

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
January 18, 2017 @ 2:00PM

Meeting called by: Special 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 Long called the meeting to order at 2:03pm.

County Administrator Long welcomed Sheriff McNeil to his first CDA Board Meeting.

II. Discussion of Wrongful Death Claim Settlement

Director Dee Crumpler addressed the corrective action that was taken by the CDA and involved parties to ensure that an incident like this never occurs again. Director Crumpler began by personally thanking all parties involved that helped make the changes.

The first action completed by Director Crumpler was a meeting with Motorola. This meeting was held to discuss fixing the technology components and upgrade to the system. The upgrade provided the stop to go feature to the premise hazards. This feature prevents the dispatchers from moving forward without announcing the premise hazard alert. The upgrade was completed ahead of schedule on June 20, 2016.

The second significant course was determining a process and protocol for the premise hazard alerts. The CDA had 4800 premise hazard alerts, everything from gate codes to contact information, bundled with critical lifesaving premise hazards. The CDA created policies and procedures that related to the review of premise hazards and then put together a team to review and narrow down the hazards listed in the system. The team has reviewed the premise hazards and they have narrowed down the stop to go hazards to approximately 80. The system still houses the gate codes and contact information. The CDA has also put together a quarterly review team which includes a representative from all four agencies (Liaisons) and a representative from the Tallahassee Police Department and Leon County Sheriff's Office Intel group. This quarterly review team reviews all critical premise hazards on a quarterly basis to determine if any information needs to be purged; an unanimous vote is needed to purge any record. The perimeter of the premise hazard hit was narrowed down based on feedback from the Liaisons and field units.

The CDA hired the Gartner Group to come in and complete an assessment of what the CDA needed to do to fix the issues. The CDA identified the necessary actions and has worked towards making the changes.

The City Commission requested an audit of the CDA which was conducted by the City Auditor, Bert Fletcher. The audit came back with 29 items that the CDA needed to work on and correct. Director Crumpler was pleased to announce that all 29 findings have been completed and satisfied and the final audit update will be provided at the next regular Board Meeting.

The last action that Director Crumpler touched on was the Tier One process from which the Board members have supported. This process allowed the CDA to identify administrative calls that could be taken off of the certified 9-1-1 call takers. This practice gives the certified call takers more time and effort to handle the calls that require a state certified operator. The CDA added a new trainer and has begun in-service trainings to make sure CDA employees are trained on the variables that impact their daily work.

Director Crumpler concluded by stating that every day he comes to work he thinks about Chris Smith and the first responders he is responsible for. The CDA is doing everything they can from a technology and training standpoint to ensure this never happens again. Director Crumpler gave thanks to the Board for their continued support.

David Marcy attended the Board Meeting to discuss the settlement. David is from Rumberger, Kirk and Caldwell, a private litigation firm representing the CDA Board. David advised the case was aggressively investigated before any lawsuit was filed. The case discovery and dispositions have been extensive. The wrongful death case is currently set for trial in May 2017. David informed the Board that the issues have been fully vetted, fully investigated, and fully discovered before coming to the conclusion of the recommended settlement being presented at today's meeting. After two extensive deviations the recommendation is that the CDA Board approve the contingent settlement to pay the estate of Deputy Chris Smith \$950,000.00 which will be paid from the general liability insurance carrier. This approval will fully resolve all pending litigation with regards to the death of Deputy Chris Smith and any damages that are being sought in the current litigation.

City Manager Fernandez made a motion to approve the settlement. County Administrator Long seconded the motion. The approval of the settlement was unanimous. County Administrator advised that the settlement will be brought back before the City and County Commission for authorization of the entire settlement.

III. New Business

City Manager Fernandez asked when the next regular Board Meeting was scheduled. Director Crumpler advised he has a meeting with Sheriff McNeil to get him caught up on things that happened within the last year and to get feedback from him about the next meeting. Director Crumpler stated the next regular Board Meeting would be called

sometimes within the next 60 days. City Manager Fernandez followed up by saying he was going to refer back to Sheriff McNeil on the date and is on board for what the Sheriff decides.

Sheriff McNeil closed out the meeting by stating that he happy to finally put this issue to rest for the Smith family and the members of the Leon County Sheriff's office, this has been an emotional issue for all involved. Sheriff McNeil thanked the attorney's and Director Crumpler for getting the CDA and the Board to this point.

IV. Public Comment

No public comment.

V. Adjournment

The meeting was adjourned at 2:22pm.