

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 112
January 14, 2015 @ 2:00p.m.

Meeting called by: Regular Meeting
Type of Meeting: Management Committee Monthly Meeting
Facilitator: Undersheriff Mike Wood, Leon County Sheriff's Office
Attendees: Undersheriff Mike Wood, Leon County Sheriff's Office
Chief Tom Quillin, Leon County Emergency Medical Services
Chief Jerome Gaines, Tallahassee Fire Department
Chief Michael DeLeo, Tallahassee Police Department
Director Timothy Lee, Consolidated Dispatch Agency

2:05 p.m.: Undersheriff Mike Wood called the meeting to order.

The first order of business was the approval of the meeting minutes from the regular meeting on December 18, 2014. Chief DeLeo motioned to approve the minutes, and Chief Gaines second the motion. Approval of the meeting minutes was unanimous.

The next order of business was review of the Continuous Improvement Plan. One change has been the addition of color coding to the issue list. Blue indicates it is in process. Red indicates a new item.

- Specifically, TS05 is partially complete; we made the decision to push off the third server upgrade due to upcoming holiday weekend. System is stable, still have three servers, and no change in functionality.
- ProQA installation scheduled for Police on 2/10/15; however there are concerns about utilizing Pre-Alerts. Police is not currently in favor of using them. Considering low staffing of PSCOs, there is also concern as the pre-alerts almost double the time it takes to dispatch a call. Asking for further discussion with subcommittees. Chief DeLeo commented there may be a need to reevaluate if ProQA is the right product for law enforcement. Casey McQuaig was able to answer some questions and noted that the Fire subcommittee is evaluating. There are some questions and concerns regarding the fiscal impact of potential changing from ProQA. All parties were in agreement to take Pre-Alert out for Law Enforcement.
- Recurring link failure - explanation by Chris Pandolfe
- TS13 – Implementation of Police Protocols – scheduled further meetings to evaluate
- TS14 – Solution to Alpha Numeric paging systems – licensing very inexpensive, can be utilized by multiple agencies. Very similar to campus alerts, sends as text alert.

- TP04 – Premise hazards – Jeanine working on, template created to have consistent submission of information, have reduced categories from 22 to 13. Purging will happen regularly (six months to a year)
- PR05 – Training – working with other agencies, having positive experiences and getting good feedback
- TP07 – Assistant Director position – posted locally and nationally, Have a Supervisor I vacancy and adding Supervisor II.
- MA04- Sworn officers in the dispatch area – This was more of a discussion topic. Is there a benefit to do this, and would it be cost effective? All four committee members commented. There was consensus that there is a lot of benefit to the cross training but it is not beneficial to having sworn officers doing the dispatching. There was comment made that they didn't think the officers even could dispatch due to state requirements, and there wasn't enough personnel to take on the dispatching responsibility.

As the Continuous Improvement Plan is a living document the other agencies were asked for any issues to add to the plan. As they have an issue, add it in advance so the agency has opportunity to look into it. Chief Gaines stated that PreAlerting is important to Fire. They depend on Chief Roberts to sit down for the technical discussion. Chief DeLeo requested that in regards to ProQA we don't let the product drive the process. Continue the evaluation. Chief Quillin advised that as he is located in the building they are able to provide input immediately and had nothing to add at the moment. Undersheriff Wood noted that he wanted to be sure his people were coordinating with Chief DeLeo's.

The third order of business was 800 Mhz report. Chris Pandolfe was available for questions. Chief Quillin inquired of the age of the radio system and expected life span. It was installed in 2008, went live in 2009 and the most recent server upgrade was May 2014. The contract goes through 2021, but he has head of the system's ability to last through 2030.

In the Director's report, Director Lee reiterated that performance is reviewed on a monthly, quarterly, and annual basis. The CDA consistently answers phones within six seconds. There is continuous review for improvements. Director Lee commended his staff for their performance in the recent major rain storm. They averaged 400 calls per hour for over three hours.

There has been some communication in recent meetings requesting reevaluation of some 10 codes. Specifically the request is for 10-64 code. Chief DeLeo recommended that we do review these several at a time instead of one at a time. There is the expectation that a list will be available for discussion at the next Management Committee meeting.

Director Lee stated he was working on getting pre and post consolidation numbers per the City Manager's request. The status of the technical items is being handled by Harold Lane.

Director Lee met with the police chiefs of the local colleges and will be including the chiefs in the next meeting. It went very well and included the discussion of resources. They had tried three times to get the meeting scheduled before the Strozier Library incident. The desire is to have the best possible plan going forward, so Becky Gay has been reaching out to other colleges to find out how they handle technology and phones. Unfortunately, there has not been a lot of success getting information so far. Chief Perry (FSU) is the President of College Police Chiefs, so he might have some resources. Also Undersheriff Wood suggested Davis at USF as a contact. There was an offer of help from both Undersheriff Wood and Chief DeLeo to help get contacts.

Early that day, Willie Meggs, State Attorney, spent several hours at the CDA. It was an opportunity to educate him, answer questions, and show him how the center works. It went very well. Director Lee was expected to sit before the Grand Jury the following week.

The CDA has had discussion with a local consultant, who has been utilized very successfully in the past by the City, to come in post consolidation to help see what the employees need. The proposal will be sent out to each of them. Also, the stress management program is being brought more in house and will be utilizing EAP more. Chief Quillin recommended the local CISM team as a resource.

The final topic in the Director's report overviewed the radio channels. Discussion has been started to create balance on all channels. December: NE – 83,000, SE – 115,000 (November was 145,000), NW – 102,000, SW (suspect being used as a talkaround)

Chief Quillin suggested looking at a recall system to get people back into the center when issues such as the rainstorm occur. Director Lee indicated that he had conversation with Bret (EMS) already. Undersheriff Wood added that the Critical Incident teams are one option, but two completely different agencies and environments have merged and we don't want to overlook the need to work on this. It is a very important thing right now: use consultants, use assistance as needed. It is our responsibility.

No new business/old business.

2:54 p.m.:

Chief Gaines motioned for adjournment and Chief DeLeo seconded the motion. Undersheriff Wood adjourned the meeting.