

DELAWARE COUNTY 911 BOARD
MINUTES
April 6, 2010
DELAWARE COUNTY COMMISSIONERS MEETING ROOM

In attendance at the meeting was: Chairman Gary Honeycutt, City Manager Homan, City Manager Lutz, Commissioner Ken O'Brien, Trustee Phil Panzarella, Chief Vest, Chief Martin, Chief Donahue, County Administrator Dave Cannon, 911 Director Greenlaw and Lt Church.

Also Present: Brittany Craig, Patrick Brandt and Candace Preston-Coy

Not Present: Chief Farmer, Sheriff Davis, Chief McIntire

- I. Chairman Honeycutt called the meeting to order at 1:02 p.m with the Pledge of Allegiance.
- II. Reading and Approval of Minutes
 - A. Motion to approve the minutes of March 2, 2010 as presented by Trustee Panzarella, seconded by Commissioner O'Brien. Motion passed unanimously.
- III. Public Comment - None
- IV. 911 Director Report

Director Greenlaw stated that he was at the CALEA meeting in Dallas the week prior to consolidation. During the meetings, he met with several of our current vendors.

Director Greenlaw reported that the prior to consolidation, all shifts and staff met in preparation of the Consolidation to discuss and review the operation. This was followed by a joint meeting between Delaware City Council and the Delaware County Commissioners. An overview of the consolidation was discussed at the meeting.

On March 30 at 10:45 am, the consolidation officially occurred and the new DelComm officially began operation. The Tour Commanders were doubled staffed for a period of 48 hours after the start of Consolidation to ensure the smooth operation and to resolve any questions that rose. The transition worked well, with no dropped or lost calls. There are some items still being worked and will be resolved; however, for the customers, the transition has been seamless.

Director Greenlaw stated that the staffing levels are sufficient for the operation. In time, training will be provided to allow the crossover of all personnel between law and fire/EMS. With some training and familiarity of equipment still occurring, the meet and greet with field operations and the Telecommunicators was postponed. This will be restarting in the future.

Director Greenlaw reported that Chief Martin, Operations Manager Craig and he met to evaluate the operations. They are working to resolve some items that have been identified including the wrong units being assigned to calls.

Director Greenlaw stated that April 11-17 is National Public Safety Telecommunicators Week. DelComm is planning some activities during the week. Several local vendors and agencies are providing items of appreciation to the Telecommunicators.

The CLEA Accreditation process was being held up due to the contract being reviewed. This has been completed and will go before the County Commissioners in the near future for formal approval.

Director Greenlaw reported that the Standard Operating Guidelines (SOG) are in the process of being completely revamped. The new SOG's will be a consensus based, allowing for personnel to provide feedback. New software has been purchased to facilitate this operation.

Director Greenlaw stated that preparations are being made for Chief Morris and Capt Pijanowski to attend training for the instruction of EFD and EPD.

Director Greenlaw reported that since Consolidation has occurred, he has begun working on the back-up center that will provide redundancy for the 911 Center.

Director Greenlaw stated that he has been working now for eight months and a performance evaluation is needed. City Manager Homan suggested that this be given to the Administrative Committee. City Manager Homan also asked that documentation be done of the Consolidation over the next 6-12 months. Trustee Panzarella suggested that the University of Miami may be interested in reviewing and studying the Consolidation. With the information, they may develop a case study that would be beneficial to other interested agencies.

Chairman Honeycutt complimented Director Greenlaw on the seamless consolidation. Chief Martin also complimented the Director and his organizations willingness to listen to concerns and develop solutions. Director Greenlaw stated that this was the easiest Consolidation he has undertaken, as this was the result of everyone having the same vision.

Chief Vest stated that through the CLEA process, we will need to begin working to developing short and long-term goals. These will need to be formalized into a document.

V. Committee Report

A. Technical Committee – Chief Donahue provided the following update from the Technology Group.

○ Software Integration

1. Fire Department – The interface is being worked on and should be implemented in the next week.

2. Police Department – Project is now planned to be delivered by mid-April.
 3. CAD History – This is operational from the new DelComm computers.
- Hardware
 1. City Equipment Transfer – Will be completed in future.
 2. Redundancy – The system is now fully redundant with fiber optics.
 3. FD Recall – Operational
 4. Patriot System - This is scheduled for installation in mid-May.
 5. Jailboard – Is currently not able to have bi-directional communication. A new card is on order to repair and this should be operational within a week.
- B. Standards and Protocols
- i. No Report
 - ii. Chief Martin brought up discussion related to the Prosecutors findings that will not permit OWU Public Safety being dispatched by DelComm. This is a result that OWU is not a public agency and not a certified Police Department. Chief Martin asks that we keep this in the back of our minds. There is consideration to bring this before the State Legislation for consideration. The ball is back in OWU's court.
- C. Administrative – None

VI. Unfinished Business

- A. Patrick Brandt stated that all of the work is in the process of being completed; however, this is a several year process. Chief Donahue recommended that these items be handed to the Technology Committee for monitoring. They will then update the 911 Board as needed.

VII. New Business

- A. County Administrator Cannon stated that we need to start looking at the 2011 911 Levy. Consideration related to the funding should include future needs and the possibility of equipment replacement. The levy is for 5-years. The matter was referred to the Administrative Committee.
- B. County Administrator Cannon also reported that he would like to thank the City Dispatcher and the good attitudes they have had related to the consolidation.
- C. Director Greenlaw stated that he has received one resignation from the recent new hires.
- D. City Manager stated that he would like to thank the Board, the County and all entities on accomplishing this important facet of Consolidation.

VIII. There being no further business before the Board, motion by Chief Farmer, seconded by Trustee Panzarella to adjourn. Motion passed unanimously. The meeting was adjourned by the Chairman at 1:50 p.m.

IX. Next meeting is scheduled for May 11, 2010.