

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 112
May 19, 2016 @ 2:00PM

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
Chief Mike DeLeo, Tallahassee Police Department
Chief Jerome Gaines, Tallahassee Fire Department
Chief Chad Abrams, Leon County Emergency Medical Services
Assistant Director Tim Mahler, Consolidated Dispatch Agency

I. Call to Order

Chief Abrams called the meeting to order at 2:00pm. There was a motion to begin with the agenda, starting with item III, until all CDA employees receiving recognition arrived. This motion was approved.

II. Approval of 05/03/2016 Meeting Minutes

The second order of business was the approval of the meeting minutes from the regular meeting on May 3, 2016. Chief Abrams moved to approve the minutes and Chief Gaines seconded the motion. Approval of the minutes was unanimous.

III. Premier 1 CAD: 4.0 Upgrade Testing Schedule

4.0 Upgrade testing schedule handout was provided at the meeting.
May 23rd – 25th the 4.0 upgrade will be tested internally with T&I staff. May 26th the 4.0 upgrade will be tested in a group setting (mock live event). The group testing will be held in PSC training room 206 from 8:30am-4:30pm.

There was discussion about the White Card protocols for the CAD 4.0 transition. Tim Mahler advised we will email out the protocols. This email was sent out on May 19th at 4:55pm.

Premise Information and the Comprehensive Review handout was provided at the meeting. A process was created to review the premise information entries, primarily focusing on the threats, which include hazmats and officer safety. The Criminal Intelligence units from both law enforcement agencies met and devised criteria to be used when conducting the quarterly reviews. A team consisting of members of all five

agencies met and reviewed the 195 entries in the officer safety category. The corrections have been made in the system based on the findings from the review.

IV. 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.

Kenosha Wilson – 5 Years of Service

Natalie Whorton – 5 Years of Service

Nate Barnes – 10 Years of Service (not present)

Aubrey Crafts – Certificate of Appreciation (not present)

V. Live Operations Test #3 of the CDA Back-up Center: After Action Report

Back-up Facility Live Operations Test #3 After Action Report was provided at the meeting.

The testing took place on May 12th from 8:00am-10:00am. The live operations test included teletype for the first time. The operations test was a success.

Live operations tests of the CDA's Back-up facility will continue on a monthly basis. The next test is scheduled for Thursday, June 23rd from 6:00pm-8:00pm.

VI. 800 MHz Report

800 MHz System Status Report was provided at the meeting.

The Radio System upgrade has been going well. The core of the radio system was upgraded on May 12th and we experienced about 20 seconds of downtime at 2:30am and 4:20am. The upgrade team is still working on upgrades to the NICE and EXACOM recorders and the dispatch console equipment.

The Godby high school ITB for an amplification system is still pending an MOU between City Legal and the Leon County School Board. Chief Gaines advised we need to reach out to get things moving along. Chief Gaines followed up by stating he would make a phone call to the appropriate person.

Capital Police (part of FDLE) has been added to our system as an Interoperable (IO) and Mutual Aid (MA) User.

Radio staff have been working with the State DMS and the CDA to provide training to dispatchers on how to reliably use the FIN system to patch separate radio systems together during emergencies. The Radio shop has been working with EMS on supplying encrypted radios to the Volunteer Fire Departments which will provide a safer environment for all personnel responding to an incident.

VII. Implementation Plan for the Four Approved Steps to Mitigate Traffic on the Southeast Radio Channel

Redistricting the NE Sector by moving its southern boundary to the south handout was provided at the meeting.

This item was approved at the May 3rd Management Committee Meeting. Proposed “go-live” date is June 1, 2016. Undersheriff Schmidt gave motion to move forward with June 1st date, Chief DeLeo seconded the motion. Approval on the “go-live” date was unanimous.

Multi-Agency Radio Etiquette and Abbreviated Dispatch Procedure handouts were provided at the meeting.

A recommendation was provided to allow until the end of the month (May) to provide feedback on the handouts. This recommendation was accepted.

VIII. 10-Codes and Signals

10-Codes and Signals handout was provided at the meeting.

The handout was given to provide clarification. Nothing had changed regarding 10-Codes while the four signals were submitted for approval. Consensus was reached on the lists during the most recent Liaison meetings. Tallahassee Fire Department will continue to use “plain talk” except for the three 10- Codes and two Signals as noted in the handout.

There was discussion about the original adoption of the 10-Codes versus just using “plain talk.” Dee Crumpler provided an explanation as to why “plain talk” is not always the best method to keep public safety staff safe. Undersheriff Schmidt agreed with Dee Crumpler’s explanation. Dee Crumpler further explained that using 10-Codes and signals is the best process for us at this time but things are ever changing and in the future these codes and signals might need to be changed also.

Chief DeLeo made a motion to approve the 10-Codes and Signals. Undersheriff Schmidt seconded the motion. The approval to use the 10-Codes and Signals was unanimous.

IX. Policy Review: #642 Evacuation

Policy #642 on Evacuation was provided at the meeting.

The CDA executive staff have read and agree to the policy. Chief Gaines gave a motion to approve the policy. Chief DeLeo seconded the motion. Approval of Policy #642 was unanimous.

X. Updates from Agency Liaisons

The approved May 11th Liaison Meeting minutes were provided at the meeting.

No updates for Tallahassee Police Department
No updates from Leon County Sheriff Office
No updates from Emergency Medical Services

Liaison Lt. Judi Davison of the Tallahassee Fire Department reported that thirteen CTO's and two new hires had completed ride-alongs. All new hires will complete a ride along. The ride-alongs have proven to be beneficial to both agencies.

Judi Davison (TFD) advised that communications between the Tallahassee Fire Department and Emergency Medical Services operations center dispatchers has gotten better. Tim Mahler also mentioned that the Liaison Meetings are very productive.

XI. New Business

Chief Gaines asked about our new training class and the staffing numbers including the new trainees. Tim Mahler explained with the new training class that we are fully staffed but advised we have to keep in mind the average rate of resignations we receive. Dee Crumpler expanded on Tim's explanation. Dee advised that the Board has given the CDA permission to be over staffed by five (5) employees. The newest training class puts the CDA at fully staffed but that not all of the personnel are fully trained and state certified. We are taking everything into account with planning for the future, including our Tier 1 call takers who have proven to be a benefit. The CDA started out with twelve (12) Tier 1 call takers and are now down to eight (8).

Chief Gaines asked if the CDA was planning on creating "expert dispatchers" for each discipline now that a full staffing compliment was being achieved. Tim Mahler replied that a plan to create "subject matter experts (SME's) was underway in Fire. To date, CDA personnel have participated in the TFD May Day Live Fire Events, CTO Ride-alongs, and Lt. Davison's involvement in the upcoming CTO meeting in June. The idea is to train our CTO's as Fire SME's who will then train our dispatchers in areas unique to Fire. Tim Mahler thanked Lt. Davison for the Visual Placards she created depicting the various types of equipment (vehicles) used by TFD. A set of placards had been placed at the Supervisors' station and at two Fire dispatch workstations.

Tim Mahler expressed appreciation to Carl Morgan for everything he does for the CDA and the Public Safety Complex.

XII. Public Comment

No public comments.

XIII. Adjournment

The meeting adjourned at 2:43pm.