

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
August 8, 2016 @ 10:00AM

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
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 10:05am.

II. Consent Agenda

a. Approval of 05/10/2016 Meeting Minutes

The first order of business was to approve the meeting minutes from the regular meeting on May 10, 2016. Sheriff Wood moved to approve the minutes. City Manager Fernandez seconded the motion. Approval of the meeting minutes was unanimous.

b. Lawsuit Discussion

The second order of business was to approve the settlement recommendation for the Markel case. Sheriff Wood made a motion to approve the settlement. City Manager Fernandez seconded the motion. Approval of the settlement recommendation was unanimous.

III. Acceptance of the CDA Financial Statement for FY2015

Bonnie Gandy initiated the FY2015 financial statement discussion by stating she received excellent assistance from all involved with the audit. Bonnie Gandy then advised the Fiscal Year 2015 financials were fairly presented. There was one (1) prior period adjustment that was proposed and accepted. This adjustment related to pensions and resulted from a new accounting standard. There were no matters of non-compliance reported during the audit. There are a number of things that will improve the process moving forward, some of which include the implementation of new software and the new pension standards.

Director Dee Crumpler followed up the audit discussion by thanking everyone involved in the process. Sheriff Wood made a motion to approve the FY2015 Financial Statement. City Manager Fernandez seconded the motion. Approval of the FY2015 Financial Statement was unanimous.

IV. *CAD 4.0 Upgrade: Status Report*

Naomi Bissonette provided a brief update on the CAD 4.0 Upgrade. The upgrade went well and was completed very smoothly. Motorola representatives will be arriving this week to apply the on demand fixes requested by the CDA. These on demand fixes include the closest unit recommendation, multi-agencies displaying on maps and the state query returns.

Director Crumpler provided an update to the Board about premise threats. The CDA has created a process improvement team that consists of representatives from all agencies to include the intelligence unit from TPD and LCSO. A methodical process was created to allow the team to review and determine whether to maintain or remove the threat. When this process started there were forty-five hundred (4500) premise alerts. The first review which took place within the first quarter of 2016 reduced the premise threats by thirty-six percent (36%). The second review took place last Wednesday and reduced the premise threats by another forty-six percent (46%), dropping the total officer safety premise threats under one hundred (100). The inner and outer premise threat proximity has also been reduced. The dispatchers are required to read the primary alerts to the first responders and notify of any secondary alerts. The secondary alerts can be read at the discretion of the first responders.

V. *FY17 Proposed Budget*

Director Crumpler summed up the FY17 Proposed Budget, the CDA will maintain last year's budget with the exception of some salary dollar enhancements and some line items were moved around at the request of accounting. Leigh Nester touched on Director Crumpler's summarization of FY17 budget and informed about the additional request to share the healthcare rate increases.

The provided options for the FY17 proposed budget are:

Option 1: Adopt the FY 2017 budget proposed with the 70/30 sharing of 7.49% healthcare rate increase and an employee pay increase that aligns with the City of Tallahassee's increase.

Option 2: Adopt the FY 2017 budget proposal with amendments as directed by the Board.

Option 3: Provide other direction.

Leigh Nester advised the CDA is requesting the approval of option one (1) for the FY17 proposed budget. City Manager Fernandez made a motion to move option one (1) for approval. Sheriff Wood seconded the motion. The approval for option one (1) was unanimous.

VI. *Retiree Healthcare Policy*

The items of concern regarding the Retiree Healthcare Policy have been addressed with one-on-one meetings. The CDA is requesting approval to adopt the Retiree Healthcare policy and set contribution rates the same as the City. City Manager Fernandez made a motion to approve the request. Sheriff Wood seconded the motion. The approval of the Retiree Healthcare policy was unanimous.

VII. *New: Multi-Agency Communications Team*

Director Crumpler and Assistant Director Tim Mahler meet with Leon County Schools, FSU Police Department, and FAMU Police Department. Based on some common and unique needs between all agencies, the CDA created a multi-agency communications team to discuss these needs. The first meeting included twenty-seven (27) participants representing ten (10) different agencies and five (5) support groups. The hot topics included CAD view, GIS mapping, and radio support. The most important thing is the message to the community that we are working in partnership with one another, building a better relationship to ensure a great sense of cooperation both during and after an event.

As a result of this multi-agency communications team meeting, we are creating a table top exercise that will take place at the end of August. This team will continue to meet on a quarterly basis at a minimum and will be extended to other agencies that did not attend the first meeting.

VIII. *CDA Back-up Center: 911 Fail-Safe White Paper*

The CDA has created the 911 Fail-Safe White Paper that contains a proactive response to catastrophic system failure. Since the event on February 26th when the three (3) switches failed, the CDA has been very kinetic with moving forward and creating a robust plan to reduce the impact of system failures.

Since the outage, the CDA has put several items into action which include monthly live operation testing at the back-up center, upgrade of equipment at the back-up center, hardwired three (3) lines at the PSC that bypass the switches, installed two (2) analog phones, and set up the portable phones.

The white paper is the next response to ensure the CDA can provide uninterrupted service to the community and first responders. Director Crumpler added that the white paper is a recommendation for use in the future. Director Crumpler extended his appreciation to everyone involved with the creation of the white paper. Assistant Director Mahler extended a special thanks to Lieutenant Tony Drzewiecki for his involvement.

IX. CDA Call, Process Time, Dispatch Time, Tier One Performance Measures, Performance Measurements

Director Crumpler explained the graphs displayed on the video monitors. The graphs showed the call breakdown for the CDA, the average answer time for 911 calls, and the priority one call processing performance measure dials.

The CDA takes approximately forty thousand (40,000) calls a month, on average. The 911 calls answered after twenty (20) seconds has improved by fifty-six point eight percent (56.8%) since December 2015. The National average for total incident processing time is three (3) minutes and the CDA is processing these calls in one minute and fifty-four seconds (1:54). The Tier One (1) call takers are taking approximately forty percent (40%) of tier one eligible transfers. The top five (5) Tier One incident types include private property tows, alarms, disturbance nuisance, vehicle repossessions, and theft larceny.

X. Incident Management Queue Process, i.e. Reporting Agency Response Times

At the last Board Meeting City Manager Fernandez asked about the specific dispatch and arrival time for the first responders. Discussion of the dispatch and arrival times has occurred with the Liaison Team, the Technical Sub-Committee Team, and the Management Team. These teams have come up with recommendations for tracking the dispatch and arrival times.

Naomi Bissonette advised all options can be found and reviewed on the Incident Management Queue packet provided. Naomi introduced the best viable option for the CDA based on testing and feedback. Calls do get put on hold due to the amount of officers we have available. Priority one calls are not held, they are always dispatched. Through investigation, the CDA came up with the Virtual Hold Unit. This unit allows us to accurately reflect the dispatch time for each respective agency. The unit will be displayed in a status window and can be arranged by the geographical area.

Sheriff Wood made a motion to approve the Virtual Hold Unit. City Manager Fernandez seconded the motion. The approval of the Virtual Hold Unit (option 5) was unanimous. Director Crumpler advised the approval of the Virtual Hold Unit will allow the CDA to move forward with needed training and policy changes. Director Crumpler projects approximately thirty (30) days to get everything in place for the unit to go live.

City Manager Fernandez questioned if everyone is comfortable with the priority calls and the call types under each priority. Director Crumpler responded we are comfortable but this can be revisited. The individual chiefs determined the definition of priority calls and did so based on accreditation and life and safety. Sheriff Wood and Chief DeLeo have discussed previously the possibility of expanding the closest responding unit to priority

two calls. Sheriff Wood will gather together this information and bring it to the next Board Meeting.

XI. New Academy Class

The CDA is starting the fourth (4th) Academy class since December 2015. Currently there are five (5) confirmed applicants and three (3) potential applicants for the August 15th class.

Director Crumpler advised he will be meeting with the County about potentially taking on the animal control calls. These types of calls will be added to the thirteen (13) call types for the Tier One call takers.

County Administrator Long asked Director Crumpler about the agency's retention. Director Crumpler responded he will continue to monitor the retention rates. We continue to motivate and change the culture within the work environment to help with retention. Assistant Director Mahler added that the CDA completes exit interviews when employees leave and no one has left because of who we are, they are leaving because of other opportunities or family.

XII. CDA Board Meeting Frequency

Director Crumpler recommends the Board Meetings be moved to a quarterly basis. Sheriff Wood made a motion to approve the recommendation. City Manager Fernandez seconded the motion. The approval of the recommendation was unanimous.

XIII. New Business

There was no new business discussed.

XIV. Public Comment

There were no public comments.

XV. Adjournment

The meeting was adjourned at 10:45am.