

JEFFERSON COUNTY 9-1-1 DISPATCH
Minutes of Regular Meeting
November 19, 2020

A regular meeting of the Jefferson County 9-1-1 Dispatch Board was duly called to order at 2:03 pm with an electronically linked social media source by Chairman Scullin. The following members of the Board were in attendance.

John Scullin - Chairman
Paul Mayer –Vice-Chairman
Vernon Cherry – Secretary
David Kennedy – Member
Andy Sides - Member
Brian Taylor -- Member
Gary Wright – Member

Also present:

Travis Williams – Chief
David Bieser – Assistant Chief
Bob Sweeney – Counsel
Penni May – Business Manager

Guests: Sheriff Dave Marshak, Lieutenant Colonel Whitney, Corporal Mike Toombs, Sergeant Perry Tindall, (Jefferson County Sheriff's Office), Chief Bob Dunn (Saline Valley Fire), Chief Tom Fitzgerald, (DeSoto Rural Fire), Chief Jamie Guinn (North Jefferson Ambulance), Assistant Chief Kevin Wingbermuehle (Rock Community Fire), Chief Medical Officer Pratte, (North Jefferson Ambulance), Kara Lewis, Cheyenne Fowler, Michelle Arnett, Bailey Epple, Janet Smith, Michael Prater, Chris Hermann, Adrienne Mayberry, Becca Presnell, Lisa Gore, Cheyenne Fowler, Brooke Hanna, (Jefferson County 911), dhawkins1

Agenda –Chairman Scullin presented the agenda. Chief Williams requested to add Jefferson County Animal Control and 10-year plan review under New Business. A Motion was made by Andy Sides, seconded by Brian Taylor to approve the amended Agenda. All present were in favor.

Minutes – Chairman Scullin presented the minutes of the regular session meeting of October 15, 2020. A Motion was made by Vernon Cherry, seconded by Paul Mayer to approve the regular session minutes of October 15, 2020. All present were in favor.

Guest Forum & Comments:

Chairman Scullin stated the board is aware of the issues with the current CAD and does realize the customers concerns. He also stated, he and Vice-Chairman Mayer have been actively involved with the issues. A meeting was held with the president and vice-president of LOGYSIS to address our concerns with the CAD. He then opened the meeting to guests. The following guests spoke:

Chief Tom Fitzgerald (DeSoto Rural) – His agency has been working with Chief Williams and Assistant Chief Bieser with their concerns. His biggest concern is the problems are not getting fixed fast enough. The fire personnel are paying the price in the field on live calls. He also stated the dispatchers are paying the price also. His command staff are stressed, due to having to monitor what is being dispatched. He stated, he will admit up front, he was hooked on this closest equipment, however, now it is killing us at Desoto Rural. He is asking for someone to come up with some type of fix. The 14 to 15 weeks' update timeframe is unacceptable. Chairman Scullin stated, he knows that Chief Fitzgerald is speaking on behalf of many fire chiefs.

Shop Steward Mike Prater – Mike informed the board, the dispatchers have always considered themselves the best of dispatchers. This new CAD system does not allow the dispatchers to provide the best service. He has had numerous employees come to him and ask what can be done to change it.

Sheriff Dave Marshak – The Sheriff stated he has been made aware of some external communications and people being upset about the CAD transition. He stated change is never perfect and certainly as we transition there will be challenges. The Sheriff's Office has done several upgrades over the past few years and there were challenges. He stated, because the fact we are so new into this upgrade, he wanted to remind everyone we are in a transition phase for the implementation. He stated, he is willing to come to the table to discuss the challenges we are experiencing and how we can help facilitate the change. This is the first opportunity for law enforcement to have the things they need with this new CAD. He informed Chief Williams, if there are issues, they need to be communicated to him so he can assist to make this CAD successful.

Chief Jamie Guinn – Chief Guinn stated, discussions have been held with the EMS and Fire Chiefs and they are all having the same general problems that have been mentioned. He was glad the Chief and board members were addressing those issues. He stated, we need to find a fix fast, otherwise it will jeopardize life safety for the emergency personnel and community members.

Committees:

Jefferson County Emergency Services- Chief Williams stated discussion were held regarding open CAD issues and trying to create a timeline for fixes. Discussions regarding the Chaplains Group.

PSC Meeting – Tom Nahlik has been approved by the County Council to represent Jefferson County 9-1-1 Dispatch.

Operations Committee – ZOOM meeting. Discussions were held regarding CAD issues. 9-1-1 will be providing a weekly update to the chairman of the committee.

Chief's Report:

Perfect Attendance – Chief Williams reported, the agency had 23 employees with perfect attendance for the month October 2020.

Public Relations Report –Chief Williams informed the board, we will be participating in a couple parades, shop with a hero, and adopting a family.

Education Report– Presented, Chief Williams did inform the board, we have hired five new dispatchers. This will bring us to 36 full time dispatchers on the payroll.

Statistic Report: Chief Williams reported the following statistics for August 2020.

October 2020 22,455 Total Calls 6,964 (9-1-1 Calls) 8 calls fell in the unacceptable category

Legal - None.

Unfinished Business:

LOGISYS CAD - Chief Williams reported, there are a number of open issues and we did meet with LOGISYS via zoom to address the issues. We did prioritize the issues needing to be addressed. They assured us they are working on the problems. Chief Williams stated we are working with the Sheriff's Office on the MDT issues. We have not deployed all the MDT's on the Fire/EMS side yet. We have 10 or 12 MDT's in the field as test units to recognize the problems. The open items that affect the Fire/EMS; tone spacing with the Zetron 25, reporting problems. On the Sheriff side, the CARES reports are working correctly. Chief Williams stated, one of the biggest issue is the dispatching policies and the way they are written with bringing in closest equipment vs static responses. Chief Williams stated, this CAD system is all or none. We either have to have static responses and build the tables or utilize the closest equipment. Assistant Chief Bieser stated, a lot of the issues are with the additional equipment. When it sends the closest equipment, it does not always notify the host agency.

Board Member Kennedy asked Chairman Scullin, with regards to the fire agencies perspective, where are the problems on a scale of 1-10? Chairman Scullin stated, there was an issue with a call involving his old department. The dispatchers did an amazing job, however, getting the equipment to the call was a problem. Assistant Chief Bieser said he can build the Initial Dispatch Policy with a static response, and if they requested additional equipment it will always be the closest equipment. The issue being, we do not have the capability to change that request response. Board Member Sides inquired, if the Fire agencies want the closest equipment? Assistant Chief Bieser stated, they do want the closest equipment sent, however, they want to be notified if they are running in their district.

Chairman Scullin stated, we will continue to work on the issues. If you have an issue, bring it to Chief Williams or Assistant Chief Bieser's attention so it can be rectified. Chairman Scullin informed board, one the topics during the LOGYSIS discussion was the lack and quality of the training. The training overall was a fail. LOGYSIS did agree they lacked some of the resources to properly train the dispatchers. Chairman Scullin stated, we do have a commitment from them to work of the training.

Vice-Chairman Mayer stated he would like to clarify some of the comments regarding Fire/EMS. The agencies do want the closest equipment, however, someone from that host district should be on the scene. The citizens are paying taxes in that district and should get representation from that district on the scene. He also stated, perhaps our interpretation of closest equipment and LOGYSIS' interpretation of closest equipment are not the same. Maybe some of this will be resolved once the MDT's are installed in the trucks. Chief Jamie Guinn agreed, he had two trucks in service within his district and the CAD sent in a truck from another district and they were unaware another agency was running in their district. Vice-Chairman Mayer inquired is this something that can be rectified. Chief Williams stated, there will be work to be done on both ends and hopefully we can come to a solution. He understands the frustration in the field, just as his staff also has frustration by attempting to field the call correctly while trying to adjust to the new CAD system.

Board Member Kennedy stated, so we have a commitment from the LOGYSIS president to fix the problems. We also have come up with a plan to keep everyone in the loop on a regular basis. Secondly, whether the fix comes from LOGYSIS or our own developed work around, the agencies and the citizens are our customers. He would hope our goal would be, if LOGYSIS cannot do it, then we have a Jefferson County work around that does what the Chief needs.

Board Member Sides inquired if the problems basically revolve around programming response codes. Is this what needs to be done to determine what trucks are staffed or is this darn near impossible? Chief Williams stated, there may be a patch we develop until LOGYSIS can fix the problem. Assistant Chief Bieser and Chief Williams gave some scenarios of calls with problems that need adjustments. Chief Williams stated, we have requested code changes for these problems. Chief Fitzgerald stated, sometimes you have a closer piece of equipment however it may not be manned. Assistant Chief Bieser agreed, the closest unit may not be the fastest, because you have to wait for the volunteer to arrive at the engine house. Chief Dunn stated, the majority of the departments are in favor of closest equipment when it makes sense.

Chairman Scullin stated, we are only 59 days into the new CAD and this is a major change and we do recognize it. What is important, is the entire situation and its compounding itself. Everyone is short on staff, everyone is agitated. The dispatchers are clearly struggling with the system. He spoke very openly with the president of LOGYSIS about the situation. They are going to come back out and train more people. He also stated, that LOGYSIS may not have realized the size of our county and how diverse of a county. This CAD was studied for some time by a committee of all disciplines involved. Our dispatchers are the life line to all the agencies in the field and we want to make sure they are comfortable and to know the tools they have to use are working properly. Board Member Wright stated, the vendor should have remained on site during the launch. Our employees cannot be expected to know and understand that system to the depth in which the vendor built. The vendor should be on the ground correcting the problems.

MDT Rollout – Chief Williams informed the board, ten to twelve MDT's have been deployed in the field for a test mode. The remainder of them are on site. We did run into a data issue that has been rectified. Programming will be done and they should be deployed the week after Thanksgiving.

Some agencies have already requested some additional MDT features, so we will be working on those requests.

Air Quality Assessment – Chief Williams stated, the Air Quality Assessment report was sent to the board for review. The report came back good; no issues were detected. We will be proceeding with the air ionizer into the duct work.

Pandemic Operations – Chief Williams informed the board, we are continuing to have the main center and back-up center sprayed. We are also taking temperatures and wearing mask when up from our desk. We did have four employees out from the same crew which created a lot of overtime and stress. We had some employees that had to work back to back eighteen hour shifts. Two of our employees have been hospitalized with COVID-19. They are both home and on recovery. We do not have a return date on either employee, however, he has informed Dave, Angie, Michelle and Geri they will need to pick up some shifts in the room as we get through this pandemic.

Festus Radio Update – Chief Williams informed the board, all the back office equipment for the Festus Police radio has been delivered. The installation will begin soon. A kick off meeting was held with Motorola and Festus to go over the equipment, install and cutover. We are in the final draft phase of the Intergovernmental Agreement that will be submitted for execution at the December Board meeting.

St. Charles County 9-1-1 Outage – Chief Williams stated, he did speak with the Director at St. Charles County about the 9-1-1 outage they experienced. The entire county was out of 9-1-1 service for approximately four hours. They use a third party product for the 9-1-1 system that is owned by Motorola and that was the problem with the outage. It was not a problem with AT&T. Chief Williams stated, our chances of this type of outage are less, do the fact we do not utilize third party vendors. Our system is strictly an AT&T platform.

New Business:

Animal Control – Chief Williams informed the board, Animal Control have purchased eight APX100 radios and would like to use the radio system. This would be similar to the Festus Special Road District contract of an annual cost per radio. Chief Williams requested the board’s approval to allow the Animal Control on the radio system with their own talk group. A Motion was made by Paul Mayer, seconded by Gary Wright to have Attorney Sweeney move forward with an Intergovernmental Agreement with Animal Control. The vote was as follows:

Paul Mayer	Yes
Gary Wright	Yes
David Kennedy	Yes
Vernon Cherry	Yes
Andy Sides	Yes
Brian Taylor	Yes
John Scullin	Yes

Union – Shop Steward Mike Prater stated, he had a statement just for the health and welfare of the employees. He wanted to board to know, he was one of the employees hospitalized and would like the thank the staff, Travis & Penni and all the dispatchers on their helpfulness to his family while he was ill. He also stated, as the shop steward, he has great concerns with all the overtime hours’ employees are required to work. One day the agency will be at risk, when you have an employee that works an 18-hour shift, turns around and comes back to work a second 18-hour shift. These employees are dedicated to the agency and they know the shifts need to be filled. We really need to have a plan in place for the future. Employees should not be coming into work ill and feel they have to work, because they don’t want others to have to work their shift. Chairman Scullin stated, we are aware of the issue and are currently working on the problem. We just hired 5 additional dispatchers and are planning to get the relief needed.

10-year Plan – Chief Williams presented a 10-Year Plan to the board for review. No action is needed at this time. The plan does include several items. CAD upgrade, technology upgrades, facility maintenance. We have discussed in the past about increasing the LAGERS Retirement to the L-12

level. Board Member Mayer suggested ordering an actuarial to review the cost. This is the same level the county currently has for their employees. He also informed the board, for CALEA purposes the minutes need to reflect a 10-year plan has been submitted to the board for periodic reviews. Chairman Scullin stated, let the record reflect the 10-year plan has been accepted for review by the board.

Financial:

Bills of the Session –The bills of the session were presented. A Motion was made by Gary Wright seconded by Vernon Cherry to approve the November, 2020 bills presented in the amount of \$361,947.99. Checks #15191-15242 (including EFTS) The vote was as follows:

Gary Wright	Yes
Vernon Cherry	Yes
David Kennedy	Yes
Brian Taylor	Yes
Paul Mayer	Yes
Andy Sides	Yes
John Scullin	Yes

Monthly Audit Report – Monthly Audit report presented (Sent in the packet)

Sales Tax Revenue: Chief Williams reported the sales tax revenue for the month of October 2020 was \$750,170.33. We are up 5.8% for the year.

Announcements: None

A Motion was made by David Kennedy, seconded by Brian Taylor to adjourn the open session into closed session for the purpose of Contracts, Litigation and Personnel. The vote was as follows:

David Kennedy	Yes
Brian Taylor	Yes
Gary Wright	Yes
Vernon Cherry	Yes
Paul Mayer	Yes
Andy Sides	Yes
John Scullin	Yes

Report from Executive Session – None

A Motion was made by Vernon Cherry seconded by Andy Sides to adjourn the open session of the meeting. All present were in favor.

Respectfully Submitted

John Scullin
Chairman

Vernon Cherry
Secretary