/01-09/04). On January 22, 2017 the CDA experienced the Microburst and during this time the CDA had 542 incoming calls between 3:30-4:00pm.

The CDA had a total of 835 incoming calls during the entire Microburst event from 3:30-5:30pm.

The CDA Performance Report: 01/01/2016-01/31/2017 on the Tier One Average Call Time was discussed during the meeting. This graph shows the average time between when the Tier One Operator started typing to when the call was submitted. The CDA originally started out with 12 Tier One Operators. The CDA maintained eight call takers for a period of months and then dropped down to three. The CDA has recently hired additional Tier One Operators and they are working on bringing those numbers back up. The CDA also modified the training module to include the Tier One call station prior to placing the trainee with a trainer. This process allows the trainee an additional 30-60 days to get familiar with the CAD and practice answering calls. Tier One now not only provides that relief for the Priority Dispatchers from some of the thirteen incident types that Tier One Operators can take, but also provides an introduction and nice transition for the PSCO's before they move out onto the floor.

The CDA Report: 01/01/2016-01/31/2017 on the Yearly Tier One Incidents by Month was discussed during the meeting. This report shows the total number of incidents that the Tier One Operators could take verses the number of incidents handled by the Tier One Operators.

The CDA Report: 01/01/2016-01/31/2017 on the Yearly Percentage of Tier One Incidents by Month was discussed during the meeting. The mean percentage of Tier One Incidents being handled by Tier One Operators is approximately 50%. The point for the Tier One Operators is to get the administrative calls off of the Certified Operators and to improve the call answer rate. The CALEA standard is that 90% of 9-1-1 calls have to be answered within 10 seconds and last month the CDA was at 80%. The CDA continues to look at creative ways to utilize the resources they have to answer the calls.

The CDA Report: 02/01/2016-01/31/2017 on the Average Answer Wait Time for 911 Calls in Seconds was discussed during the meeting. The spike on the report in January 2017 was anticipated due to a training that took place concerning speed and accuracy. The training reinforced the importance of address verification including the cross street, ANI/ALI check, GIS mapping and premise hazard check.

V. *Update on LE Incident Type Coding*

This topic is related to the Board's request from the August 8, 2016 Meeting to look at sending closest units to priority two calls. A team of individuals have been put together to work on the six step process they produced. The Law Enforcement Agencies just recently finalized the incident types. Once the process is worked out with Law Enforcement, EMS and Fire will be brought in to determine the incident types they need to be associated with for a mutual response. The final recommendation will be brought back to the Board for approval.

Sheriff McNeil inquired about the staffing numbers of the CDA. Director Dee Crumpler advised the CDA started an academy class on February 13th and at that time the CDA was at 100% staffing plus the additional 5 over hire positions. Within the last several hours, the CDA has received a few resignations. The CDA has incorporated a succession plan to allow the employees to move up and make a career at the CDA.

VI. *CDA Dispatching of Animal Control Calls*

The CDA has made some tremendous strides and process improvements since forming the Animal Control Dispatching Workgroup. The CDA was looking at County Animal Control Calls as a pilot project and the CDA is currently looking at the technical aspect of this project. Director Crumpler's recommendation is to hold off until the test pilot of the administrative calls for the Sheriff's Office is completed. City Manager Fernandez expressed his concern on moving forward with more demand on the Tier One Operators when they are only reaching approximately 50% of the calls they could answer. Director Crumpler advised his recommendation of taking on the administrative calls from the Sheriff's Office will allow the CDA to streamline the process of the Tier One Operators. At this time the CDA is currently handling the Animal Control calls that come in after hours.

The CDA has added both the Leon County Animal Control and City of Tallahassee Animal Control Supervisors to the Liaison Team and Operations Team to keep them involved. County Administrator Long advised it sounds like all Board Members are in agreement and are willing to give the CDA the flexibility needed and to bring back the information when the CDA is ready.

VII. *New Sheriff's Office Administrative Call Process*

The Leon County Sheriff's Office Tier One Utilization Proposal was provided. The intent of this proposal is to streamline the process to make it better for the public when they are calling in and to have immediate access to the Priority Dispatchers, if needed. The proposal recommends a 90 day trial on the 3300 number being transferred to the 5800 number at the CDA. During this trial the operator will not let go of the caller, the call will be conferenced to the Tier One Operators and will not be disconnected until the Tier One Operator confirms they are able to handle the call. The process will provide better customer service and in hopes will increase speed, efficiency, and effectiveness. Director Crumpler advised the CDA is ready to move forward with this proposal.

City Manager Fernandez inquired about other technologies that can be used other than the phone to assist the community. Director Crumpler advised that there are other possibilities out there to use. County Administrator followed up by stating the CDA is very supportive of the options and an update can be provided at the next Board Meeting. Sheriff McNeil expressed his concern with putting these additional administrative calls on the Tier One Operators. Director Crumpler confirmed Tier One Operators are the key to the solution. Lieutenant Tony Drzewiecki advised the Tier One Operators are being under-utilized and have mentioned they are eager to be a part of the solution.

VIII. Policy Approval

Director Crumpler understands that there were some questions on the provided policies for approval. Director Crumpler advised that all policies related to personnel and or have a legal impact on the agency are sent over to City Human Resources and Cassandra Jackson for review. These policies are first vetted with the Liaison Team and then with the Management Committee Team before they are forwarded to the Board Members.

Based on the CALEA Accreditation review there was a recommendation that the CDA Director have the authority to approve the policies for the agency. Director Crumpler requested a motion to change the policy related to the approval process to allow the Director to have policy approval authority. County Administrator Long followed up by stating that not all policies are created equal and different policies have different impacts on the agency. County Administrator Long agrees that there are day-to-day calls that relate to procedural issues that the Director needs to be able to make decisions on, however the topic in its entirety needs to be discussed further. Based on the CALEA standards one person within an agency needs to have the authority to approve policies unless the policy affects another agency and that policy will be vetted through the affecting agency before approval is made. City Manager Fernandez advised he is not comfortable with delegating that authority at this time. City Manager Fernandez recommends we define what a policy is however is tolerable with adding an exception that provides guidance and flexibility with carrying out policies. There was a motion to defer the approval of the provided policies and the policy approval process to the next Board Meeting.

County Administrator Long inquired with Director Crumpler to verify if there were any policies that needed to be approved during this Board Meeting. Director Crumpler referred to Jeanine Gauding who advised Policy 670 Fire Dispatching and Policy 240 Fiscal. Policy 670 Fire Dispatching is an initial policy on how to dispatch, what to do during certain situations and holds the dispatchers accountable. Sheriff McNeil asked if the documents provided are policies or standard operating procedures (SOPs). Jeanine Gauding advised everything is being written as a policy at this time but there might be some standard operating procedures that come out of the policies. The further policy discussion can establish the difference between a policy and a SOP. City Manager Fernandez made a motion to approve Policy 670 Fire Dispatching. Sheriff McNeil seconded the motion. Approval of Policy 670 and deferring the remaining policies to next Board Meeting was unanimous.

IX. Staffing Report

The 2016 and January-February 2017 staffing reports were provided for informational purposes. The CDA has worked hard to get the vacancy rate down to zero however 45.45% of the CDA staff is in some phase of training. There are four phases of training which include the phones, fire dispatch, teletype, and law dispatch. The CDA's anticipation and expectation is that all new Public Safety Communication Operators become fully trained in all four areas of responsibility to become an asset to the agency.

X. *Draft CDA Strategic Plan*

The draft of the CDA Strategic Plan was provided for informational purposes. Director Crumpler advised he understood the CDA Strategic Plan Draft needs to be tabled for further discussion. Director Crumpler thanked everyone involved with creating the Strategic Plan. The Strategic Plan was shared with the Management Committee within the last 30 days. The draft is a start and direction of where the CDA would like to go. Assistant Director Tim Mahler provided a briefing on the Strategic Plan. The plan provides the priorities of the CDA, the SWOT analysis, and imperatives and performance measures. The plan points back to answering the phone with speed and accuracy. Sheriff McNeil questioned a Strategic Plan reaching out to 2022. Sheriff McNeil mentioned he would anticipate more technology opportunities for a plan that reaches out that far. Director Crumpler advised this plan will be brought back to the Board at a later date.

XI. *Draft CDA Emergency Operations Plan*

The draft of the CDA Emergency Operations Plan was provided for informational purposes. Director Crumpler expressed his extreme satisfaction with the Emergency Operations Plan. The Emergency Operations Plan was activated a few weeks ago and was a success due to the planning and training provided to the CDA staff. Assistant Director Mahler advised the Emergency Operations Plan is to help the CDA staff think about the events that have not happened yet and be prepared for the unexpected.

XII. *CALEA Accreditation Update*

Lieutenant Edward Smith, the Accreditation Manager at TPD comes to the CDA on Tuesdays and Thursdays to assist with accreditation. Edward Smith works with the Business Process Owners to assist with the accreditation chapters and providing proofs for the agency. Edward Smith followed up the accreditation update by stating that accreditation is important for an agency, any other involved agencies, and the community.

XIII. *Motorola Command Central Presentation: Next Steps*

Motorola provided a presentation on Command Central in November 2016. Additional information on Command Central, what it is and what it does was provided. Command Central provides a real time crime fighting process and technology. Director Crumpler's recommendation is for Motorola to provide an executive presentation to the Board Members to deliver a better explanation of what Command Central is and what it does. Sheriff McNeil has requested Janna Richardson to complete the preliminary research and groundwork on behalf of the Sheriff's Office. Sheriff McNeil mentioned he looks forward to a presentation however with the full understanding this does have a cost associated with it.

No one in the Southeast has access to the complete suite of Motorola Command Central. Florida State University Police Department does have Command Central; Janna Richardson is reaching out to them to determine what components they have and exactly

what they are doing with the system. Director Crumpler advised he will allow City, County, and Sheriff IT staff to get together and determine the next steps before scheduling a presentation for the Board Members.

XIV. CDA's Proposed FY2018 Budget

The CDA's responsibility is to provide the proposed budget to the Sheriff and then the budget moves to the County. The CDA has not received any budget direction from the City at this time about possible salary and or health benefit increases. The CDA has not needed any mid-year adjustments to the current budget. Based on the review of the current budget by the analyst, the CDA is projected at fiscal year-end to be at \$5000.00 plus or minus a nickel or penny. The CDA has used overtime salary dollars and vacancy position dollars to maintain and stay within the budget. Director Crumpler recommends holding the line on the FY2018 budget and to take direction from the Board Members as they may see fit.

Director Crumpler advised an additional five Tier One Operator positions will cost \$176,000.00 annually. Director Crumpler recommends for the Board to expand the ability to over hire by 10 positions instead of five positions. The increase in over hire positions may be able to be managed within the existing budget. City Manager Fernandez advised the number of over hire positions is up to the Director and it is the Directors responsibility to manage the budget. County Administrator Long and Sheriff McNeil agreed. Sheriff McNeil made a motion to approve the increase to 10 over hire positions. City Manager Fernandez seconded the motion. Approval of 10 over hire positions was unanimous.

XV. New Business

There was no new business discussed.

XVI. Public Comment

There were no public comments.

XVII. Adjournment

The meeting was adjourned at 11:28am.