

# PUBLIC SAFETY REVIEW TEAM MEETING

September 24, 2014

Cumberland County Department of Public Safety

The Cumberland County Board of Commissioners held a Public Safety Review Team Meeting on Wednesday, September 24, 2014 at 10:00 a.m., Department of Public Safety, Training Room B., 1 Public Safety Drive, Carlisle, PA. **Present** were Commissioners Barbara Cross, Jim Hertzler and Gary Eichelberger; Sandy Moyle, Deputy Chief Clerk/Meetings Manager; Bob Shively, John Sheaffer, Brian Hamilton, Greg Pickel, Claudia Garner, Jason Frank, Michael Lawrence, Public Safety; Megan Silverstrim, Communications Team; Dana Best, Finance; Sid McConahy, Mission Critical Partners.

**Commencement of the Meeting:** Bob Shively welcomed everyone to the meeting.

**Public Comment:** None

## Action/ Discussion Items:

### 1. DPS Transition and progress updates

#### A. Transition and Realignments:

The Management Team has restructured.

- John Sheaffer will continue to handle the 9-1-1 Operations items.
- Michelle Parsons will handle the Emergency Management and EOC items.
- Claudia Garner will continue to handle fiscal contracts and grants.
- Brian Hamilton will be the lead contact for technology.

## Staff Council:

A Staff Council has been created. The Council consists of seven people from the 9-1-1 Communications Center from all shifts and all levels, i.e., Dispatcher 1 through Supervisor as well as the QA manager, DPS Management Team, County Communications Team, and the Chief Clerk. This representation creates a great forum for ideas, input, and information sharing.

**Two Full-Time Dispatcher Positions:** Two full-time dispatchers, Jason Frank and Michael Lawrence, began work on September 22, 2014.

**Part-time Dispatchers:** Two part-time Dispatchers have been hired. Ron Bouch is a re-hired employee possessing current certifications. Josh Matter is an Assistant Chief at the Summerdale Fire Company and current part-time employee at Perry County 9-1-1 which uses the same Computer Aided Dispatch System. Mr. Matter's certifications are also current.

**Stats at a Glance:** Mr. Shively discussed the Stats at a Glance (**See attached**). This covered the week of September 14-20, 2014 for the following:

- Telephone Calls
- Radio Transmissions
- Field Requests for review
- Special Teams Responses
- EOC Activations

Mr. Shively referred to the Stats at a Glance handout. PD West to PD East (**total radio transmissions**) from September 14, 2014 to September 20, 2014.

Chief Clerk Thomas is participating in 9-1-1 training. His training has been condensed from 2,000 hours into 16 hours, broken in two, two-hour segments per week. The training covers: Orientation, Policies, PowerPoint Presentations, Emergency Telecommunicator Course, Medical Dispatch Protocols, CML Telephone, Taking Calls and how the Phone System works, Enhanced 9-1-1, Automatic Number Identification, Automatic Location Identification, Mapping and how it transitions into the CAD System, Listening to Call-Taking, Police Dispatch, Classroom for Police Dispatch into Monitoring Police Dispatch, Police Data, Scope, NCIC, State Police Computer and Supervisor Duties, EMA Field Response Functions to include the trailers and mobile vehicle units for demonstration.

### **External Advisory Board:**

An External Advisory Board is being created. The Emergency Services Action Panel will discuss this item at their October 8, 2014 meeting. Frank Williamson, Chief of Police and Director of Public Safety, Lower Allen Township and Nathan Harig, Assistant Chief, Cumberland Goodwill EMS of Carlisle, will join the External Advisory Board to ensure that it is well represented.

### **Kronos Meeting:**

The first Kronos Meeting was held with ERP staff. Items discussed were the scheduling format, building of rules within the Kronos software and testing the Public Safety schedule in the current Kronos.

## **2. Strategic Plan**

Extensive leadership training was held several years ago with Barry Metz. It began with participation in the Leadership Academy for the County (**see attached PowerPoint**) and expanded into additional department visioning and strategic planning sessions. The Strategic Plan was a good product and the goals and implementation were quality improvement. The main goal: How all staff can work together better and getting the right person in the right position. The training discussed the talents and strengths of each person in preparation for future succession.

## **3. Staffing**

The Succession Plan will need to be completed as soon as possible. Open gain-sharing opportunities were discussed. Megan Silverstrim's half-administration position and the HAZMAT planner will need to be addressed. Linda Hamilton was the HAZMAT planner but she has recently retired. The position duties still need to be officially assigned and distributed.

Mr. Shively discussed creation of a Department Comprehensive Plan leveraging initial work of the Strategic plan as the base. It will contain the following items:

- Technology Plan
- Capital Plan
- Cost Containment Plan
- Task Plan
- Staffing Plan
- Grants and Contracts Plan
- People's Skills Plan

## **C. Staffing**

**Dispatcher Coverage:** Mr. Shively spoke about the change to the policy on coverage during breaks. There will now be 24/7 seat coverage for the primary Police Dispatch positions. A Supervisor will either move to cover the position or move another employee to cover the position. There will be no lapses in coverage during breaks, lunch or restroom visits.

Mr. Shively discussed the coverages. The minimums have been "bumped" from 11:00 a.m. to 11:00 p.m. The 7:00 p.m. until 11:00 p.m. can be dropped back one employee due to call-offs to avoid force holdovers (forced to stay) as a last resort.

**Complaints and Issues:** There is an official LOG in place to process and record complaints, how they are reviewed and information on the final disposition and follow up. Gary Dressler reviews all calls, whether it is a field generated complaint, tower issue or issue with quality assurance.

#### **D. Law Enforcement Outreach**

Mr. Shively sent a letter addressed to the Chiefs of Police from the West Police Departments, inviting them to attend a meeting scheduled for Tuesday, September 30, 2014, 9:00 a.m. at the Department of Public Safety. Key representatives will attend: All of the Police West Chiefs of Police with the exception of Chief Finkey, Chief James Adams of Upper Allen Township and Chief Frank Williamson of Lower Allen Township. Chief Randy Finkey is unable to attend the meeting due to another commitment. Chief Finkey sent comments to Mr. Shively. Chief Finkey's initial thoughts are to split the police dispatch into three zones to reduce the amount of radio traffic, i.e., East, West and Middle.

The automatic call distribution has been changed. This was briefly discussed.

**Police Department Liaison:** Mr. Shively spoke about adding a Police Department Liaison or Advocate. There was discussion about reinstating the ride along program with the police departments. The staff of the East Pennsboro Police Department will partake in observation time in the Communications Center. Lower Allen Township and Upper Allen Township require this observation time for new Police Officers.

## **2. DPS Projects Status Report**

### **A. Computer Aided Dispatch Overview**

An important focus area for discussion is the Computer Aided Dispatch (CAD) (**see attached PowerPoint presentation**). The core computer-aided dispatch system allows for the intake and processing of emergency and non-emergency calls. The ccCAD is a comprehensive fully-functional Public Safety application which includes the function for call-taking, dispatch, monitoring the incident and responding with emergency personnel.

Mr. Shively briefly demonstrated the procedures manually used within the Communications Center prior to CAD (**see attached**). The cards represent:

- Complaint to Police - BLUE
- Fire Calls - RED
- Ambulance Calls - WHITE
- House Checks - YELLOW
- Shift Changes; Apparatus out of service, Administrative - GREEN

**SILENT DISPATCH** – Greg Pickel presented an overview of the silent dispatch software application (**see attached**).

If Silent Dispatch is in use:

- it will reduce radio dispatcher occupied time (transmissions and message length)
- increase availability for law enforcement radio traffic
- reduce the number of radio transmissions to update first responder status
- field units will have instant access to data attached to the incident

**COST:** Mr. Shively presented the details of the CAD MDC Cost (**see attached**).

- Initial Software is free; it would cost \$35,000 if it was a required purchase.
- There is a one-time implementation fee of \$5,000. This cost includes set-up, configuration, learning and an annual maintenance cost of 18%.

The police will need to buy their initial licenses. There is a \$1,300 price per vehicle for basic and \$1,700 per car if the mapping option is included. Fire and EMS could eventually be included also.

### **1. MCP Assessment Overview**

**Regional Assessment** – Mission Critical Partners (MCP) was used by several counties for their PEMA required assessments. York County submitted their update individually but was rejected by PEMA. They are currently updating their assessment with the comments from PEMA. It has been discussed that Brad Perkins, the Communications Subcommittee Planning Specialist, under the South Central Task Force, complete the Collective Assessment Submission for the region. This would alleviate any additional cost. There is no decision on a vendor at this time. Different vendors will be submit pricing options. The vendors have been asked to submit these to the County by the middle of October.

### **2. Strategic Technology planning / possible options**

Mr. McConahy stated there are additional funds that will be reserved to reallocate. The County was allotted \$40,000. The charges at this time are \$29,000. Mr. Shively said the remainder of the money can be reallocated to eligible wireless items.

Mr. Shively spoke about the individual county plans that have been submitted to the State. Mr. McConahy stated that at least six counties have submitted individual County assessment plans. It has been recommended that Cumberland, Perry and Dauphin Counties submit a Regional Tri-County Assessment.

### **3. Next scheduled activities**

Mr. McConahy summarized the Phone Options – The State’s initial telephone sharing. He discussed the XP Upgrade and the geodiverse options to separate the system at multiple counties to add redundancy and backup at reduced costs. Cassidian Communications provided a price to complete only the XP upgrades, which is the hardware.

Mr. McConahy continued to discuss various options:

- Physically moving side B of the phone system to Dauphin County for redundancy and shared services
- Because the GIS component is critical, calls will be routed based on the latitude and longitude of the actual device versus the physical addresses associated with the telephone bill (as it is today).

Mr. McConahy further discussed companies that lease the equipment. He stated it would be essential if the County Commissioners’ Association of Pennsylvania (CCAP) would take the lead on identifying the funding model and how funding should be disbursed, i.e., not strictly by population.

Mr. Shively said some of the leasing options are very reasonable because leasing means “you are not responsible for hardware and updates.” You pay the least costs and this includes updates, hardware refreshes and swap outs. Mr. Shively will keep the team members updated.

### **Grants / Contract Management: (15 min)**

#### **Grant updates:**

#### **1. Annual Haz Mat Assessment submitted – opens HMRF for 2015**

This assessment has been submitted to PEMA.

#### **2. Hazardous Materials Response Fund**

The Hazards Materials Response Funds Grant is for 2015. The 2013-2014 report must be submitted to obtain the new Grant. A Budget Narrative is now submitted with the Grant Application.

#### **3. Radiological Emergency Response Fund**

This fund is used for Three Mile Island (TMI) Support. The last fund is now closed out. The new fund request application has been submitted and it will be available in late November or December 2014. It will be available to spend during the next State Fiscal year.

**Recurring contracts: (See Attached)**

Claudia Garner discussed the following contract renewals:

- 1. Biddle Consulting – Criticall software for New Hire Candidate Testing**
- 2. Word Processing Services – Ricoh in Comm Center (PD Data)**
- 3. DirectTV – Mobile Communications Unit – Basic News/Weather**
- 4. McNeil & Co. – ESTA Equipment & Liability**
- 5. L.R. Kimball – technical support for FCC license renewals**
- 6. MCP – Extension of current contract – RSSA & Technology - Renewal**
- 7. Archonix – CAD maintenance renewal**

Bob Shively spoke briefly about the ARCHONIX contract page. There has been significant research completed regarding the amount of this contract including various negotiated savings.

Claudia Garner inquired if the Commissioners would like the Executive Briefings regarding any contracts under \$4,000 sent to them prior to the Public Safety Review Team Meetings. These contracts would then NOT need to be a part of the Review Team Meeting Agenda.

Commissioner Cross stated it is important to take time to discuss the contracts during the meeting time. She said it is time well spent. Commissioner Hertzler and Commissioner Eichelberger agreed that it is beneficial for them to discuss the contracts as a group during the Public Safety Review Team Meetings.

Bob Shively introduced the two new full-time dispatchers, Michael Lawrence and Jason Frank. Both dispatchers have Communications Center and/or Emergency Services experience.

Bob Shively noted that the South Central Alert System fielded one complaint. There was a brief discussion regarding this complaint. The individual may have been outside of the alert area.

Megan Silverstrim spoke about the South Central Alert System. She has spoken with Debra Figueroa at Carlisle Borough regarding the South Central Alert System. Ms. Silverstrim will keep the Commissioners updated regarding this matter.

**October Meeting:** The next meeting is scheduled for October 29, 2014 at 10:00 a.m.

Respectfully submitted,

Laurie Mazarella  
Administrative Coordinator