

PUBLIC SAFETY REVIEW TEAM MEETING
October 29, 2014
Cumberland County Department of Public Safety

The Cumberland County Board of Commissioners held a Public Safety Review Team Meeting on Wednesday, October 29, 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; Larry Thomas, Chief Clerk; Sandy Moyle, Deputy Chief Clerk/Meetings Manager; Bob Shively, John Sheaffer, Brian Hamilton, Michele Parsons, Claudia Garner, Public Safety; Sheriff Ron Anderson; Dana Best, Finance; Mark Adams, IMTO.

Action/ Discussion Items:

DPS Transition and progress updates: Two new full-time employees were hired in August. They have completed their telephone and call taker training and they will be taking their certification test on Monday, November 3, 2014. At that time these employees will move to police dispatch classroom and supervised police dispatch training. One of the part-time employees resigned in the past two weeks due to full-time schedule commitments. The other part-time employee has been working all positions in the 9-1-1 Communications Center. Applicants will be interviewed for his replacement. Gary Dressler will schedule these interviews.

Chief Clerk Larry Thomas inquired about the number of administrative staff that are qualified call takers and trained for all support related functions. Mr. Shively stated the 9-1-1 staff has worked to maintain their certifications. The staff that are fully certified are: Bob Shively, Claudia Garner, Brian Hamilton, John Quirk and Gary Dressler. They are qualified to work and cover positions in the 9-1-1 Communications Center. Michele Parsons has also completed phone training and is able to help with administrative outgoing calls during peak periods and storm operations. She is also familiar with the CAD System. Melvin Monismith provides limited support coverage during storms. He usually assists with the utilities online reporting portal which will enable him to be able to report wires and trees down to PPL, GPU, or Adams Electric.

The 5 qualified office staff are now covering daylight open shifts to help reduce overtime. Mr. Shively spoke about the logistics of how the call rotation will be conducted: Gary Dressler will handle normal day-light hour issues with call offs and benefit time. These slots will be filled with part-time staff. If there are any full-time staff that are short on hours these can be back filled. Office staff coverage is next prior to overtime hours as a last resort if no office staff is available due to prior commitments.

Commissioner Hertzler inquired if the part-time employee that resigned went through all of his training. Mr. Shively said he had participated in one-half of the training. The initial Part-time employees were hired on the basis that they would not require big front-end training packages because they had previous 9-1-1 center experience and certifications. The part-time employees submit ten shifts of availability throughout the course of the month with two of those four-hour segments covering overnight or weekend shifts. Two new hired staff began work on Friday, October 23, 2014. They went to their medical emergency dispatch protocol class from October 27-29, 2014. They will begin their Emergency Telecommunicator course training on October 30, 2014 and they will begin call taker training. Call Taker training will be completed in approximately three months.

The Director Review Panel: The Panel will meet on Tuesday, October 27, 2014. There were twenty-five applications received. There are five finalists including Bob Shively that will be interviewed. The Panel defined the key job characteristics they are seeking: leadership, management, 9-1-1 and technology experience. The panel consists of the following: Ron Anderson, Barry Shughart, Chief Clerk Thomas, along with two individuals from the 9-1-1 staff.

Work Chart – Redesign: Bob Shively discussed the work chart and the department's redesign (**see attached**). The collective objectives are listed at the top of the chart. The middle section of the chart is the proposed reorganization chart. All of the blocks, including the gray blocks, depict the fifteen full-time positions in the department. The Administrative Assistant position has not been filled. One proposal is to eliminate the Deputy position. Half of these duties would become the Director's and the other half would be shifted down to managerial duties among the four managers. The goal is to update job descriptions to realign and shift duties to support a total of twelve instead of fifteen positions.

Staff Council (SC) and External Advisory Board (EAB): Mr. Shively discussed the Staff Council and the External Advisory Board. The EAB's first meeting will take place on November 6, 2014, at 6:30 p.m. in the Training Room B, Public Safety. The Board will meet to discuss how the Department of Public Safety, the 9-1-1 Communications Center and the field services can be more efficient. The Board members include: Middlesex Township Police Chief Barry Sherman and Lower Allen Township Chief of Police Frank Williamson. Duane Nieves, EMS Council President and Nathan Harig, Carlisle Goodwill EMS are representing Emergency Medical Services. Randy O'Donnell, Fire Chief at the Navy Depot and John Rausch, Hampden Township Fire Chief are the fire department representatives on the Board. Emergency Management representation includes Fred Boylstein, PEMA and Kathy Doran, American Red Cross.

Law enforcement outreach:

The follow-up meeting will be held with the Police Chiefs of the East area. Chief Barry Sherman has agreed to add this as an agenda item at the Chiefs of Police Association's Meeting to be held in Middlesex Township on November 19, 2014. Public Safety recently received input from several Chiefs of Police regarding the channel assignment policy for active incidents. Public Safety has rewritten the policy that went out to all of the Chiefs for review and comments. The policy commits the primary dispatch channel to the active incident for the period of time until they can render themselves in control of the incident or safely can change to another channel to finish out the incident. Mr. Shively stated that one comment from a Chief stated that the Command Officer of the incident should tell Public Safety when they are able to switch channels. It was noted that there are still concerns with the media being able to hear incidents as they occur.

Mr. Shively stated there was an "almost" missed call this morning. It was caused by an equipment bug. Mr. Shively discussed this incident and the procedure in place when a dispatcher completes a manual pick up of a phone call. The telephone company is assessing this issue.

Sheriff Anderson spoke about an incident that happened on October 28, 2014. The Carlisle Police Department made a traffic stop. When the officer called Cumberland County there was no answer so the officer switched automatically over to Headquarters. Cumberland County immediately returned the officer's call. Sheriff Anderson suggested that it is a good habit before making a full traffic stop to call in the traffic stop before the car comes to a full stop. This could be a matter of training for the police departments.

It was noted that ongoing dialogue with the Carlisle Police Department is critical. All complaints or concerns that come into the Center are reviewed.

Full-time staff meetings will be held. Items to be addressed: performance issues regarding address validation and technology issues. The first rule of call taking is to verify the township and municipality. Training will be needed to address this issue. The staff must be in compliance.

Project Status: The Mission Critical Partners (MCP) Regional Assessment was discussed. Two meetings were held including a meeting with PEMA was held last week to clarify assessment submission requirements. The assessment plan can be sent individually, but if future money is going to be awarded, a regional plan will need to be submitted. Cumberland, Dauphin and Perry Counties are using MCP. Lancaster County completed their assessment. They completed their plan in house with their technical staff. York County also submitted an individual assessment using in-house staff. Their plan was rejected because they did not have the appropriate data. York County is correcting this data.

The Cumberland County plan addresses the phone, radio and CAD systems. Mr. Shively spoke about joining with other counties moving forward. The phone systems for Cumberland, Dauphin and Perry Counties could upgrade their phone systems together. This possibility will be addressed in the Regional Assessment Plan. There was a brief discussion regarding PEMA's role in this matter.

The Lancaster County phone system was discussed. Lancaster County has a unique opportunity. They do not pay any line costs due to co-location with the phone company at this time. As copper phone lines are phased out in the next few years their current connectivity may not be available. There probably will be more regional or national data switching centers as technology changes in the future.

Emergency Service Training Grounds Lease:

Through time and lack of volunteers over the last 15 years, the County has taken over mowing and ground maintenance of the training grounds for the Volunteer Firefighters Association (VFFA). The Association has not kept up with the lease requirements. At this time the County will need to meet with the VFFA to speak about future expectations. Public Safety has items stored at the grounds including the response trailers. The Association bought the blue building (storage building) which sits on County property. This matter has been brought to Solicitor Brenneman's attention. One option would be to terminate the lease. There was a discussion regarding the Harrisburg Area Community College and their facilities. Does the County need duplicate resources? Will the burn building be utilized by the fire companies in Cumberland County? The training grounds are a continued expense to maintain. If the lease agreement is not terminated, it will need to be updated to state all details needed to support the agreement.

Grants / Contract Management:

The Radiological Emergency Response Grant: Claudia Garner spoke about this Grant. The award letter from PEMA will be sent electronically within the next 30 days. It is just shy of \$22,000.00. The purpose of the Grant is for TMI purposes. In March or April Public Safety will gear up for the April 14-15, 2015 Federally-funded exercise. The majority of the Grant money will be spent for this purpose. A comprehensive plan was completed, approved and signed by the Board. It was sent to PEMA and their expenditures will follow that approved comprehensive plan.

Priority Dispatch (Renewal) – ProQA Paramount - \$8,376.25 (1/11/15) (see attached)

This is a comprehensive contract. It is the software maintenance agreement for the Emergency Medical Dispatch protocols used for every medical-related phone call that is received in the 9-1-1 Communications Center. The cost is a reflection of three separate agreements, now combined into one (**see attached sales quote #106390**). A brief discussion ensued. This is essential technology needed to run the 9-1-1 Communications Center. The cost is \$7,672.50. The manual card set was briefly discussed. While Cumberland County utilizes the software on a daily base, a backup system is needed should the system go down. This would be the manual flip card set. These cards need to be updated when there are any changes. The annual maintenance cost is \$178.75. It covers any updates that occur.

Aqua – EMD Electronic Quality Assurance software - The Aqua –software was discussed. The annual maintenance cost is \$525.00. This provides required quality assurance review and scoring software.

Ultrabac Replication Software – also due for renewal but will come through the IMTO Office. This provides and maintains backup of data on the CAD server.

Hazardous Material Response Fund Grant Agreement: This presents Public Safety with the opportunity for new Grant money for the New Year. Public Safety just received the paperwork so it will appear on a future meeting agenda.

Hazardous Materials Response Team Contracts - There are two remaining contracts which involve charging Franklin and Perry Counties \$6,000.00 each per year to guarantee hazardous materials response. With the retirement of Steve Fair, one of the active response members, and with the redesign and reorganization i.e., PFM Study recommendations, Mr. Shively is not sure that this response can be guaranteed. With retirement of Linda Hamilton and elimination of dedicated Hazardous Materials planner, duties have been reassigned. John Quirk has been responsible for the equipment and vehicles and Eric Hoerner has been covering the planning requirements that are required by law. Connie Heckard handles the Local Emergency Planning Committee (LEPC) items and the billing of the TIER II facilities. There is a concern regarding certified response staff. The Franklin County old Mac Tools Truck is currently stationed at Franklin County's 9-1-1 Center at Letterkenny Army Depot and they are using it to respond to calls to help Cumberland County's team. Mr. Shively will begin the discussion about renewing this contract.

Mutual Aid needs to be available. It was discussed when Cumberland and Dauphin Counties may come together with regard to mutual aid. Michele Parsons said there is a Memorandum of Understanding (MOU) that will need both Counties' Solicitors' signatures. She does not presently have a copy of the MOU but she will obtain one. Michele believes it is with the Dauphin County Solicitor. Chief Clerk Thomas requested a copy of the MOU be emailed to him and Solicitor Brenneman for their review. This will be further discussed at the December 10, 2014 Public Safety Review Team Meeting. Franklin and Perry Counties will need to have adequate notice if the Mutual Aid contract is not renewed. They may need to seek a rider with a private vendor. A further discussion ensued.

Public Safety Q & A:

Open questions and answers / Good of the order:

Commissioner Hertzler inquired about the Thanks Program. It will appear on the agenda at the December 10, 2014 review team meeting. One focus will be the possibility of a joint program with Dauphin County.

A Wills for Heroes event will take place Saturday, November 1, 2014 at the Public Safety Building. Wills, Living Wills and Power of Attorneys will be provided for first responders and their significant others. The Penn State Dickinson School of Law's volunteers help to conduct this event.

There was a brief discussion regarding EBOLA. This situation will continue to be monitored based on the regional guidance for the 9-1-1 Dispatchers. Michele Parsons said there are fast teams in the Philadelphia area where international flights arrive. This is one of the first locations discussed for possible USA entry within Pennsylvania.

Commissioner Cross spoke about the FEMA Pandemic Virtual Table Top Exercise held yesterday in the EOC. She stated it was very informative and well received.

The next meeting is scheduled for December 10, 2014 at 10:00 a.m.

The meeting was adjourned at 11:03 a.m.

Respectfully submitted,

Laurie Mazarella
Administrative Coordinator