

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 115
February 19, 2015 @2:00 p.m.

Meeting called by: Regular Meeting
Type of Meeting: Management Committee Monthly Meeting
Facilitator: Undersheriff Rob Swearingen, Leon County Sheriff's Office
Attendees: Undersheriff Rob Swearingen, Leon County Sheriff's Office
Chief Tom Quillin, Leon County Emergency Medical Services
Chief Jerome Gaines, Tallahassee Fire Department
Chief Michael DeLeo, Tallahassee Police Department
Director Timothy Lee, Consolidated Dispatch Agency

2:03 p.m.: Undersheriff Rob Swearingen called the meeting to order.

The first order of business was the approval of the meeting minutes from the regular meeting on January 14, 2015. Chief DeLeo motioned to approve the minutes, and Chief Gaines second the motion. Approval of the meeting minutes was unanimous.

The next item was discussion regarding rumors of the sale of Motorola. Brian Whaley, the CDA's sales rep from Motorola, spoke. He stated that as of now it is business as usual, and he offered to put us in contact with Motorola Public Relations. Chief Quillin asked about the effect of a sale on our radio system. Whaley expects that there would be a provision in the contract that existing contracts and commitments would be maintained.

The third order of business was discussion on the 800 Mhz system. Highlights were reviewed by way of overview of the meeting minutes from the 1/28/15 and 2/11/15 Operations meetings. It was noted that #2 (new antennas) are to replace legacy antennas from 1988, #9 (City airport amplifier) from the 1/28/15 list was added to the premise hazards, and discussion was had about the timeline on this. There was additional discussion on BDAs.

The fourth order of business was adoption of two Fire Policies for the CDA. Proposed policies on Fire Volunteers and Fire Response to Medical Incidents were handed out to the Committee members. It was confirmed that they had been reviewed by Fire. Chief Gaines moved to approve them and Chief DeLeo seconded. Approval was unanimous.

The fifth order of business was the update on the Continuous Improvement Plan. Discussion occurred on the "push to talks". Input is requested from the Management Committee as the analysis of the numbers did not show the expected outcome. The handout showed the 2010 Census Statistics and the Calls for Service Volume in 2014 breakdown. The goal is to have three solutions proposed

within the next two months. Chief DeLeo indicated he would like to see historical numbers to compare to the current numbers to see the actual increase. Next there was brief discussion associated with the CDA looking at several record management solutions as it relates to public records requests and is looking at paging solutions that would be available to other agencies. This would reduce amount of phone calls necessary in major events. The technical subcommittee is looking at this. In regards to the Motorola solutions that were discussed at the last meeting – the servers are all in place and stable at this time and are being monitored. There were issues back in October/November timeframe with the Administrative phone system, and Centrylink quickly resolved them and continue to make improvements to sustain that network.

As relates to the premise hazard CIP item, a new form is in place to maintain consistency in adding new items, and there is a policy being recommended and is ready for review (no action requested today). Discussion included information about purging records, keeping categories relevant, and questioning who has access to the information. There was concern that other agencies, such as utilities, would have a need to know about some information as well as concern that some information is sensitive to law enforcement. Harold Lane indicated that this is under consideration already. Patrick is looking into how to get the data out and create a “view” for the outside agencies and have the information appropriately scrubbed. The premise hazard information entry form, recommended policy, and a related memo were all handed out to the committee members.

The sixth order of business was discussion and approval of adding additional 10-codes. No additional code requests have been received since the January meeting, and no others are expected to be requested in the future. Requested codes: 10-64 (Routine backup), 10-46 (Check officer welfare), 10-51 (En route), 10-52 (ETA). The purpose is officer safety. This was moved by xxx, seconded by Chief Gaines, and approved unanimously.

The seventh order of business was discussion about moving forward with the Law Enforcement ProQA Paramount. Review has been ongoing. Issues with the current policy have been identified and are undergoing editing. Law ProQA did not go live on 2/18/15 as scheduled. One major problem that has been identified is that the agencies are working independently and information is not being relayed to all agencies. A recommendation is to have one committee that is working together for all agencies in common. The Paramount vendor has offered to come out and have discussion and answer questions. Discussion continued and included some history. Sheriff has directed that we need to move forward in a timely manner considering that we are 18 months into this process. Need to address Chief DeLeo’s concerns in the process. Find out if issues can be fixed by the vendor and be flexible with issue solutions. Sheriff would like to have a go live date by next CDA Board meeting (3/3/15) or why it can’t be done. Undersheriff Swearingen stated that they are ok with holding until the next upgrade as long as it isn’t six months away. Chief DeLeo stated he isn’t against it,

he wants to make sure the proper training and policies are in place. Casey McQuaig spoke about the 90/90 program the vendor is offering. This would be beneficial to all disciplines. Chief DeLeo has a concern about whether the focus is on “did they ask the proper questions” or “did we get the end result we want?” Director Lee advised that the CDA has been contacting agencies to find allowances for deviation, and we would like to get Priority Dispatch here to answer the questions. Decision was made to add people from the other agencies to the TPD committee. Chief DeLeo cautioned that care should be taken in sharing information and timeliness of it. Undersheriff Swearingen indicated that he would be instructing his staff to get with the TPD committee and act with urgency and quickly move forward. Discussion continued regarding that the way the policy is written now, the employee cannot deviate from ProQA. Dee Crumpler shared that the City Manager’s expectation is to move forward expeditiously but judiciously. If the employee can deviate, it needs to be in a culture that they feel comfortable doing so.

The eighth order of business was the Director’s report on the status of hiring an Assistant Director. There were 22 applicants, and they have been narrowed down to the top eight. The Director would like to utilize a representative from each agency to do a first interview via skype and use the Management Committee for the final interview as they will be interacting with the individual in the absence of the Director. The first interview will occur within the next 30 days.

The ninth order of business was New Business/Old Business. Undersheriff Swearingen shared that they feel that some of the closeness of the relationships has been lost since the dispatchers moved to the CDA, so they have instructed the patrol to come out and rebuild the relationships. They want the relationship back. Any ideas to help facilitate this are welcome. (Dinner, cookout?) It is imperative that we work as a team. Chief Gaines asked if part of the new hire training included spending time at all of the agencies. The answer that they are not anymore for some liability reasons, but it needs to be clarified. Casey indicated that they haven’t ridden with EMS for a long time. Chief Quillin was unaware of why they wouldn’t be able to and committed to work with Casey to get the new hires back with them. Brief discussion was had about having a true Public Safety Day out at the Public Safety Complex and adding the CDA as invitees to the social events.

3:03 p.m.: Undersheriff Wood adjourned the meeting with a unanimous vote.