

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 112
November 16, 2017 @ 2:00 PM

Meeting called by: Regular Meeting
Type of Meeting: CDA Management Committee Meeting
Facilitator: Chief Chad Abrams, Leon County Emergency Medical Services
Attendees: Chief Jerome Gaines, Tallahassee Fire Department
Chief of Staff David Folsom, Leon County Sheriff's Office
Chief Michael DeLeo, Tallahassee Police Department
Chief Chad Abrams, Leon County Emergency Medical Services
Assistant Director Tim Mahler, Consolidated Dispatch Agency
Director Dee Crumpler, Consolidated Dispatch Agency

I. Call to Order

Chief Chad Abrams called the meeting to order at 2:00 PM.

II. Special Presentations

The CDA hosted a Pink Fundraiser in October for Breast Cancer Awareness month. The CDA and others who donated raised \$1065.50 for the Sharon Ewing Walker Breast Health Center under the Tallahassee Memorial Healthcare Foundation. The CDA personally thanked all other agencies who donated for this cause.

PSCO Azavian Adams was provided a Life Saver Award. PSCO Adams received a call from Mr. Mathis who found his wife non responsive. PSCO Adams talked Mr. Mathis through CPR during a call. Though his wife eventually passed away, she was revived and survived another week due to the CPR instructions that Mr. Mathis received and the comfort and support from the voice on the phone. Mr. Mathis and his mother, Gwen, attended the meeting to personally thank PSCO Adams for his actions.

Shift Supervisor II Rob Woodard is retiring after 30 years of service to Public Safety Telecommunications. Rob was presented a framed certificate of appreciation that was signed by the members of the committee. There will be a retirement party for Rob on November 28 from 12:00pm-2:00pm in room 115.

III. Employee Recognition

The following employees were recognized as noted. A certificate and lapel pin were awarded to each recipient.

STARS Award for CDA Pink Fundraiser Team
Jeanine Gauding
Emily Carder

Princess Mosley-Peck
Kelli Kilcullen
Melissa Parker

STARS Award for CDA Benefits and Wellness Fair Team

Leigh Nester
Melissa Parker
Emily Carder
Delores Downing
Jeanine Gauding
Kelli Kilcullen
Alycia Northern
Brianna Simmons
Princess Mosley-Peck
Shakita Gordon

PSCO Elise Tracy was provided a Beyond the Call Award. On November 4, PSCO Tracy answered a call from a woman who had been the victim of an armed robbery. The woman was attempting to pay her rent at her apartment complex when a man put a gun to her head, took her cash, and threatened to kill her. During the course of the call PSCO Tracy was able to gather all of the necessary location information, suspect description, and enter the call for service, all while continually providing reassurance to the caller. PSCO Tracy remained calm and patient throughout the conversation and was able to comfort the victim until law enforcement arrived.

Intern Samantha Sicard was introduced. Samantha comes from the FSU School of Public Administration, Emergency Management and Homeland Security Administration Certification program.

PSCO Raven McAroy was provided a Beyond the Call Award. On October 4, PSCO McAroy answered a call from a prime suspect of a reported burglary with a sexual assault. Over the next 30 minutes or so, the suspect continued a long conversation with PSCO McAroy concerning the crime at hand as well as other issues. Sergeant Bill Butler was patched through with the initial intent for him to take over the call. As Sergeant Butler began listening to PSCO McAroy's conversation with the suspect, it became immediately apparent she had developed a rapport with the suspect and her continued involvement in the conversation was the best course of action. In the end, PSCO McAroy was able to keep the suspect engaged sufficiently to garner enough information that allowed perimeter officers to locate and detain the suspect safely and without further incident.

IV. Approval of 09/21/2017 Meeting Minutes

The second order of business was the approval of the meeting minutes from the regular meeting on September 21, 2017. Chief Michael DeLeo made a motion to approve the minutes and Chief Jerome Gaines seconded the motion. Approval of the minutes was unanimous.

V. *Workforce Utilization: 2017 Call Answering Performance*

Performance charts were emailed on October 16 and November 2. There were no questions on the information provided.

Director Dee Crumpler addressed the question regarding one of the charts that is provided to the agencies. Director Crumpler will discuss this report with the Board and receive direction on whether to keep or remove the report. Director Crumpler does not see a problem with removing the report but will consult with the Board first. Chief of Staff Folsom expressed his concern that there can be different perceptions of the data without a definition of variables.

Assistant Director Mahler advised that the call taking performance percentages within the last week have been 96%-98% each day. The NENA Standard requires that all 911 calls will be answered in 20 seconds or less 95% of the time throughout the day.

VI. *Recruitment and Training Statistics*

The below information was provided prior to the meeting. There were no questions on the information provided.

100 Total positions (not including the 5 over-hires)

11 Admin positions

89 Communications Center positions

13 classified as Shift Supervisor

21 classifies as CTOs

55 classified as PSCOs

Hiring and Termination Report

Month	Hires	Terminations	Vacancies	%	Vacancy w/over-hires	%	Trainees	%
Sept	1	1	13	13.00%	18	17.14%	29	32.58%
Oct	5	2	10	10.00%	15	14.29%	25	28.09%

Talgov.com online applications 2017

506 applications received.

Trainee Status

- Approximately 40% of our employees have been with the CDA two years or less.
- Approximately 36% (32) of our 89 PSCO positions are filled with recruits in training or the classroom.
- Three new Communication Training Officers (CTOs) will be certified by the end of November.
- Based on our universal training model (PSCOs must achieve solo status on all four positions – Call Taker, Fire Radio, Teletype, LE Radio).

- The following breakdown shows the current number of trainees who have completed the corresponding number of positions.

Position Completed	0	1	2	3
Number of Trainees	12	6	9	5

11 trainees in classroom
3 CTOs pending certification

VII. CAD Upgrade to 4.3

The 4.3 upgrade was demonstrated at the Motorola Conference in September. The CDA’s intent is to upgrade to 4.3 in June of 2018. There is another agency scheduled to upgrade to 4.3 in January 2018. If this agency does not upgrade in January or if there are problems with the associated software or hardware, the upgrade scheduled for June will be postponed. The CDA will not be the first activation of the 4.3 system. Vandy Russ provided a list of enhancements included in the 4.3 upgrade. This upgrade appears to have many features that will be a benefit to the CDA’s operation.

T& I is still searching for a Project Manager. They are utilizing third-party recruitment companies in addition to COT HR. The goal remains to have a Project Manager on board as soon as possible.

VIII. CALEA Accreditation

The CALEA Accreditation mock audit was conducted on October 16-17. The final report is being completed. Initial findings are positive and we have submitted our request for an official audit in the spring of 2018. As part of our preparation for the mock assessment, twenty-one policies have been revised.

IX. Gadsden County Law and Leadership Academy Partnership with the CDA

Mr. Kimblin Nesmith, Director of the Gadsden County Law and Leadership Academy provided an explanation of the program they offer and the benefits of partnering with the CDA. The Academy teaches the state approved 232 hour telecommunicator course to high school seniors and schedules them for the state exam. The CDA will partner with the Academy to ensure its scholars meet and maintain their employment qualifications and are familiar with the job opportunities at the agency prior to graduation.

X. CDA Hotwash Summaries and After Action Reports Released Since the Last Meeting

The following hotwash summaries and after action reports were provided to the Liaisons.

- September 23, 2017 FSU v. NC State Hotwash Summary
- September 26, 2017 Back-up Facility Operations Test #8 After Action Report
- October 7, 2017 FSU v. Miami Hotwash Summary
- October 21, 2017 FSU v. Louisville Hotwash Summary
- October 26, 2017 Back-up Facility Operations Test #9 After Action Report

XI. Law Enforcement Radio Channels Reconfiguration – Update

Lieutenant Tony Drzewiecki advised the law enforcement agencies are continuing to work with the Radio Shop for the upcoming changes to the radio template.

At the last Management Committee meeting, the CDA presented surface data to see if there was an interest in drilling down into the provided data by looking at specific incident types or changing the sectors. The law enforcement agencies will make recommendations on this as they move forward.

XII. LE Incident Types Coding

The review of the LE Incident Type Coding should be completed by next week.

XIII. Liaison Updates

No new updates provided.

XIV. New Business

Chief of Staff David Folsom made a recommendation to be presented to the Board that a professional consultant or consulting company, at the pleasure of the Board, be engaged to evaluate the performance of the CDA Director and progress towards goals of the Board. Chief DeLeo is in agreeance of the recommendation but stated that it cannot hold up the search for a new Director. Chief DeLeo agreed that there needs to be set standards and expectations for the future Director.

Director Crumpler agrees that the process can be more defined and smooth for the new director. Chief of Staff Folsom clarified that this is not reflection or identifying any deficiencies, this is to assist with moving forward. Chief Gaines seconded the motion to accept the recommendation. Chief DeLeo agrees with the recommendation and restated that it cannot hold up search of a new director, it needs to work side by side with this process. We need a standard criteria set for the new director in the future. Approval of the recommendation was unanimous.

Assistant Director Mahler wanted to thank Christine Faircloth for working with Lieutenant Drzewiecki on the Communications Plan for the LCSO and FHP joint Project Allin and to Luis Berenguer for putting together the temp unit identity protocol for the CAD system.

The new recruits introduced themselves to the Management Committee members. There are an additional three new recruits starting on Monday, November 27.

Chief DeLeo, Chief Gaines, Chief of Staff Folsom, and Chief Abrams took a minute to personally thank Director Crumpler for his experience and service to the community. Congratulations on your retirement.

XV. *Public Comment*
No public comment.

XVI. *Adjournment*
The meeting adjourned at 2:58 PM.

XVII. *800 MHz Meeting*
The 800 MHz Meeting took place after Employee Recognition.