

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 112
May 3, 2016 @ 4:00PM

Meeting called by: Regular Meeting
Type of Meeting: CDA Management Committee Meeting
Facilitator: Chief Chad Abrams, Leon County Emergency Medical Services
Attendees: Undersheriff John Schmidt, Leon County Sheriff's Office
Major Audrey Smith, 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

Chief Abrams called the meeting to order at 4:02pm. There was a motion to move IV. CDA Employee Recognition up on the agenda. This motion was approved.

II. CDA Employee Recognition

The following CDA employees were recognized for exemplary service and years of service as noted. Certificates and lapel pins were provided when applicable.

Nikki Moulton – Life Saver (not present)
Caroline Pararo – Beyond the Call (not present)
Matt Willman – Beyond the Call
Craig Wilson – Certificate of Recognition
Natalie Whorton – Certificate of Recognition (no pin)
Mary Candace Tyner – Certificate of Recognition (no pin)
Jamil Hargrow – Certificate of Recognition (no pin)
Jessica Kerwin – 5 Years of Service
Christine Faircloth – 5 Years of Service
Caroline Pararo – 10 Years of Service (not present)
Connie Dukes – 15 Years of Service
Kelli Kilcullen – 20 Years of Service
Ronnie Pace – 25 Years of Service
Altamead Morgan – 25 Years of Service
Jeanine Gauding – 30 Years of Service

III. Approval of 03/28/2016 Meeting Minutes

The second order of business was the approval of the meeting minutes from the regular meeting on March 28, 2016. Chief Abrams moved to approve the minutes, and Chief Gaines seconded the motion. Approval of the minutes was unanimous.

IV. *Premier 1 CAD Update: 4.0 Upgrade Timeline*

The 4.0 Upgrade is scheduled to occur at 3:00 AM on Monday, June 20th. The CDA is completing its “White Card” activation protocols and will run drills on each shift prior to the go-live date.

Total Premise Information Entries (PIE) as of 5/2 **3965**

Agency	Hazmat (84)	Officer Safety (197)
FD	4	11
SO	80	63
PD		93
EM		11
CD		19

Undersheriff Schmidt informed the meeting attendees the Officer Safety PIE’s will be cleaned up by the end of this month.

V. *Live Operations Test #2 of the CDA Back-up Center: After Action Report and Punch List*

The After Action Report and Punch List was provided at the meeting.

At the next scheduled testing, teletype will be active. At each scheduled testing session we have had full representation from all agencies.

VI. *800 MHz Report*

800 MHz System Status Report was provided at the meeting.

The 800 MHz system is being updated to 7.16 on May 10, 2016. Radio staff have taken the lead to act as liaison between the Sheriff’s Office, Exacom, and Motorola to make sure the Application Protocol Interface needed to make the Exacom recorder reliable is obtained and installed.

The API has been tested by Exacom in the Motorola lab. Motorola has certified it will work with the new radio upgrade to 7.16. Preparation work has begun which includes a complete backup of our system software.

The Godby School ITB for an amplification system is still pending an MOU between City Legal Office and the Leon County School Board. Ron advised once this topic was reviewed from the report he provided, another meeting could be set up to discuss in further details.

VII. *South Channel Radio Traffic Mitigation Options: Redistricting the NE Sector*

South Channel Radio Traffic Mitigation packet was provided at the meeting. This copy differs from the electronic review copy previously disseminated to the Committee members.

Following a meeting with Chief Abrams, changes were made that include the Chart on page 8 and Appendix B. As previously communicated the revisions now appear in Appendix C on Abbreviated Dispatching.

The Pros and Cons for each boundary movement (Apalachee Parkway, Old St. Augustine Road, and Tram Road) appear on page 9.

A brief summary would conclude that moving the boundary to Old St. Augustine Road equalizes the **number of incidents** among all three Sectors, but it is difficult, even with data to determine if the **Push to Talk** numbers and **Radio Transmission durations** would remain constant. This may be a situation similar to the pilot activation of the Special Works Channel where a trial period may be warranted if it is determined that this does not add unnecessary risk to operations.

It's acknowledged that no single solution will meet the intended outcome. **A Six Step Progression Plan** begins on Page 8 with Redistricting of the NE Sector's Southern Boundary as Step 1.

Major Smith addressed the steps discussed on page 9-10 of the South Channel Radio Traffic Mitigation Report.

Step 1(A) – Agreed to cover all of Apalachee Parkway, anything beyond that will affect current staffing.

Step 2-4 – Proposed that these steps can be done together, simultaneously.

Step 5 – Place on hold. Want to move forward on this step but it will take time. There are a few questions and concerns that need to be addressed regarding staffing.

Step 6 – Disagreed as discussed. The officers are not trained to make changes or modifications to teletype, this is a CDA function.

Undersheriff Schmidt responded "Ditto" to Major Smith's responses to the steps 1(A) and 2-4 of the South Channel Radio Traffic Mitigation Report. Undersheriff Schmidt also advised that everyone is encouraged to use the technology (mobile units) in front of them.

Undersheriff Schmidt provided additional feedback on Step 5 (Create a 4th primary sector channel initially for TPD), he advised that we are all trying to be on the same page and we can reconvene about a 4th sector. Assistant Director Tim Mahler agreed to get a plan

together for the 4th sector so this can be discussed in further detail at a later time. Chief Abrams mentioned there might be a need to reconfigure staff and boundaries to accomplish a 4th sector.

Major Smith moved to adopt steps 1(A), 2, 3, and 4. Undersheriff Schmidt seconded that motion, all were in favor. The decision to adopt these steps was unanimous.

VIII. Salary Study Update

Since our last meeting, the COT HR office received feedback from each of the benchmark facilities. The report is scheduled to be presented at the Board Meeting on May 20th.

IX. Critical Incident/Post Trauma Staff Support (CI/PTSS) and Mentoring Teams

CDA Professional First Mentors: Jessica Kerwin; Monesica Craig; Laura Reid; Shawndreal Smith

CI/PTSS: Alycia Northern; Altamead Morgan; Brenda Jones; Whitney Wilson; Matt Willman

These two groups consist of employees that have volunteered to serve and support their fellow PSCO's and have been trained accordingly in each discipline.

An invitation was extended to the CDA regarding the April 24th CISD debriefing that included participants from multiple agencies. This session was called due to a rash of tragic events that led to the loss of innocent lives. The CDA had all four members of its Critical Incident/Post Trauma Support Staff team (CI/PTSS) in attendance to observe the process and two dispatchers that had handled communications during the incidents participate in the program. From all accounts it was very beneficial for both groups to be there. The CDA appreciates the opportunity they had to be part of the First Responder debriefing and request that they continue to receive notices in the future regarding debriefings, trainings, etc.

Dee added that a lot of the employees seek closure to all types of incidents and that these debriefing programs are good for the employees. Dee also expressed his gratitude and appreciation to all of the four agencies by thanking them personally for what they do for everyone at the CDA.

X. Updated from Agency Liaisons

The most recent Liaison Meeting Minutes were provided at the meeting.

Chief Gaines shared notes from Lt. Davison and talked briefly on the CTO program which includes ride-alongs and that 29 PSCO's participated in the TFD's live fire Mayday training. Chief Gaines expressed his appreciation for the CDA by thanking everyone for what they do.

Lieutenant Tony Drzewiecki mentioned that he has been working on the SE Radio Traffic Mitigation initiative. Tony is also working on a process to improve the PIE Officer Safety and Hazmat entries, this process will include an assessment that is completed quarterly. There is a meeting on the process that will be held on Thursday, May 12 involving all agencies. Tony mentioned that the Tier 1 call process is going well.

Lieutenant Reggie Lawyer expressed his appreciation and thanked the CDA staff.

XI. New Business

As of April 11th, Shift Supervisor II Christine Faircloth was appointed as the CDA's Interim Operations Manager.

XII. Public Comment

No public comments.

XIII. Adjournment

The meeting adjourned at 4:47pm.