

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 115
April 23, 2015 @ 1:30 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 Lori Roberts, Tallahassee Fire Department
Chief Michael DeLeo, Tallahassee Police Department
Director Timothy Lee, Consolidated Dispatch Agency

1:31 p.m.: Undersheriff Rob Swearingen called the meeting to order.

The opportunity for public comment was moved to the end of the meeting.

The first order of business was the approval of the meeting minutes from the regular meeting on March 26, 2015. Chief Quillin noted that his name was left off as an attendee. With that amendment he then motioned to approve the minutes, and Chief Roberts second the motion. Approval of the meeting minutes was unanimous.

The next item was discussion of Motorola. The update is in the staging environment. Based on the outcome, the Board and Management Committee will be notified to decide the go live date. The testing will be thorough. There has been a problem with the MDTs in the field connecting with the system. The problem is being worked on. Harold Lane addressed the Committee and said that the problem is on the City of Tallahassee side and if the systems are logged in they are ok, but the ones trying to log in are the ones having the problem. The Radio IP is the problem. Jana stated that there is no problem on the County side. Undersheriff Swearingen asked what the timeline was for the resolution.

The third order of business was update on the 800 Mhz system. Ron (radio shop) has made a recommendation for us to have mutual aid agreements or interoperable agreements with various separate agencies such as the federal marshals and the railroad. Director Lee advised that he thinks the Management Committee should have final decision and oversight over the agreement because ultimately it is our radio system. The addendum to the document stating this was sent to Ron by Director Lee. Ron has advised he was fine with this Committee has that position.

The fourth order of business was discussion of and adoption of Policies 215, 514, 516, 630, 648, and 731 for the CDA. Policy 215 is for an addendum to a policy on Written Directives. It is adding Standard Operating Procedures as part of day

to day procedures without having to come to the Board for approval (no objections noted). Highlighted changes are SOPs, Memorandums, and Directing Memorandums. Policy 514 is regarding Lesson Plans (no objections noted). Policy 516 is regarding Training Records. The CDA will be purchasing software which maintains forms and records of training (no objections noted). Policy 630 is regarding Tactical Dispatching Plan. Undersheriff Swearingen has a concern and asked for this policy to be delayed until the next meeting (policy consideration was postponed). Policy 648 is regarding DAVID. Tony Drzewiecki suggested that language be added to state that all agency members will be audited each year. Undersheriff Swearingen suggested that the disciplinary policy be specific as to what actions are for the 1st, 2nd, and 3rd offense. Director Lee committed to look at these. Policy 731 is regarding Homeland Security. Undersheriff Swearingen was unsure whether the person answering the phone would have the authority to give information. Chief DeLeo recommended the change to “agencies.” Chief DeLeo moved and Chief Quillin seconded the acceptance of all policies except 630 with the recommended corrections and changes as had been noted. This passed unanimously.

The fifth order of business was the update on the Continuous Improvement Plan. Director Lee informed the Committee that the CDA is in the process of getting quotes for training software, and public records software. The paging software is coming and will support 2600 users at a very reasonable cost. The Tallahassee Airport currently uses this paging system. The kickoff is next week. The Committee added that they were ok with adding items to the CIP.

The sixth order of business was discussion and approval of an additional 10-code. The CDA has brought all of the PSCOs in for re-training on Premise Hazards and believe it would be beneficial to use a 10 code to designate Premise Hazards. Luis Berenguer addressed the benefit and purpose of the new code. He stated that it could create culture and conditioning by adding common language to the process. Director Lee added that it would be a cleaner process. Undersheriff Swearingen had no issues with it and Chief Quillin asked how it affected policy 659, the Premise Hazard policy. The response is that it would be an addition. There were no objections to adding the 10 code.

The seventh order of business was discussion about the Law Enforcement ProQA Paramount. Paramount is in staging and the class is in training. Testing starts next week. We will have the ability to move into Admin. We want to keep it in a controlled environment.

The eighth order of business was the Director’s report. Director Lee began with the discussion on the agency’s focus on accreditation (specifically CALEA). Also, in tandem with us the liaisons are working on the FL-TAC accreditation. Tony Drzewiecki said the goal was to have them onsite within 12 months, but they would bring in the FL-TAC before the Executive Board in advance. There was some concern expressed about starting a new accreditation process before the

CALEA accreditation is complete. The liaisons stated that the work they were doing would not interfere with the CALEA work being done by CDA staff.

The storm on Monday (4/20/15) produced 565 calls in just over two hours. Of these only two were 911 calls that were not true 911 calls (one was a fax and one was a misdial). Director Lee expressed the thank yous and appreciation from the CDA to the other agencies for their meals and time spent during Telecommunicators Week. He stated that walls were being broken down and there was a lot of positive feedback.

Regarding policies, he expects another nine policies coming in the near future. The liaisons have been working with the colleges to create an Interagency Agreement. The final draft is in review by legal. The agreement states that in large scale events the CDA takes control of the situation and the universities can interrupt in emergency situations. All entities appear to be happy and in agreement. The discussion was for the Committee's awareness and not for their approval at this point. Undersheriff Swearingen noted that this agreement also puts us in compliance with the Grand Jury's recommendation.

There were issues with the Admin phones on Wednesday 4/22/15. The problems were intermittent and resolved that night. Pat Curtis advised that there was a maintenance patch done by Avia to improve the infrastructure redundancy. Avia committed that there would be no impact on the system; however voicemail and the Sheriff's lines had an intermittent impact. There was a "all lines busy" message for incoming calls. Avia tried to reboot at 5:10, but it did not work. They had to restore the system, which was then up by 1:00 a.m. There is a procedure in place now that no updates will take place during the day and all will occur after hours.

Undersheriff Swearingen asked Director Lee for an update on the Assistant Director position. He advised that the applications were being processed and expected to be interviewing in 7-10 days. The final three people would be interviewed by a second committee.

Undersheriff Swearingen asked about a transferred 911 call to FAMU that went unanswered. Director Lee stated that he was trying to get clarification from the FAMU police chief as he understood that it may be a recurring problem. The calls seem to either be unheard or unanswered. Assistant City Manager Dee Crumpler recommended that until we hear back from FAMU the CDA does not transfer calls. Undersheriff Swearingen concurred.

The ninth order of business was New Business/Old Business. No comments.

The floor was opened for public comments. There were no comments.

2:24 p.m.: Chief Quillin moved for adjourned of the meeting; Chief DeLeo seconded. Undersheriff Swearingen adjourned the meeting with a unanimous vote.