

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 115
March 28, 2016 @ 2:00PM

Meeting called by: Regular Meeting
Type of Meeting: CDA Management Committee Meeting
Facilitator: Undersheriff Rob Swearingen, Leon County Sheriff's Office
Attendees: Undersheriff Rob Swearingen, Leon County Sheriff's Office
Chief Mike DeLeo, Tallahassee Police Department
Chief Chad Abrams, Leon County Emergency Medical Services
Chief Jerome Gaines, Tallahassee Fire Department
Assistant Director Tim Mahler, Consolidated Dispatch Agency

I. Call to Order

Undersheriff Swearingen called the meeting to order at 2:00 PM.

II. Approval of 1/21/2016 Meeting Minutes

The first order of business was the approval of the meeting minutes from the regular meeting on January 21, 2016. Chief DeLeo moved to approve the minutes, and Chief Gaines seconded the motion. Approval of the minutes was unanimous.

III. Premier 1 CAD Update: 4.0 Upgrade Timeline

Assistant Director Mahler explained that progress has been made toward completing the upgrade to Version 4.0 of Premier 1 CAD. A demonstration of the 4.0 system is scheduled for March 29th and 30th at 1:30 PM. Assistant Director Mahler explained that the Acceptance Test Plan (ATP) for GIS Data is scheduled to take place later this week, an ATP for the full CAD on May 16, and a test for the mobile units on May 23. Assistant Director Mahler stated that the go-live date is scheduled for June 21. He advised that a tour of the Collier Dispatch Center, who is currently using Version 4.0, is being coordinated in order to share information on "lessons learned" from their use of the 4.0 system.

Assistant Director Mahler explained CAD Version 4.0 will include several major enhancements. The first of these enhancements will be a "stop to go" function within the premise hazard feature that will force a PSCO to acknowledge the presence of the hazard before continuing with the call, as well as creating categories for the severity of a premise hazard. The second enhancement is the ability to retroactively edit a unit's on-scene arrival time in order to provide more accurate statistics on response times. The third major enhancement will be the creation of Tallahassee Fire Department talk groups which will allow all units responding to the same call to better coordinate their

operations.

Undersheriff Swearingen asked if May 23 will be when the PSCOs will be using white cards. Assistant Director Mahler clarified that June 21 will be the day when CAD is down for 8 to 10 hours and that tests will be run before this date to ensure the staff is prepared to adequately use the white cards.

Undersheriff Swearingen asked if the CDA would be holding a quarterly review to determine which premise hazards can be taken off the list. Assistant Director Mahler verified this would be the case.

The LCSO liaison added that there is currently no policy regarding the review and verification of a premise hazard and that steps are being taken to create this policy. Chief DeLeo asked that while the policy is being written to take out premise hazards, that there should also be a policy review process for adding in legitimate premise hazards as well. The LCSO confirmed that they would do this.

IV. 120 Days to Staffing Success White Paper

Assistant Director Mahler presented the Executive Summary of the CDA White Paper. Assistant Director Mahler explained that the training class which began on February 1, 2016 will complete their 232 hour class on April 1. On March 17 the first class of Tier I Call Takers moved onto the floor. Assistant Director explained that the shift supervisor on duty that day commented that the positive impact of the Tier I Call Takers could be felt by the 9-1-1 PSCO's within the hour.

Assistant Director Mahler explained that permanent Tier I Call Taker workstations will be installed on March 30. The current PSCO training class will be placed as Tier I Call Takers when they finish their training. They will work in this position until a Communications Training Officer (CTO) becomes available to begin their formal floor training.

Assistant Director Mahler explained that the CDA is in the process of hiring for the next 232 hour training class which has been pushed back from April 4 to May 2. The CDA is aiming to hire another 12 PSCOs into this training class.

V. Live Operations Test of the CDA Back-up Center

Assistant Director Mahler presented the After Action Report of the CDA Back-up Facility Live Operations Test which occurred on March 4. The test was successful and it has been decided that these tests will occur monthly with the next test scheduled for April 6, 2016. Assistant Director Mahler explained that while the test was performed successfully, there are several enhancements that could be made in order to make the

process more efficient.

Undersheriff Swearingen asked if, since this exercise would be done regularly, if the necessary individuals would be given badges and other necessary credentials to access the back-up center. Janna Richardson stated that temporary badges are being held in the key check and that the arrival process is being finalized for the review of the employees partaking in the exercise.

In response to the recent disruption in the 9-1-1 phone system, Assistant Director Mahler explained that a two-phase process is being implemented to bypass future switch failures in the primary Operations Center. Phase one will include hard wiring call taking positions #10-12 and installing analog phones at positions #9 and 12. The analog phones will work on a separate phone line system. Phase two is scheduled for early next fiscal year and will involve hard wiring call taking positions #1 through 9. Following a test of the “suit case” portable phones, it was decided to purchase two batteries and three air cars to ensure that they are fully functional.

VI. *800 MHz Report*

Ron Wostel presented his memorandum regarding the current status of the 800 MHz Radio System. Mr. Wostel stated that the Godby High School radio amplifier project has been put on hold pending review of the contract by the City of Tallahassee’s Legal Department. Undersheriff Swearingen asked that this project not be allowed to be delayed, as it was brought to the Management Committee’s attention a while back and it needs to be fixed as soon as possible.

Mr. Wostel also explained that encrypted radios are being acquired for the volunteer fire department to prevent scanners from picking up on the radio transmissions of the volunteer fire department.

Referencing his addendum, Mr. Wostel stated that Florida Department of Transportation has asked to use the shelter facilities at the radio towers belonging to the City of Tallahassee. Chief DeLeo motioned to move forward with Option 1, which would require DOT to provide their own power, shelter, and security. Chief Abrams seconded this motion to move forward with Option 1. The motion passed unanimously.

Chief Gaines asked if there was anything the Management Committee could do to expedite the process of the City’s legal team approving the Godby radio amplifier, such as sending correspondence and asking for the approval to be completed. Undersheriff Swearingen stated that the hang-up is probably due to an issue of cost and would be easier to approve if the bid could be released.

VII. *Salary Study Update*

Assistant Director Mahler explained that none of the organizations who have been contacted by the City of Tallahassee's Human Resources Office in regards to the salary study. Chief DeLeo stated that if these are Florida institutions that they cannot withhold the records. Leigh Nester responded that they are not responding at all to emails or phone calls.

VIII. *New Job Class Update: Communications Training Officer (CTO)*

Assistant Director Mahler explained that the CTO position is being created as an official position. It will fall between a Public Safety Communications Operator (PSCO) and Shift Supervisor I and will be a promotion from the PSCO job class. This promotion comes with a salary increase of 7% and provides employees with a chain of succession within the CDA.

IX. *Strategic Operations Manager Position: Hiring Update*

Assistant Director Mahler explained that the position of Operations Manager has been rewritten to create a focus on process improvement and strategic planning. He further explained that four candidates have been interviewed so far, two of which are being invited for a second interview.

Undersheriff Swearingen asked if these candidates had communications backgrounds or experience working in or running a communications center. Assistant Director Mahler explained that they did not have experience in communications. Undersheriff Swearingen asked if this experience was purposely excluded and Assistant Director Mahler explained it was not purposely excluded, but that stress was placed on process improvement rather than simply communications experience.

There was further discussion as to the needs of the right candidate for the Operations Manager position. Director Dee Crumpler stated that we need a leader who can assess processes and provide fixes, and that we have plenty of experts with dispatch experience. There was additional discussion about the qualifications of the position and some question about the title due to the word "Strategic" being added.

X. *Status of the South Channel Radio Traffic Mitigation Plan*

The Special Works channel has been tested, discussed, and other revisions will be considered. In addition to looking at revising the operations of the Special Works Channel, there are two ideas being vetted:

- A. Redistrict the Northeast Sector by moving the southern boundary south to include addresses on the south side of Apalachee Parkway out to the county line. Based on 2015 CAD Activity data, this change would remove approximately 4,600 Law Enforcement incidents from the Southeast Sector.

B. Create multi-agency approved guidelines for enhanced Radio Etiquette.

There was further discussion on some possible guidelines to enhance radio etiquette, as well discussion on the things that take up some of the radio time. A recommendation was made to gather statistics on the impact of expanding the NE sector to the south and to provide these to the liaisons to take to the agencies. The possibility of keeping Special Works during the day shift's operation was included in the discussion. The final recommendation from Director Dee Crumpler was to continue with the current operation of the Special Works channel for 30 days and to come back to the Management Committee with options and ideas for review.

XI. *New Policy Review: 1) Evacuation; 2) Fire Dispatch (Handouts)*

Assistant Director Tim Mahler explained that the two policies are back under review. Updated versions will be sent out as soon as they are available.

XII. *CDA Participation in the Fire and Police Citizen Academies*

Assistant Director Tim Mahler advised that the CDA has been offered two seats in the Tallahassee Fire Department's Citizen Academy on May 3. We are working with the supervisors to identify two CTO's as candidates.

We have also been invited to participate in the Tallahassee Police Department's Citizens Academy. The class will be hosted on May 10 at the PSC. There will be a presentation and tour.

XIII. *Public Comment*

Undersheriff Swearingen is retiring.

XIV. *Selection of the New Committee Chair and Facilitator*

Chief Chad Abrams, Leon County Emergency Medical Services was nominated and agreed to serving as the Committee's chair and facilitator in lieu of Undersheriff Swearingen's retirement.

XV. *Adjournment*

Adjourned at 3pm.