

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 115
July 20, 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

I. Call to Order

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

II. Employee Recognition

The CDA thanked the Tallahassee Fire Department for initiating a Certificate of Accomplishment program to recognize Public Safety Communication Operators (PSCO) that complete fire training.

PSCO Kimberly Crowe was recognized with the "Life Saving" award for her work on July 5, 2017 where she provided exceptional telecommunication skills and CPR instructions confidentially.

III. Approval of 05/18/2017 Meeting Minutes

The second order of business was the approval of the meeting minutes from the regular meeting on May 18, 2017. Chief Jerome Gaines made a motion to approve the minutes and Chief of Staff David Folsom seconded the motion. Approval of the minutes was unanimous.

IV. FY 2018 Budget

A copy of the FY2018 CDA Budget was provided at the meeting for review. The FY2018 budget is the FY2017 budget with three increases however the increases are all required. The budget increases include an increase of 6% to maintain the pension fund, 3% for employee raises, and anticipated 5% for the CDA's contribution for health benefits. There was a decrease in the Internal Service fund of approximately \$4000. Overall the FY2018 budget is a 5.855% increase over last year's budget.

Chief Abrams inquired about the budget process. The CDA completes the yearly budget in conjunction with the City to make sure the budget represents what the CDA needs it to represent. Chief of Staff Folsom inquired about the number of full time employees at the CDA and if there was a change in the number budgeted for FY2018. The CDA currently has 100 full time positions and there has been no change in the number of full time positions. There has been a position reclassification within the full time employee positions, a PSCO position was reclassified as a Supervisor I position. Chief of Staff Folsom also inquired about the FY2018 budget allowing for adequate staffing if all positions were filled. The CDA completed the APCO staffing survey and based on the numbers there was a recommendation for an increase in staffing of approximately 17 PSCOs. Through other discussions and conversations the decision was made to hold off on additional staffing dollars. Chief of Staff Folsom recommended the Sheriff having the ability to attend a workshop or discussion about the FY2018 budget before proposed in a final form at the Board Meeting.

The financial audit conducted by Thomas Howell Ferguson P.A. has been completed and there are no material violations for the CDA and they will be giving the CDA an “unqualified opinion.”

- V. *Alachua County Sheriff's Office Communication Center On-site Visit After Action Report*
The After Action Report was provided at the meeting for informational purposes. Director Dee Crumpler, Assistant Director Tim Mahler, and Luis Berenguer visited the Alachua County Sheriff's Office Communication Center on June 6, 2017. Highlights of the report include their step pay plan with a 5% increase per step. For example, phone training requires five weeks with a CTO on phones, one week with a Quality Assurance Specialist, and then another five weeks with a CTO on phones on the opposite shift. The new recruit remains on call taking for 18 months before they can request moving to a new position such as Fire or Teletype. This process and timeline is continued for each of the other positions. The full training time frame to clear each position is approximately six years. At the CDA, The process to complete the academy and clear all four positions is approximately one year. There was a recommendation for the CDA to look at the simulation system used by Alachua County. Alachua County uses role playing with crisis intervention team actors. They use a live action simulation method instead of a virtual simulation. The CDA is looking into incorporating a role playing component that includes outside agency personnel. The After Action Report provides recommendations that the CDA has already implemented on the Operations Floor. These include the Call Taker Performance Board and repositioning call takers nearer to the supervisors work station.

Chief Michael DeLeo inquired about call taker performance. The CDA is monitoring quantity and quality. Chief DeLeo expressed some concerns about the nature of a call and the fact someone could be doing an outstanding job but they are getting penalized. The Quality Assurance staff is reviewing the calls and providing a check and balance for the quantity and quality. Chief DeLeo also addressed the incentive program that allows the most productive call taker to leave 15-30 minutes before the shift ends. Chief DeLeo is

all for incentive programs however the resources have to be in place to support the incentives. Assistant Director Mahler agreed to add additional clarification regarding the incentive program stating that the decision to let a call taker leave early is at the discretion of the Supervisor based on available staffing and the incident types being worked at the time of the decision. Information was shared on how the CDA notifies employees via IRIS, phone, email, etc., when additional staffing is needed. The CDA administrative personnel who are certified call takers also assist on the floor as needed. Chief of Staff Folsom voiced his opinion on becoming inundated and losing capabilities when staffing is needed in an extreme emergency situation. The more staffing the CDA has the better equipped they will be especially in an extreme emergency. Chief of Staff Folsom inquired about Alachua County Law Enforcement units on duty and if they use the same channels. For Law Enforcement, Alachua County operates the Police Department and Sheriff's Office on separate channels however emergency traffic is dispatched on both channels.

A hiring resource used by the Alachua County agency that has been tested by the CDA is the ECOMM Assessment. This assessment includes a two hour virtual simulation of calls and focuses on call taking, note taking, and dispatching. The ECOMM test assesses the potential employee's PSCO related abilities and temperament. Even though the Criticall and ECOMM test touch on important components that are relevant to the job description, the Criticall does not cost the CDA additional funds to complete. The CDA is still analyzing data from the first ECOMM pilot session to determine how the simulation test may be used moving forward.

VI. Push to Talk Data

The Push to Talk data report that includes the average duration times and a differential analysis between the first quarter of 2016 and 2017 was provided at the meeting for informational purposes. As discussed during the May 18th Management Committee Meeting regarding the high volume of radio traffic, the Push to Talk data report was shared with the Liaison Team during the June 7th meeting. Approximately a year and a half ago the CDA provided a white paper regarding mitigating the radio traffic volume on the south channel. As a result, the Special Works channel was activated and the northeast boarder was moved south to relieve pressure from the south channel. Based on the radio traffic reports it appears the CDA has achieved a measure of relief. The growth slowed down for the south channel which is the best outcome possible based on the changes that were made. The special works channel did pick up some of the traffic from the south channel. The CDA will create a multi-agency workgroup to assess the push to talk data collected and data from the law enforcement radio channels to come up with other ways to improve radio traffic.

VII. Law Enforcement Radio Channels

The Agency Prefix Identification Call Outs on Law Radio handout was provided at the meeting for information purposes. From the May 18th Management Committee Meeting, Chief of Staff Folsom inquired about the way TPD and LCSO call out on the radio (e.g. Police 702 or SO702) and it is would be easier to identify each agency as a one and two

(1-702 or 2-702). The CDA contacted several other consolidated dispatch agencies to see how they operate and collect some information. The CDA's conclusion is that the existing system is very simple format that is both familiar and effectively used by the three agencies. The recommendation is to stay with the current practice of using "Sheriff / SO / S" and "Police / PD / P" as the prefixes to LE ID numbers. Overall, the use of the prefix provides a measure of safety and clarity that is not offset by the small degree of mitigation that a change would make in reducing the duration of individual radio transmissions.

VIII. Law Enforcement Plain Language Incident Types

On June 7, 2017, the CDA provided copies of the Law Enforcement (LE) Plain Language Incident Types Coding Guide and Matrix to the LE liaisons for review. The liaisons have reported that these are going up their respective chain of command for review. Once the responses are back from TPD and LCSO, we can move forward with making any changes and bring EMS and TFD in to discuss how calls might be associated.

IX. Workforce Utilization: June Call Answering Performance

The performance data report on call answering was provided for the January 1 – June 30, 2017 time frame. The CDA believes that the changes that have occurred with the 2/3s training model and power shifts have been successful in supporting the needed resources during the busiest hours. Chief of Staff Folsom asked about the 2/3s training model and its impact on training. Discussion ensued regarding the new Daily Observation Reviews (DOR) scheduling matrix and other specifics of this process. It was confirmed by the CDA that the trainees who are put on call taking have passed the station and are considered "solo" and have DOH certification. Chief DeLeo recommended that the CDA provide specific documentation that the probationary employee ("trainee") is certified and allowed to work call taking without a CTO. Chief DeLeo advised that he is concerned we create a risk management issue otherwise. Assistant Director Mahler said that this concern would be addressed. Chief DeLeo requested that the 10 second call answer rate data be provided on future reports (the "90/10" data).

X. Indeed Recruitment Statistics

Since April 21, 2017, 601 people have applied for the posting on the Indeed website. 561 have been contacted and over 98 have submitted employment applications. This represents a 17.46% follow-through rate (a 2% increase since May).

The most recent Hire and Termination report was included for review.

XI. Tier 1: New PSCO Academy and Expanded Services

The most recent Tier 1 Academy began on July 10. This the second group of PSCOs that have been hired under our new Academy redesign. Following the recruitment of 10-12 new hires and 30-60 days of Tier 1 training for each recruit, a 232 Hour PSCO Training Academy will be held.

The CDA is working with TPD to prepare for the transition of switchboard administrative calls to transfer directly to the Tier 1 call takers. Training and onsite visits to each facility will take place prior to initiating the transfers.

XII. Leon County Indigent Transport and Burial Contract

The most recent contract was provided at the meeting for informational purposes. Leon County is now taking over responsibility for transport of deceased indigent individuals. The CDA has agreed to a 90 day trial of creating “CD” incidents when Big Bend Hospice and future authorized organizations require transportation service. The CDA will manage the rotation list that is supplied by the Leon County Office of Human Services and Community Partnerships who is overseeing the program. If call volume increases, this arrangement will need to be reviewed.

XIII. CALEA Accreditation Update

The Accreditation team continues to receive technical support from Edward Smith (TPD). The CDA is still expecting to have a mock assessment in September and first audit with CALEA in November.

XIV. Policies

Electronic version of the following policies will be provided to the Management Committee for review.

Policy 170 Records Retention
Policy 329 Fitness for Duty

Policy 431 Background Investigations
Policy 663 Florida Interoperability Network

XV. Liaison Updates

A copy of the most recent Liaison Meeting Minutes was provided at the meeting for informational purposes.

XVI. New Business

The CDA is participating in the “Light Up the Neighborhood” community outreach events coordinated by TPD. Chief DeLeo thanked the CDA for their participation with the community outreach events including the Play Big Therapy event.

The CDA has created a partnership with Leon County Schools to begin a Community Education program with their students.

The CDA has a professional intern who is working on the Citizen Satisfaction Survey.

Chief Abrams asked if the Committee has any new business for the CDA to work on for next time. There was no new business provided.

XVII. Public Comment

No public comment.

XVIII. Adjournment

The meeting adjourned at 3:01 PM.

XIX. 800 MHz Meeting