

2022 ANNUAL REPORT



Consolidated Dispatch Agency

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Message From Director David Odom

I am honored to present the 2022 annual report for the Consolidated Dispatch Agency (CDA) City of Tallahassee, Leon County, Florida. Throughout 2022, the CDA has continued expanding its personnel and technology capabilities while maintaining our commitment to serving the community and partner agencies. As we move into 2023, Members of the CDA will continue their commitment to “*Service to Others.*”

Building on the solid foundation set in 2021 after moving away from the Covid-19 pandemic of 2020, Members of the CDA have continued to provide the highest level of service. The CDA sets the standard for other Emergency 911 Public Safety Answering Points in the Southeast by the quality of work and our commitment to our members. The CDA received its 2nd accreditation from the National Commission on Accreditation for Law Enforcement Agencies (CALEA). This accreditation was obtained through the CDA’s commitment to adhering to the highest national standards by focusing on quality assurance, interoperability, emerging technologies, risk analysis, training, and operational functions. In addition to receiving national accreditation, the CDA received our 2nd accreditation from the Florida Telecommunications Accreditation Commission (FLA-TAC). This Statewide accreditation ensures that the CDA meets Florida law, professional standards, and business practices established by the FLA-TAC Commission.

During 2022, the CDA Executive Board recognized the need to expand the operational support functions of the CDA by evaluating areas within the Professional Development Bureau and Administrative Services. Within the Professional Development Bureau, the training program was re-developed by utilizing adjunct instructors and subject matter experts focused on specific training topics while ensuring the highest level of quality assurance. Administrative Services established the need to expand their capabilities to focus on applicant processing, budget tracking, and improving payroll processing. An Employee Resources Administrator position was created to oversee the growth and provide oversight of the expansion of capabilities within Administrative Services.

Members within the CDA continue to look towards the future by immediately addressing challenges and solving these issues through a collaborative effort. The CDA has found a heightened level of success by working with our Public Safety Partners, City/County Departments, and Members within the community who are committed to the success of the CDA. Past success and future achievements for the CDA are a direct result of the commitment of our members, who are singularly focused on providing the highest level of service and their goal to be a premier Public Safety Answering Point.

Agency Overview

In March 2013, the Consolidated Dispatch Agency (CDA) was established by the City of Tallahassee and Leon County to ensure the interoperability of all 911 Emergency Communications within the County and to help coordinate all public safety responses. In September 2013, the CDA officially opened its doors to become the 5th public safety partner along with the Tallahassee Police Department, the Tallahassee Fire Department, Leon County Sheriff's Office, and Leon County Emergency Medical Services. This collaboration significantly changed the operational response of emergency communication and how public safety services were delivered in our community. The response to any critical incident would be coordinated through the CDA to ensure the proper allocation of resources and critical information would be delivered to all partner agencies. The success of the CDA in meeting this challenge is achieved by our commitment to our values of *"Service to Others."*

During 2022, the CDA continued to see growth with capabilities only conceptualized in the past in technology, training, professional development, and Administrative Services. While retention and hiring continued to challenge the CDA due to the nationwide recession and a shortage of individuals within the workforce, the CDA continued to increase overall hiring numbers. The CDA continued to focus on areas where there was success, including community engagement, radio ads, social media postings, and career fairs. The CDA Executive Board continued to evaluate the overall benefits package for the Members and was committed to making investments by offering expanded shift differential to night shift personnel, reduction in health care benefit cost, and salary adjustments.

The CDA continued to focus on our greatest asset, the employees who have repeatedly demonstrated their commitment to meeting the needs of the community and our partner agencies. The Behavioral Health and Wellness team expanded its capabilities by adding the Peer Support Program and expanding on the individual programs offered to our members. These programs involved financial planning and wellness initiatives with a focus on the comprehensive needs of the employee.

The Program was designed and continues to develop with an all-inclusive approach to aspects of the employee's environment at and away from work, including mental health, nutrition, financial awareness, and general well-being. The Behavioral Health Wellness Team played a critical role during the response to the murder of Tallahassee Police Officer Christopher Fariello in June 2022. The Team was instrumental in providing support services to CDA personnel and to the officers involved in the incident at the Tallahassee Police Department and the Leon County Sheriff's Office.

As the responsibilities of the Public Safety Communications Operators (PSCOs) continue to increase and become more extensive, consequential demands and challenges face our

members. With the increase in call volume and the severity of calls coming in on a regular basis, PSCOs must be well-equipped to focus on the responsibility of providing the best service to the community. When a 9- 1-1 call is received, the caller is usually in a crisis. The PSCO must remain calm and focused on obtaining critical information our Partner Agencies need before arrival at the scene. Members of the CDA take pride in the distinction of being known as the "First of the First Responders." With this distinction comes awareness and responsibility of knowing our members fulfill an essential and indispensable role in the safety of our community and the safety of our Partner Agencies' members.

The CDA remains committed to excellence, dedicated to professional and technical progress, and motivated to serve as the vital connection between the public and Safety/First Responder services.

Mission Statement

To make an effective difference in the community by providing high-quality, professional, and effective communications and to ensure responder safety while striving to save lives and protect property. We are vital to emergency services through cooperation, continued education, and our commitment to excellence.

Vision Statement

The Consolidated Dispatch Agency, in partnership with our First Responder Public Safety Agencies, will play a leadership role in providing and delivering critical information in the protection of life and property, striving to make a safer community in which we live, work and visit.

Values

Customer Service, Leadership Responsibility, Employee Excellence, and Teamwork



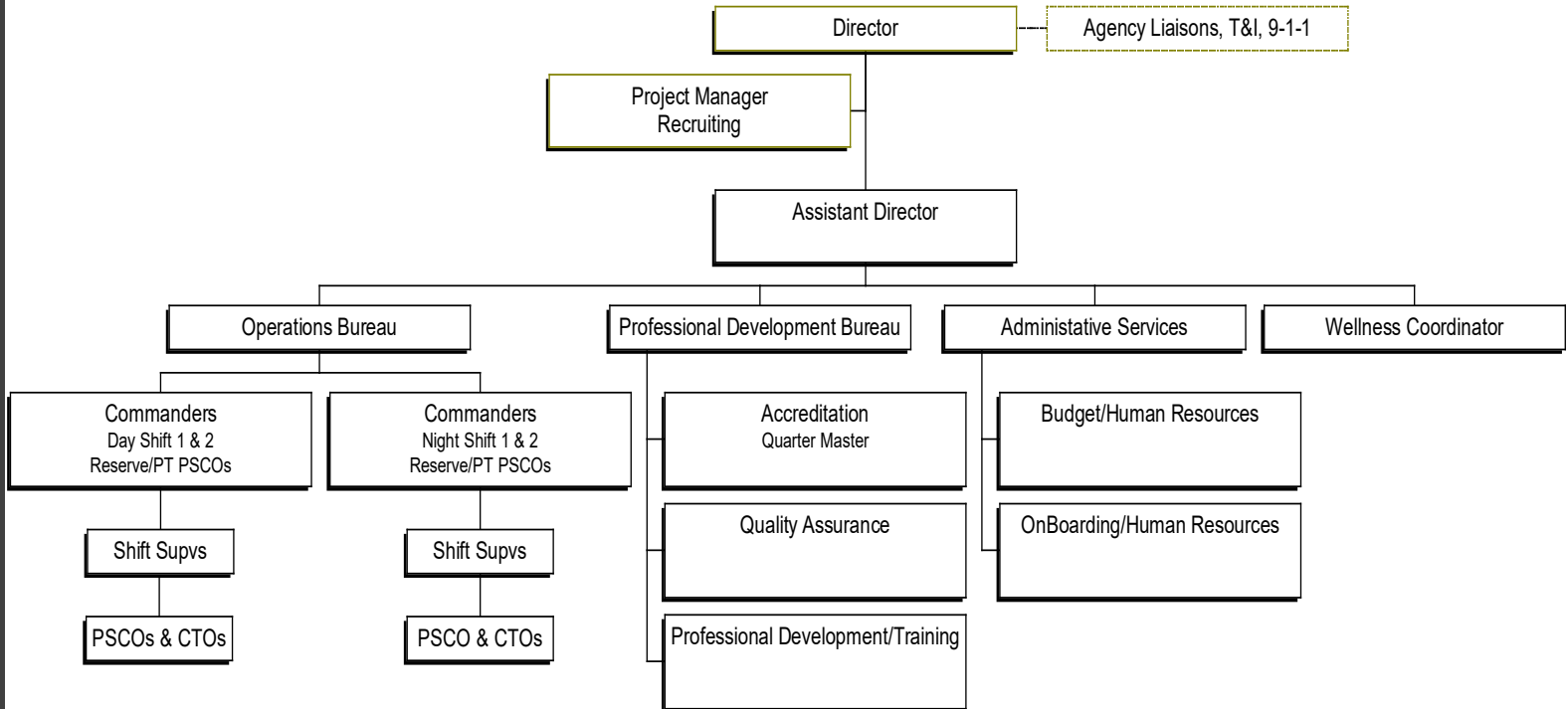
2022 Initiatives

- Increase starting hourly rate for Public Safety Communication Operators to \$18.41
- Night shift differential \$2.00 per hour from 6:00 pm to 6:00 am

Looking Forward to 2023

- Community awareness events
- Fully staff existing positions, projected early 2023
- Increase staffing positions, objective early 2024
- Host Recruitment/ Retention First Responder Health and Wellness Symposium with experts from around the nation, Fall 2023
- Continue to strengthen and consolidate the Public Safety/ First Responder Team with partner agencies in the best interest of Tallahassee, Leon County
- Commitment to invest, encourage and promote agency members' health and well-being as individuals and as part of a team
- Achieve status as the premier Florida Public Safety Answering Point through increasing technological capabilities, professional multidisciplinary training, and the modernization of employee investment through continued Health and Wellness initiatives

Organization Chart 2022



Operations Bureau

Operations Bureau Chief- Caroline Pararo

The Consolidated Dispatch Agency is a 24-hour, seven-days-a-week, 365-days-a-year operation. The Operations Bureau comprises four shifts led by a Shift Commander and two Shift Supervisors. Each shift has thirteen Public Safety Communications Operators (PSCOs) and 2-3 Certified Training Officers (CTOs).

The Shift Commanders are responsible for daily operations on their respective shifts. They complete scheduling for their shifts and ensure all other responsibilities of the supervisors and other staff are carried out. The Shift Commanders work directly with the partnering agencies and communicate with their counterparts in the field to affect the highest level of service possible.

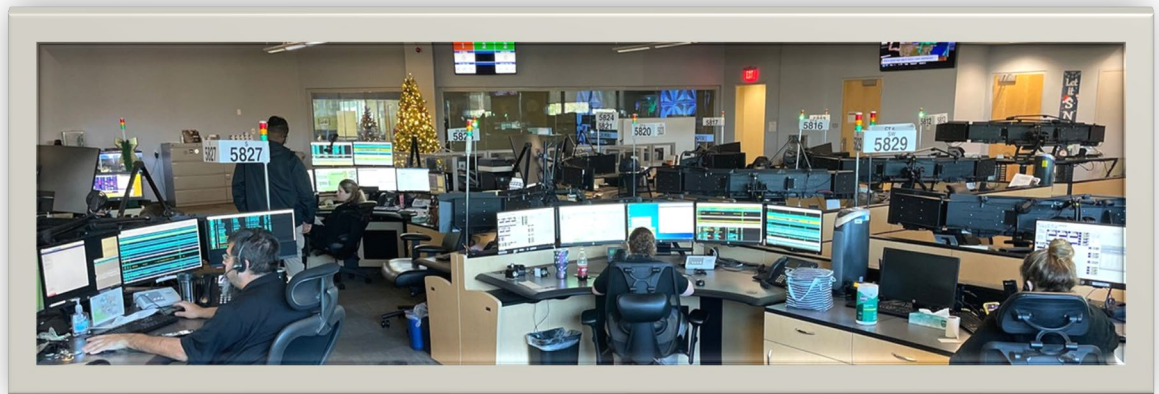
The Shift Supervisors are responsible for completing quality assurance call reviews with their staff and overseeing on-the-job training by the CTOs. They give feedback and provide direction to the team to ensure the highest level of service is provided to callers.

Shift Commanders:

LaTonya Banks
Heather Benedict
Altamead Morgan
Stephanie Nieves

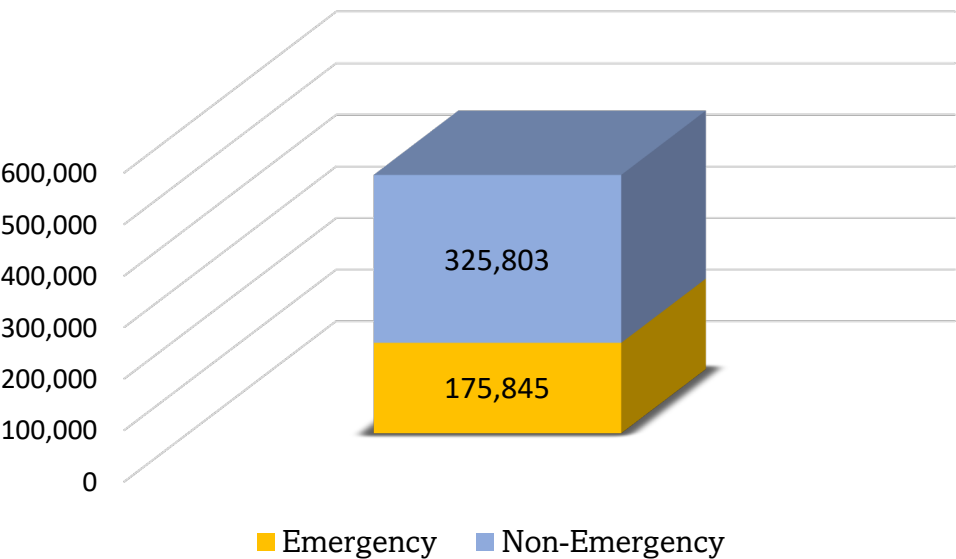
Shift Supervisors:

Tracy Elise
James Frohock
Cindy Hammond
Joshua Martin
Linda Plante
Stephanie Reynolds
Alessandra Shepherd
Malik Slydell



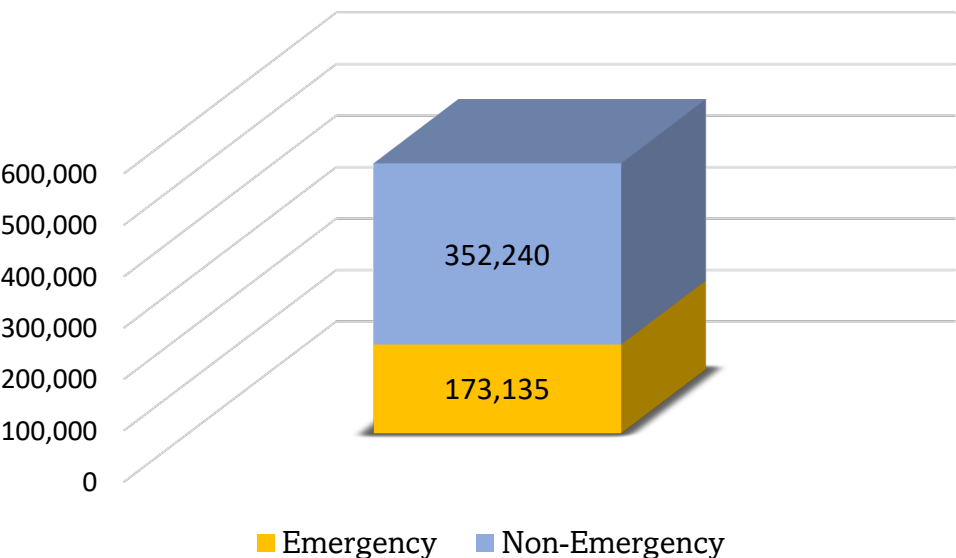
Call Data

2022 Total Calls 501,648

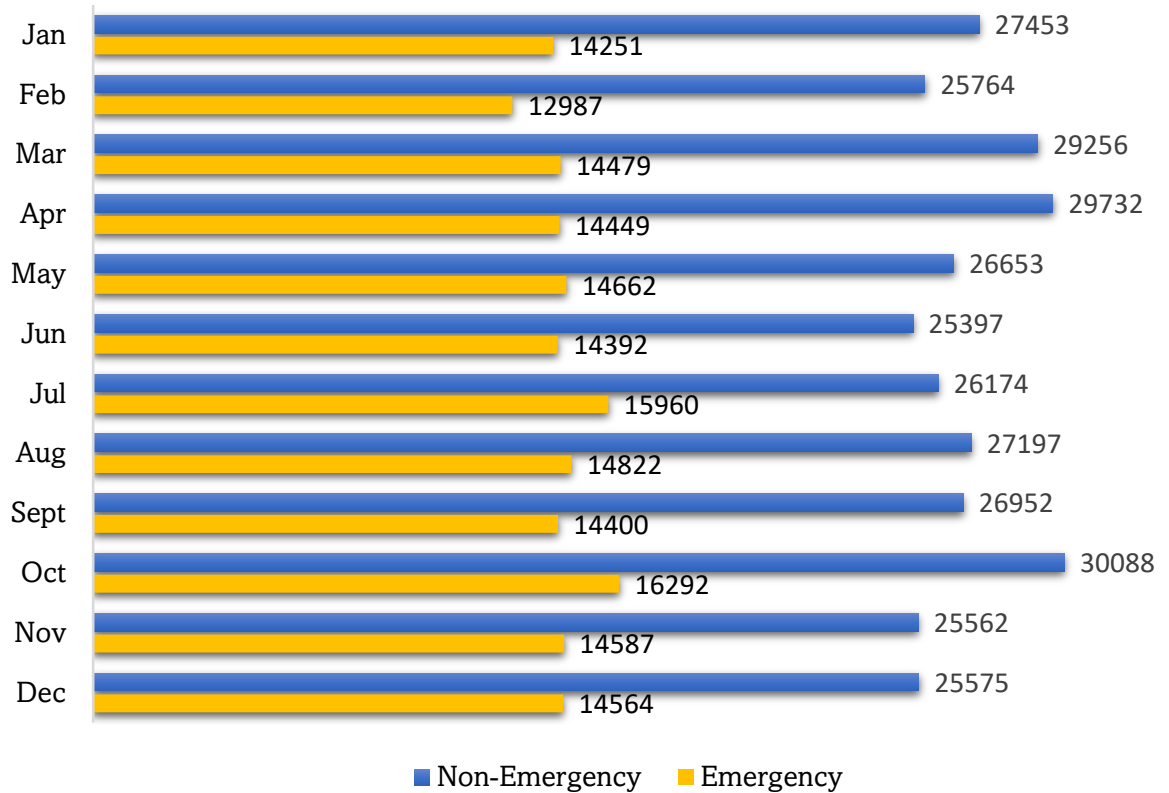


There was a decrease of 4.5% in total calls from 2021, as displayed below:

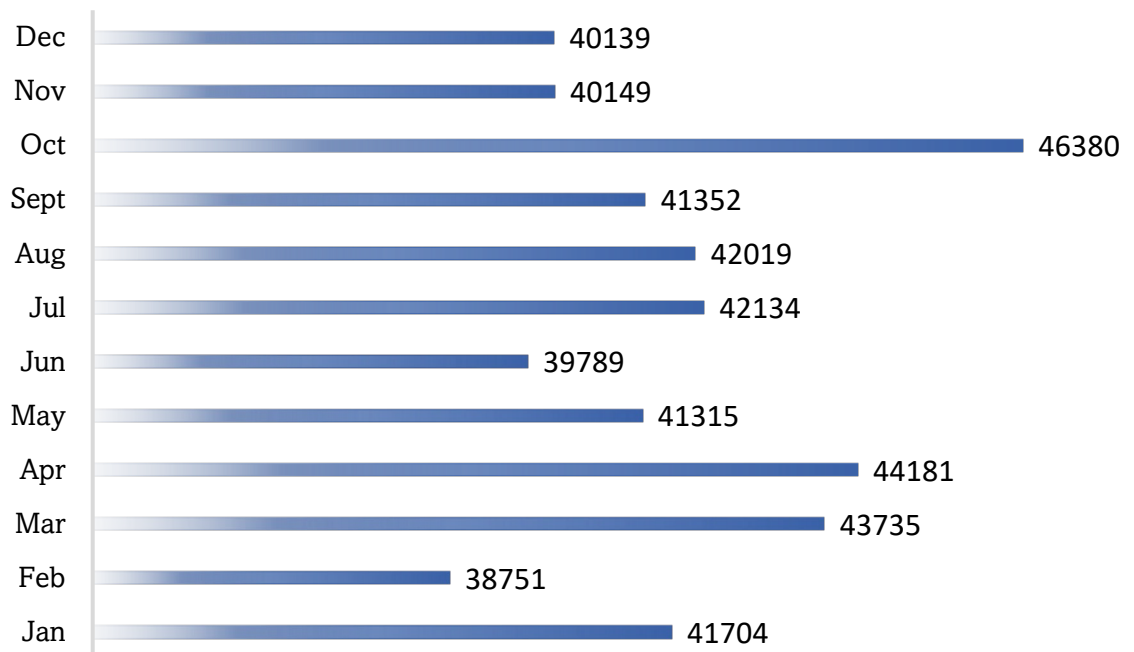
2021 Total Calls 525,375



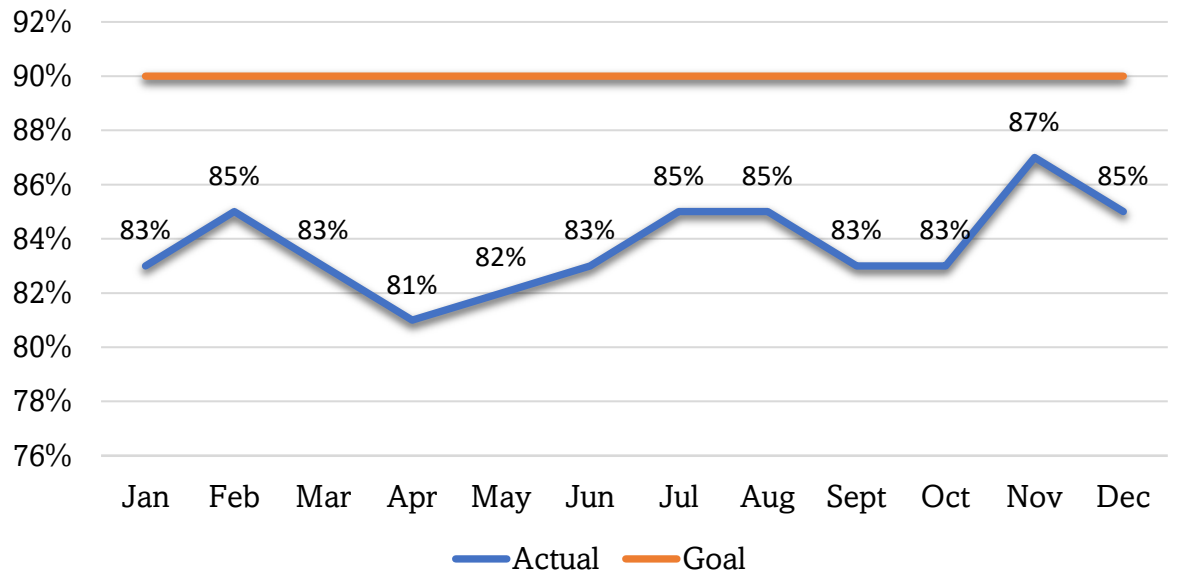
Call Data Volume by Type per Month



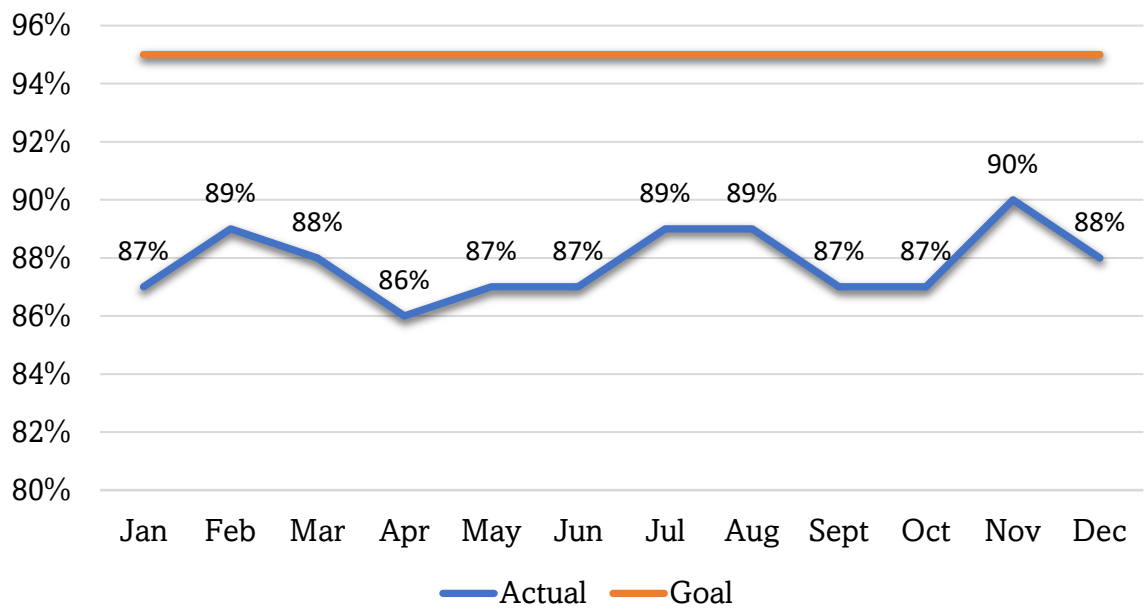
Total Calls per Month



% of All Emergency Calls Answered Within Goal of 15 Seconds



% of All Emergency Calls Answered Within Goal of 20 Seconds



Professional Standards Bureau

Professional Standards Bureau Chief – Christine Faircloth

Continuous training, quality assurance, and professional development of the CDA's greatest assets, our members, is of the highest priority to ensure the growth and evolution of Members' proficiencies, refine abilities, and improve capabilities.

The benefits of training and development accrue ultimately to the Agency, contributing in no small measure to our success and to the benefit of our community and partner agencies.

Training Initiatives

- Three 236-hour Academy Classes
- 38 new hires completed the Academy in 2022
- ProQA Maintenance release v5.1.1.44 (training in PowerDMS)
- Communications Training Officer (CTO) Class
- Two employees completed the CPR Instructor Training
- APCO CTO recertifications
- UKG Dimensions and Telestaff Training (systems are integrated)
- Adjunct Instructor Course
- MdE for CTOs training
- CTO Gold Book Orientation
- RAVE certifications
- Read to Lead Training
- Re-Accredited by CALEA; received web-based assessment and virtual site visit
- FLA-TAC reaccreditation process took place November 1-2, 2022, with full compliance
- PST Exams for new employees
- IAED certifications for new employees
- AI Skill Lab (priority dispatch)

Administrative Services Office

Employee Services Administrator – Bruce Davis

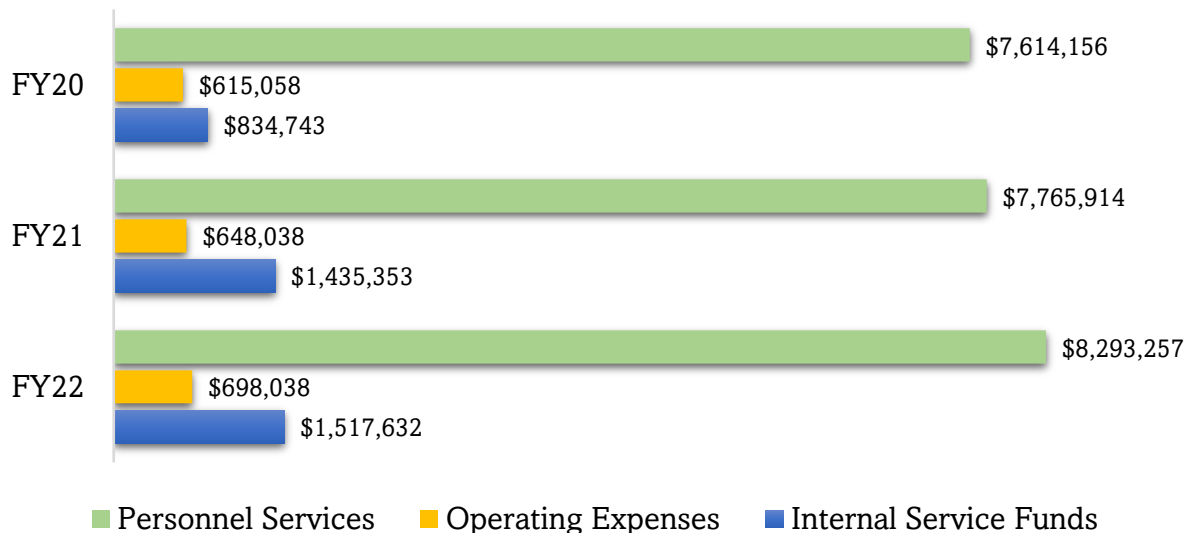
Administrative support for the Agency is coordinated through the Office of Administrative Services (ASO). The support services include Agency budget management, accounting, purchasing, record retention, employee pay, benefits program, hiring, Family Medical Leave, Worker's Compensation, and employee relations.

2022 Budget

The CDA budget is funded by the City of Tallahassee and Leon County. The budget is prorated between the different governmental agencies based on population.

Expenditures for 2022 compared to recent years:

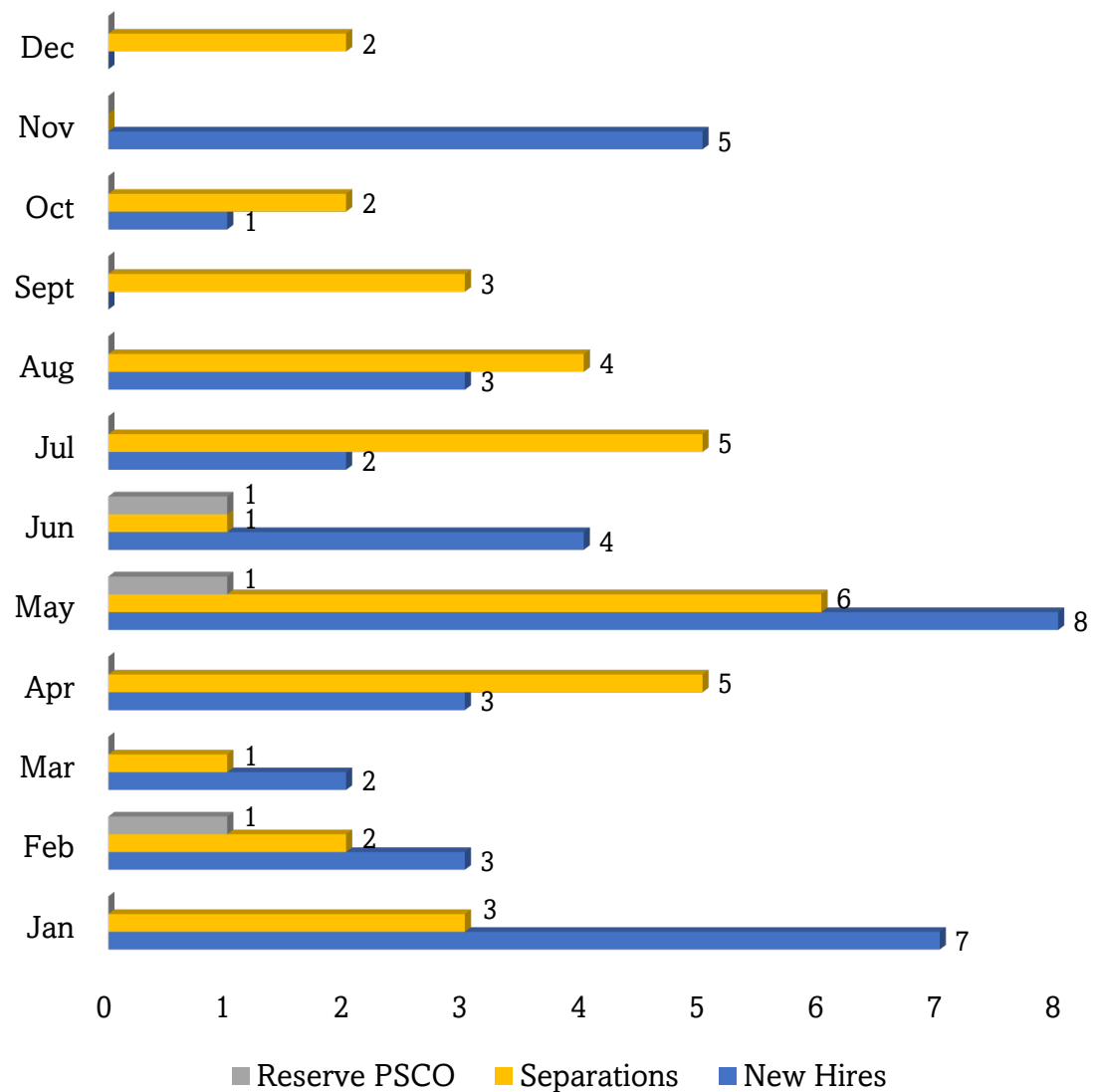
Budget Comparisons FY20 - FY22



Public Safety Communications Operator Staffing Data

The Administration Services Office received 487 applications for the Public Safety Communications Operator position in 2022. Of the 487, 319 were processed and 38 people were ultimately hired.

2022 Hires/ Reserves/ Separations



Behavioral Health and Wellness Program

Behavioral Health Wellness Coordinator - Kim Powell, LMHC

Critical Incident Debrief Facilitator - Mike Abbey

Public Safety Communications Operators (PSCOs) are often exposed to routine acute stress and highly stressful situations. Unless adequately addressed, these situations may cause emotional, psychological, and physical problems. Preparing and providing support for daily stress and stress following a traumatic incident may assist in minimizing the chances that employees will experience negative physical, cognitive, emotional, and behavioral reactions.

The CDA Behavioral Health Wellness Program is designed to improve member health and well-being. Program goals include preventing and managing chronic diseases, improving overall physical and emotional health, improving stress management, lessening economic burdens, improving employee morale and motivation, and improving employees' quality of life.

2022 Wellness Program Achievements and Activities

- Creation of a CDA Peer Support Team with 10 trained members
- 2nd Annual Family Fun Day with Partnering Agencies
- Fresh Food Kiosk
- Two Weight Loss Challenges
- First Responder gym membership rate negotiated with Premier Fitness Center
- On-Site Chair Massages
- Post-Traumatic Purpose Event with national speaker Travis Howze
- Hosted Three Critical Incident Debriefings with partnering agencies
- CDA Book Library
- CDA represented on Strategic Planning Board for the regional wellness of first responders
- Participation in Working Well Corporate Cup Challenge
- CDA's Healthy Pursuits Month – April 2022
- Off-site outdoor hike and behind-the-scenes tours of Tallahassee landmarks
- 2022 Health and Wellness Benefits Fair

2022 Wellness Training Classes and Seminars

- CISM Training
- Compassion Fatigue
- 16-hour Peer Support Training
- Impact of Substance Use on Sleep
- Renovation Time: Rebuilding Your 9-1-1 Foundation
- Behavioral Health Awareness
- Mental Health Fitness & Resiliency Workshop
- Financial Wellness Series
- Relationship Seminar for Emergency Responders
- Post Pandemic

Outreach, Engagement and Recruitment

Project Manager - Ellen Hutsell

During 2022, CDA Members participated in various events with our community partners. Members had "one-on-one" engagements with over 2,900 children/adults from November 2021-December 2022.

CDA Participation Events:

- "Adopted" a Child for Christmas
- Assisted the Florida Department of Health with Leon County Schools Health Screenings
- Big Brothers Big Sisters Partnership/ Mentors
- Career Builder Career Fairs
- City of Tallahassee Career Fairs (8)
- Community Center Lunch and Learns with the Director
- Corporate Cup Challenge
- Faith & Blue Here for You II
- Festival of Lights Parade and Winter Festival (Public Safety Defenders)
- Florida Department of Law Enforcement Trunk or Treat Event
- Florida State University Military Appreciation Game
- FOOT Outdoor Adventure Expo
- Godby High School Career Fair
- Greg Tish Radio Show Appearances
- Hosted Sleep in Heavenly Peace Build a Bed Event and Ongoing Bedding Drive
- Leon County Well-Being and Benefits Fair
- Local Television Network Interviews

- Mission BBQ 9/11 Event
- Nims Middle School Career Fair
- Ongoing Engagement with St. Augustine Plantation and Tapestry Senior Living
- Outreach/ Recruitment at North Florida Fair
- Partnership with Tallahassee Memorial Healthcare Foundation / Pediatric Unit
- Patch Appearances: Multiple Leon County Schools and Various Preschools
- Pencil Wars School Supply Drive
- Public Safety Days with First Responder Partners at Multiple Leon County Schools
- Safe Kids Big Bend Safety Fair
- Senior Center Deck the Halls
- Silver Santa for St. Augustine Plantation
- Support for Surrounding Counties in the Aftermath of Critical Incidents
- Talent Hub Career Fairs
- Tallahassee Community College / Florida Public Safety Academy Heroes in Public Safety Day
- Tallahassee Community College Fall Career Fair
- Tallahassee Police Department National Night Out
- United Way of the Big Bend Events

CDA Tours and Presentations:

- 211 Big Bend
- Alpha Educational and Leadership Foundation
- Big Brothers Big Sisters of the Big Bend Big Futures
- Black Information Network
- Boy Scouts of America
- Bradfordville Volunteer Fire Department
- City of Tallahassee Attorney and Staff
- City of Tallahassee Communications
- Cumulus
- Florida Leadership Academy
- Florida Public Safety Institute Class, BRC 541
- Future Leaders of Tallahassee
- Gadsden County Officials
- Gadsden County Sheriff's Office
- Girl Scouts of America
- Junior Leadership
- Local Professionals
- Pilot Club of Tallahassee
- State Attorney Jack Campbell and Staff
- The Senior Center Staff

Milestone Years of Service

5 Years

Justin Johnson
KimberLee Pitts
Mary Saylor
Malik Slydell

20 Years

Heather Benedict
Monesica Craig
Connie Dukes

Retirements

Ronnie Pace, 31 Years
Michael Porter, 32 Years



2022 Recognitions & Awards

Tallahassee Community College – Heroes in Public Safety February 2022

- Lifetime Achievement – Jeanine Gauding



- Hall of Fame – Art Kirby



- Beyond the Call – Emily Carder, Christine Faircloth, Caroline Pararo
- Director's Award – Art Kirby
- PSCO of the Year – Jeremy Bonner
- Stork Award – Shawanna Fuller
- Supervisor of the Year – Stephanie Nieves

Agency Improvements

Facility:

- Improved utilization of space to increase usable work areas to include offices, conference room and executive lobby
- Installation of CritiCall testing station and sounds masking
- Kitchen Upgrade
- Professional rebranding of the CDA
- Reconfiguration of Operations floor for Tactical Dispatch and Supervisor workstations

Technology:

- Adore/PMP – cutover databases
- Infrastructure updates for PremierOne CAD
- New CDA SharePoint initiation
- ProQA upgrade VDI Setup
- RAVE program installation
- Real-Time Crime Center Collaboration
- UKG upgrade and Telestaff implementation

Agency Liaisons

- Lt. James Besse, Tallahassee Police Department
- Lt. Steven Barrow, Leon County Sheriff's Office
- Captain Anthony Espinosa, Tallahassee Fire Department
- Captain Kenneth Linder, Leon County Emergency Medical Services

To our Partner Agencies and First Responder family, what we achieve together is not small or inconsequential. Together, we are cognitively changing culture and restructuring the future of First Responders for the better. "The whole is greater than the sum of the parts."