

MEETING MINUTES

Consolidated Dispatch Agency
Board Meeting

Public Safety Complex Room 112
August 1, 2017 @ 10:00AM

Meeting called by: Regular Meeting
Type of Meeting: CDA Board Meeting
Facilitator: Vince Long, County Administrator
Attendees: Vince Long, County Administrator
Sheriff Walt McNeil, Leon County Sheriff's Office
Rick Fernandez, City Manager
Director Dee Crumpler, Consolidated Dispatch Agency
Assistant Director Tim Mahler, Consolidated Dispatch Agency

I. Call to Order

County Administrator Vince Long called the meeting to order at 10:05am.

II. Approval of 03/02/2017 Meeting Minutes

The first order of business was to approve the meeting minutes from the regular meeting on March 2, 2017. City Manager Rick Fernandez made a motion to approve the minutes. Sheriff Walt McNeil seconded the motion. Approval of the meeting minutes was unanimous.

III. Strategic Plan

The Strategic Plan was provided at the meeting for approval. The CDA began working on the Strategic Plan a year ago. The plan has been reviewed by the Board Members, the Liaisons, and the Management Committee. Based on the direction of the Board in March the staffing data and statistics were not included in the Strategic Plan. The plan is fluid and can be modified; the approval of the plan will allow the CDA to be closer to accomplishing the standards for CALEA Accreditation by November.

Sheriff McNeil recommends the Strategic Plan reflect the staffing needs so the true needs of the CDA are identified. Director Dee Crumpler mentioned he appreciates the consideration for looking into additional staffing. County Administrator Long recommends the CDA gather information on staffing, recruitment, and retention to create specific objectives which can be brought to the next Board Meeting. The Strategic Plan can then be amended to include this information and objectives. Sheriff McNeil made a motion for the CDA to move forward with collecting data and information from the staffing study and the Gainesville trip to provide to the Board. City Manager Fernandez seconded the motion with the comment not to limit the findings to the staffing study and Gainesville trip but to include what the CDA sees fit. Approval of the additional information and objectives was approved unanimously. City Manager Fernandez made a motion to approve the Strategic Plan. Sheriff McNeil seconded the motion. Approval of

the Strategic Plan was unanimous. Director Crumpler personally thanked the Board Members and everyone for their help with the Strategic Plan.

IV. *City/County/Sheriff's Office Technology Update and Report*

There was previous discussion about technology, where the CDA is and where we want to go as an organization. The technology team which consists of members of the Leon County Sheriff's Office, Leon County government, and City government was directed to provide a comprehensive review of the status including where we are, our needs, and our obligations. The Technical Sub-Committee developed a three year plan for technology. The plan was broken down into categories and divided up. The technology plan executive summary and the timeline spreadsheet were provided at the meeting for informational purposes.

Pat Curtis with Leon County Office of Information Technology, Sabrina Holloman with City of Tallahassee Technology and Innovations, and Jana Richardson with Leon County Sheriff's Office IT Department all provided detailed information about the technology needs, opportunities and timeline.

The technology team is about 90% complete with migrating all CDA user and business files to the new servers. Since going live with the CAD system significant progress has been made and the system is performing at an acceptable level. Some highlights include the successful upgrade of Paramount in April, CAD software update in June, and creation of performance reports. The technology team plans on implementing a major version upgrade, the CDA is currently on 4.0 and plans to move to 4.2 next year. This upgrade will keep the technology team in compliance with the support agreement with Motorola. There are currently 37 tickets in with Motorola, 19 of the tickets are enhancements that were requested to make the system better. There are also currently nine minor issues that are under review by Motorola engineering. City Manager Fernandez inquired about the process for the enhancements or changes to Motorola. Sabrina Holloman advised the team meets with the CDA weekly to determine any enhancement requests and then the requests are presented to Motorola. There is a dedicated Motorola team for Tallahassee that works on all requests including the unique ones to determine if and when it will be rolled out. The cost of the enhancement depends on the request and if the request is specific to the CDA. City Manager Fernandez also inquired about the involvement with the Management Team. The technical Sub-Committee Team consists of a representative of each agency and technology group. The Radio Shop has supplied their three and five year objectives which include the purchase of radio parts to maintain the current units. Some highlights for the Radio Shop include the replacement of the microwave backbone, upgrading the tower lighting, air conditioner unit replacement, and RFI for the latest radio system technology. City Manager Fernandez personally thanked Ron Wostel, Radio Shop staff, and Sabrina for thinking outside the box and coming up with a solution that saves money.

The technology team is constantly looking at automating processes that impact all of the respective agencies. A process that has been automated this year was the mobile

notifications for the Volunteer Fire Department. The team is looking at mobile notifications for EMS and ASAP 2 PSAP (alarm monitoring) for FY18. There are several items being implemented and researched that relate to visualization and business intelligence. These items include CDA SharePoint, CrimeView Dashboard (LCSO), Triptix ePCR platform with CAD (EMS), Tableau (LCSO), GIS reporting (EMS), First due size-up (TFD), and Real Time Crime Center. City Manager Fernandez asked about the difference between CrimeView and the tool that TPD uses TOPS. For both agencies to use the same software tools there needs to be data sharing agreements in place. Sheriff McNeil advised he requested this information from the LCSO technology team to be able to identify what is being used so determine how to merge the systems. City Manager Fernandez mentioned there is the opportunity to work together and be able to utilize one data system. The CrimeView dashboard and TOPS system can be used in conjunction with each other. Jana Richardson provided additional information on the CrimeView dashboard and desktop product. There was a motion to move forward with researching into the data products and solutions to merge the existing products together with all agencies. The motion was seconded and approval was unanimous. LCSO has acquired and will implement Tableau this month. LCSO maintains the server for this product however other agencies can take part is utilizing this product, server, and data points. City Manager Fernandez inquired about the licensing for Tableau and recommended looking into an Enterprise license. The technology team researched all license options and the current set up is the best set up financially at this time. The technology team will continue to monitor the options. The technology team is looking into other tools for FY18 that will provide some additional capabilities to field units specifically for the safety of the first responders which include a Real Time Crime Center. Sheriff McNeil mentioned that we are looking futuristically and he thinks we are moving in the right direction. Director Crumpler advised he is on board also and agrees to move forward.

The technology team maintains the shared data center. The data center is something to really be proud of; all agencies are participating in the infrastructure and network maintenance. It has been four years since the CDA's inception and a lot of the technology needs to be refreshed which will include workstations, trainings rooms, and video walls.

City Manager Fernandez made a motion to accept the FY17-FY19 Technology Plan. Sheriff McNeil seconded the motion. The approval of the Technology Plan was unanimous.

V. *Financial Audit*

The completed financial audit documents were provided at the meeting for review. The audit for the September 30, 2016 financial statements has been completed. The audit was issued an "unmodified opinion" which means the financial statements are fairly represented in all material respects in accordance with generally acceptance accounting principles. The past two years the audit was issued a "modified opinion" as it related to payroll. The payroll process was a very manual process however with the Kronos implantation the payroll process is now simplified. Also, there were no items identified as material weaknesses or deficiencies with respect to internal control. There were two

recommended improvements which were communication of policy changes as it relates to Kronos and time keeping and removing past employee from bank account. The journal entries identified were not very significant; they amounted to an increase in the net assets. Overall, the audit went good and provided good results.

City Manager Fernandez made a motion to accept the audit. County Administrator Long seconded the motion. The acceptance of the audit was approved unanimously. Director Crumpler showed his appreciation to the people involved with completing the financial audit.

VI. Budget for FY18

The FY18 Budget was provided at the meeting for approval. Sheriff McNeil inquired about the opportunity to discuss the budget prior to formulation of the budget. Director Crumpler advised a proposed budget was brought forth at the March 2, 2017 Board Meeting due to time limits. There have been some additions to the budget since March however discussing the budget prior to the formulation can be scheduled.

The three areas of difference on the budget are a 3% increase for salaries, a 5% increase for health care rates, and increase in pension contribution. The majority of the change in the FY18 budget is due to the rise in pension contribution rate which is necessary to keep the pension fully funded. Sheriff McNeil made a motion to approve the FY18 budget. City Manager Fernandez seconded the motion. The approval of the FY18 budget was unanimous.

City Manager Fernandez inquired about the budget process. Leigh Nester advised the CDA's budget has to be approved by August 30th per the interlocal agreement. The budget is approved by the board and the budget is not required to go through a public hearing. City Manager Fernandez recommended looking into this. An update will be provided to the Board once this is researched.

VII. Policy Approval

All policies provided have been reviewed by the Liaisons, Management Committee Team, City Human Resources, and City Legal. The following policies were provided at the meeting for approval. City Manager Fernandez made a motion to approve the policies. Sheriff McNeil seconded the motion. The approval of all policies was unanimous.

Policy 250 Performance Measures
Policy 323 Benefits
Policy 240 Fiscal
Policy 134 Special Teams
Policy 321 Compensation
Policy 470 Shift Alignment

Policy 372 Attendance

Policy 440 Promotional Process
Policy 711 Emergency Operations Plan
Policy 642 Evacuation
Policy 135 Internship
Policy 327 Volunteer Services Leave
Policy 632 Incident Processing, Cancelling and Unit History
Policy 382 Personal Conduct

Policy 322 Leave
Policy 620 Call Taking

Policy 637 BOLOs
Policy 660 Radio Dispatching – Law
Enforcement

VIII. CDA Status Update/Progress Report

The CDA Performance Measures were provided at the meeting for informational purposes. Director Crumpler provided details on the performance reports; 96% of all emergency calls were answered within 20 seconds during June 2017 and 81% of all 911 calls were answered within 10 seconds during the busiest hour. For the month of July 2017, 90% of 911 calls were answered within 10 seconds. The average call process time is being completed within one minute and 14 seconds with our target being two minutes. The average dispatch time is being completed within 36 seconds with a target being two minutes.

The employee data report that was provided shows the hires, terminations, vacancy rates and employees in training. As of July 2017, 35.96% of employees are currently in training. Director Crumpler provided information acquired from Alachua County's on-site visit. At Alachua County Sheriff's Office each position is trained on for approximately 18 months making the entire training last six years. Alachua County has separate positions for each stage of training and provides a pay increase at every stage. Another new addition taken from Alachua County was the ECOMM testing. The ECOMM testing results allow the CDA to hone in on the skill set needed for the position and can also be used to assist in the other steps of the selection process. Staffing the call taker positions has been modified to make sure the positions closest to the Supervisor station are staffed first. This change creates better communication and connectedness between the call takers and supervisors.

Sheriff McNeil asked if the CDA has received any feedback from the community regarding the improved performance. Director Crumpler responded by stating the citizens are most upset about the additional questions that are asked by the dispatchers. This information is based on the results of the CDA Citizen Satisfaction survey. City Manager Fernandez asked if the CDA will be implementing the position set up and training used at Alachua County and what the timeline would be. Director Crumpler stated the CDA will continue to gather data and information and present options to the Board Members within the next few weeks. Sheriff McNeil asked what will happen to the Tier 1 process if the CDA implements a different position program. Director Crumpler responded saying that he sees the Tier 1 process eventually fading out.

IX. Discussion Topics

Sheriff McNeil requested future staffing needs and organization structure be added to the agenda for discussion. The future staffing needs was addressed earlier in the meeting. Sheriff McNeil recommended that an independent entity look at the financial structure of the CDA and provide feedback regarding any improvement or deficiencies. Director Crumpler advised the Gartner Report looked at the management structure and everything looked good. Director Crumpler is open to looking at the structure and the needs of the

agency. County Administrator Long recommended Director Crumpler to review and explore options and then bring them back to the Board Members in individual meetings. This decision does not need to be voted on, the Board is receptive. Director Crumpler will gather information and bring it back to the Board.

X. New Business

There was no new business discussed.

XI. Public Comment

There were no public comments.

XII. Adjournment

The meeting was adjourned at 11:40am.