

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
May 20, 2016 @ 2:00PM

Meeting called by: Regular Meeting
Type of Meeting: CDA Board Meeting
Facilitator: Vince Long, County Administrator
Attendees: Vince Long, County Administrator
Sheriff Mike Wood, Leon County Sheriff's Office
Rick Fernandez, City Manager
Interim 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 2:02pm.

II. Approval of Meeting Minutes: February 18, 2016

The first order of business was to approve the meeting minutes from the regular meeting on February 18, 2016. Sheriff Wood moved to approve the minutes and City Manager Fernandez seconded the motion. Approval of the meeting minutes was unanimous.

III. Agency Progress/Updates:

a. City Audit Update

Bert Fletcher provided the update on the City Audit.

There were twenty-five (25) issues addressed in the original audit, sixteen (16) have been successfully resolved or do not apply to the organization. The additional nine (9) issues are being worked on and will be included in a follow-up report in the future.

Mr. Fletcher provided the final audit draft during the meeting and a brief description of each issue. There were no follow-up questions regarding the audit. County Administrator Long made a motion to approve the city audit and Sheriff Wood seconded the motion. Approval of the city audit was unanimous. Mr. Fletcher stated he would provide that update to the audit and get the audit published.

b. CDA Pay Study

Ellen Blair provided the details gathered on the CDA Pay Study.

The HR Department received responses back from seven (7) entities that are similar to the CDA in size and volume. At this time, the CDA operator positions make about nine (9) percent less than the average salary rate of the seven (7) other agencies. The HR Department recommended a 5% increase in an effort to offer a more competitive pay scale. The increase will be provided to the 93 operational positions, including all

Public Safety Communications Operators (PSCO), Communications Training Officers (CTO), Supervisor II, Supervisor I, and Quality Assurance staff. Director Crumpler requested that the increase be effective immediately.

City Manager Fernandez made a motion to accept the pay increase and make the increase take effect for the next pay period. County Administrator Long seconded the motion. Approval of the pay increase was unanimous.

c. Motorola/4.0 Update

Naomi Bissonette provided the update on the Motorola 4.0 Upgrade. Naomi advised there have been a few setbacks with ordering and receiving the hardware. Motorola has provided the CDA with an interim “traveling” system that will allow the CDA to begin testing next week, as follows: May 23rd – May 25th testing internally with TI staff and May 26th testing in a group setting that includes all partnering agencies (mock live event).

The Board had questions as to whether Motorola is on schedule with the upgrade. A representative from Motorola provided confirmation that the upgrade is on schedule for the June 20th go-live date.

d. Premise Alert(s) Process Improvement

Naomi Bissonette provided the update on the Premise Alert Process Improvement initiative.

The premise information entries will be reviewed quarterly by a team consisting of members of all five (5) agencies. The CDA has been able to purge approximately 300 entries already. Director Crumpler advised the number of critical premise threats, the ones that could pose the most danger to first responders, have been reduced by thirty-four (34) percent.

e. Gartner Report Update

Pat Curtis provided the update on the Gartner Report.

Pat advised that thirty-four (34) of the thirty-seven (37) items have been completed and fulfilled.

f. Tier 1 Call Takers Update

Director Dee Crumpler provided the update on the Tier 1 call takers.

Director Crumpler began the update by stating the addition of the Tier1 call takers has made an impact on reducing the amount of time certified call takers spend on non-emergency calls. The project began with the Tier 1 call takers processing five (5) call types and now the call takers are up to thirteen (13). When the Tier 1 call taker positions were added, we began with twelve (12) positions and are currently at eight (8). Director Crumpler wanted to clarify to the staff and public that all emergency calls will be handled by certified dispatchers, not the Tier 1 call takers.

Director Crumpler is continuously working at making processes better at the CDA. With the change in technology and the way people communicate, Director Crumpler is researching possible phone apps to improve the ways that the public is able to communicate with 9-1-1. There are some people who prefer to use phone applications verses voice calling, so this option will allow the CDA to still get important and pertinent incident information.

g. CDA Dash Board Performance Measures

The CDA Dash Board Performance Measures is a project that Fred Smith has been working on with the CDA Leadership Team. The dash board indicators were displayed on the video monitor screens. Fred provided an explanation of the indicators and the type of data used to populate the indicators. These indicators provide a “live” graphic of the call processing and dispatching times for all four (4) shifts.

The dash board indicators were added to the video monitor screens in the Communications Center and have proved to be an effective feedback tool for the operators and dispatchers. The CDA Leadership Team and Fred Smith will continue to meet and identify other types of performance measures to make this tool even more beneficial.

h. South Channel Radio Traffic Mitigation Project

Assistant Director Tim Mahler provided an update to the South Channel Radio Traffic Mitigation Project. The current project proposed to redistrict the NE Sector by moving its southern boundary to the south and include all addresses along Apalachee Parkway. There is no CAD provisioning or additional training required to make this change. This change was approved during the May 3rd Management Committee Meeting. The “go-live” date is June 1, 2016 at 10:00am. The additional project suggestions included the introduction of new radio etiquette skills, using abbreviated dispatch techniques, and mobile unit enhancement training for field personnel. These additional suggestions are being reviewed for further direction.

i. CDA Back-Up Center

Assistant Director Tim Mahler provided details on the CDA Back-Up Center and the Live Operations testing. On May 12, 2016 the third live operations test at the back-up center which is located in the Leon County Sheriff’s Office Jail Facility on Appleyard Drive was conducted. The live operations test was successful. In addition to the Back-up Center tests, three (3) call taking workstations in the main operations center have been hard wired to prevent future call line failure as occurred in February. The next live operations test is scheduled for June 23rd and will continue on a monthly basis.

j. New CDA Post Trauma/Mentoring Program

Assistant Director Tim Mahler introduced the new CDA Post Trauma Staff Support (PTSS) and Mentoring Programs created for the CDA staff. There are five (5) CDA employees that have participated in PTSS trainings that include CISM and the

Psychological First Aid Field Guide, and four (4) mentors who have completed training modeled after NASA's Professional First mentoring program. Assistant Director Mahler also added that the CDA has five (5) new Communications Training Officers who will begin working with trainees on Monday, May 23rd.

Director Crumpler expressed his gratitude and appreciation to all four (4) agencies for including CDA personnel in the area-wide trauma debriefing sessions which help bring closure to responders following traumatic events. He went on to thank the agencies for what they do for everyone at the CDA.

k. CDA Retirement Health Care Policy

Leigh Nester provided the details on the CDA Retirement Health Care Policy and expressed the need for an approval. City Manager Fernandez opposed the policy for approval at this time and recommended a future review. County Administrator Long asked to add this policy to the next Board Meeting Agenda.

IV. New Business

Sheriff Wood expressed his gratitude towards the recent changes made within the CDA, including the premise hazards, the South Channel adjustment, and the post trauma/mentoring program. Sheriff Wood lauded Director Dee Crumpler for the achievements and positive changes that have been made to the CDA in the short 6 months he has served as the interim Director.

Sheriff Wood made a motion to appoint Dee Crumpler as the Director of the CDA. City Manager Fernandez seconded the motion. The approval to appoint Dee Crumpler as the Director of the CDA was unanimous.

V. Public Comment

There were no public comments.

VI. Adjournment

The meeting was adjourned at 3:08pm.