

MEETING MINUTES

Consolidated Dispatch Agency
Management Committee Meeting

Public Safety Complex Room 112
September 21, 2017 @ 2:00 PM

Meeting called by: Regular Meeting
Type of Meeting: CDA Management Committee Meeting
Facilitator: Chief Chad Abrams, Leon County Emergency Medical Services
Attendees: Lieutenant Judi Davison, Tallahassee Fire Department
Chief of Staff David Folsom, Leon County Sheriff's Office
Chief Michael DeLeo, Tallahassee Police Department
Chief Chad Abrams, Leon County Emergency Medical Services
Assistant Director Tim Mahler, Consolidated Dispatch Agency
Director Dee Crumpler, Consolidated Dispatch Agency

I. Call to Order

Chief Chad Abrams called the meeting to order at 2:00 PM.

II. Employee Recognition

On August 5, 2017, Leon County Sheriff's Office learned that a LCSO K9 went missing from a kennel in northwest Leon County. While field units were coordinating search efforts, CDA Shift Supervisor Heather Benedict was aware of the urgency of this situation and provided vital assistance with radio communication during the entire incident. Shift Supervisor Benedict was recognized for representing the CDA in a manner that demonstrates the core values of "Customer Service" and "Teamwork."

Assistant Director Tim Mahler also took this time to recognize a new CDA employee, Mary Saylor. Mary represents the new initiative the CDA is taking by hiring talented individuals before the start of the training class to ensure the talent does not go elsewhere. Mary is assisting with administrative work until the next training academy class starts.

III. Approval of 07/20/2017 Meeting Minutes

The second order of business was the approval of the meeting minutes from the regular meeting on July 20, 2017. Chief Michael DeLeo made a motion to approve the minutes and Chief of Staff David Folsom seconded the motion. Approval of the minutes was unanimous.

IV. Workforce Utilization: 2017 Call Answering Performance

Performance charts were disseminated on September 6 for review. Starting on a good note, our 20 second or less call performance was maintained at 97%, which is above the NENA standard in spite of challenges that impacted the number of available personnel

per shift. In addition, our busiest hour performance remained at 85% of emergency calls answered in 10 seconds or less during the busiest hour of the day.

V. *Recruitment Statistics*

The CDA has been using Indeed to as one means of recruiting for the Public Safety Communications Operator position. Since April 21, 2017, the CDA has received 642 Indeed applications and 104 have applied through talgov.com online application. The Indeed applications represent 23% of the 456 applications received this year. The CDA is doing everything they can to recruit and identify talented individuals.

The CDA, from the direction of the Board, is putting together a white paper providing options and suggestions regarding retention and reconfiguration of the PSCO position.

VI. *Emergency Operations – Recent Activations*

The following were provided at the meeting for review:

1. August 4, 2017 Public Safety Complex Loss of Power Hotwash Summary
2. August 20-21, 2017 Computer Aided Dispatch (CAD) System Disruption Hotwash Summary
3. August 23, 2017 Back-up Facility Operations Test #7 After Action Report
4. September 11, 2017 Hurricane Irma Hotwash Summary
5. September 26, 2017 9-1-1 Systems Maintenance

Director Dee Crumpler personally thanked the members of the CDA for their teamwork and performance during hurricane Irma.

VII. *Law Enforcement Radio Channels*

As a follow-up to the discussion during the July 20 meeting, the CDA white paper was provided for review. The white paper provided information that will start the discussion on identifying the specific types of data that would help agencies make decisions on reconfiguring the law enforcement radio channels. The goal is to come up with viable options that can be considered for testing.

Patrick Pence provided a brief summary of the data reports and maps. This was followed by a discussion on the options listed in the report. Both law enforcement agencies along with the population are growing which will result in more radio traffic. Consensus was reached that the traditional Sector lines will most likely need to be changed.

The four quadrant model was used during hurricane Irma and all agencies received positive feedback from field units and the CDA operations center. Director Crumpler recommends all members of the Management Committee read the White Paper and meet with Command Staff. Director Crumpler will then schedule meetings with Management Committee members to discuss options and ideas.

VIII. Liaison Updates

A copy of the most recent Liaison Meeting Minutes was provided at the meeting for informational purposes.

IX. New Business

The CDA is working with AK & Associates to set up an auto answering system for the TPD admin switchboard calls.

CALEA Accreditation is moving forward. The CDA has put out a request to secure a mock reviewer for this fall/winter and will schedule the final audit for the spring of 2018.

The CDA is moving forward with the 2018 Personnel Evaluation Continuous Improvement Project.

The next Non-emergency Call Taking Academy begins October 2.

Chief DeLeo personally thanked the CDA for the smooth operations during hurricane Irma. Chief of Staff Folsom also personally thanked the CDA for assisting LCSO during hurricane Irma. Chief Chad Abrams also agreed that the operations were smooth during the hurricane.

Sabrina Holloman provided an update on the CAD outage from August. Motorola missed a couple of their performance targets so a credit is being requested pursuant to the SLA.

X. Public Comment

No public comment.

XI. Adjournment

The meeting adjourned at 2:57 PM.

XII. 800 MHz Meeting

The 800 MHz Meeting took place after Employee Recognition.