

DELAWARE COUNTY 911 BOARD  
MINUTES  
March 17, 2009  
DELAWARE COUNTY EOC

In attendance at the meeting was: Tom Homan, Commissioner Tommy Thompson (for Commissioner O'Brien), Phil Panzarella, Sheriff Davis, Chief Martin, Chief Vest, Chief Honeycutt, Chief Morris (for Chief McIntire), Chief Donahue, Chief Farmer, Interim Director Pijanowski and Interim Operations Manager Stephens.

Absent: Steve Lutz

Also in Attendance: Bill Swatsworth (Kimball Corporation) Patrick Brandt, Gloria Rose James and Lisa Iannotta.

- I. Chairman Homan called the meeting to order at 1:05 p.m with the Pledge of Allegiance.
- II. Reading and Approval of Minutes
  - A. Motion to approve the minutes of March 3, 2009 as presented by Chief Honeycutt, seconded by Tommy Thompson. Discussion followed concerning the clarification of who was contacted by the US Marshal Service. The wording was changed from Chief Martin to Patrick Brandt. Motion was changed to reflect "as modified" and passed unanimously.
- III. Interim Director Report

Chairman Homan stated that he has received positive feedback on the work that the new Interim Director and Interim Operations Manager have been doing over the past week.

Interim Director Pijanowski stated that he and Interim Operations Manager Stephens have met and worked with all the shifts. They have been looking at the computer system, the supervision and meeting on a grievance. Interim Director Pijanowski stated that he has met with Bill Swatsworth on the proposed recommendations and they are on track and beginning to work on the points identified. These include updating the SOPs, looking at the issue with the ALERTS CAD, and opening dialogue with the Fire and EMS Chiefs. They have had one employee serve a suspension. Interim Director Pijanowski identified they are looking into one matter of an EMS call not being dispatched for 20-25 minutes due to an ANI/ALI issue.

Chief Farmer mentioned that with EMD, the dispatcher assisted in saving the life of an infant and should be complimented on this.

Interim Director Pijanowski stated that he can be reached at 833-2167. He would like emergency issues to be handled directly by the Shift Supervisor. Any more global

issues should be directed to Interim Operations Manager Stephens or himself. Interim Director Pijanowski asked that we begin considering implementing Phase 3 of the contract with Kimball.

Chief Martin asked the status of the open Supervisor position. Interim Director Pijanowski stated that they have received 20 applications and they are currently reviewing them. Interim Operations Manager Stephens indicated they are looking at creating a panel for the interviews to include Fire/EMS/Law. Stephanie also stated they are currently working to update the SOPs to include all the memos that have been sent out for the past several years.

Phil Panzarella asked if the interview questions were completed. Stephanie stated that these were not completed at this time. Chief Honeycutt asked how the atmosphere in the 911 Center was now with the leadership in place. Stephanie stated that the personnel are still getting use to the change. The key items they have been working on are the communication amongst the personnel.

Sheriff Davis asked if they have visited and worked with all shifts. Interim Director Pijanowski stated they have been with all the shifts and will continue to follow-up.

#### IV. Committee Report

##### A. Technical Committee

- i. Chief Donahue stated that the pricing on the radio repairs has been coming in. The repair to the Shanahan Rd tower is just under \$20,000 and the beam support replacements appears to be around \$23,000. Patrick will be reviewing these and the contract for the preventive maintenance of the microwave and report back at the next meeting.

##### B. Standards and Protocols – None

##### C. Administrative –None

#### V. Unfinished Business

- A. Kimball Corporation – Chairman Homan stated that he has received an electronic copy of the draft and will be forwarding it to the 911 Board.

Bill Swatsworth stated that Kimball is reviewing the recommendations and will be printing the final report. He expects the final report to be submitted prior to the next 911 Board meeting. Included in the plan are the recommendations for the establishment of a management structure. A list of complete critical issues and priorities identified during the study are provided in Appendix A of the report.

Phil Panzarella asked if included with this was a list of metrics of where the 911 Center is currently and what the goals were. He stated that it is necessary to understand where the 911 Center is currently and what are the expectations.

Bill Swatsworth stated that Kimball had been in discussion with Delaware County for 18 months. During that period of time, they had proposed conducting an in-depth study that would have included the metrics. That was not part of the contract that was signed. He stated that Task 3 could include this type of analysis. Phil stated that it is good to know where we compare to others as well.

Commissioner Thompson stated that we had to get Tasks 1 and 2 completed. He now sees that it is appropriate to begin looking at Task 3. Chairman Homan stated that this would be more in line once the permanent 911 Director came on board. Chief Vest stated that once the new 911 Director is on board, there may be other issues they need to address first.

Chairman Homan stated that the discussion was good, and that we need to move at baby steps. He further stated that we need to discuss the selection process for the new 911 Director.

Sheriff Davis asked Lisa Iannotta about the status of Stephanie's Employee Action Form. Sheriff Davis stated that he needed this. Lisa assured him that it has been signed and the resolution approving the move has been passed by the County Commissioners.

## VI. New Business

- A. New Director Hiring Process – Chairman Homan reviewed the process that Kimball had provided as part of Task 2. He asked Bill Swatsworth to review it. Bill stated that Kimball is happy to assist with the on-site selection process. Once they applications are received, Kimball would provide a review of the top 3 candidates. The review is a process called “Top Grading”. This would include a 4 hour interview with the prospective candidate.

Lisa Iannotta reviewed the hiring process that was previously used. This included the various review panels. She questioned whether the process needed to change and include the process that Kimball has recommended.

Chairman Homan stated that we need to move methodically not hastily, but commit to a time schedule.

Chief Vest questioned the process that Kimball was proposing, and thought the process used previously worked well. He has concerns with a list of three being presented for review. Bill Swatsworth stated that it was not a pass/fail process. Kimball provides an in-depth interview and analysis of the candidates, on their education, and experience, ability to work with people. This report is then given to the 911 Board to use as a tool in hiring. Chief Vest had concerns that the candidates brought forth may not be what the 911 Board

determines as the best candidates. He felt that it would be better if they brought forth the top 10 candidates.

Chief Honeycutt stated that what is more concerning right now is how we are going to overcome the current reputation we have.

Sheriff Davis stated that we did not have a post briefing on the last hiring process to determine what did and did not work.

Lisa Iannotta stated that the last process was efficient. We need to decide on the issues of salary and covering travel expenses prior, and determine if we are going to do a nationwide search.

Chief Vest stated that the organizational structure is still a struggle on whether it will be successful and who the individual reports. Chairman Homan stated that the relationship between the County Administrator and both the 911 Director and the 911 Board is essential. That would require the Mediator being called to figure out.

Chief Honeycutt stated that Dave Cannon needs to be part of the process. That is part of what went wrong the last time.

Sheriff Davis stated that the 911 Board is based on sheer cooperation with all agencies. The 911 Board does not have statutory authority. Lisa Iannotta stated that in the County, the Department Directors report to the County Administrator.

Chairman Homan stated that one of two things needs to occur.

1. Simultaneously work on the hiring process and work with the Mediator.
2. Resolve the issue with the Mediator and then move forward with the hiring process.

Chief Honeycutt stated that we need to go straight to the Mediator. Chairman Homan stated that the last time, it was a 1 year process and Miami Co was used as a model. Discussion followed about the organizational structure and how it could work.

Motion by Chief Honeycutt and seconded by Chief Martin, to utilize the services of the Mediator to define the lines of authority of the 911 Board, County Administrator and the 911 Director. Discussion followed on the motion.

Chief Vest stated that he did not think the 911 Director could report directly to the County Commissioners. The Mediator could discuss and resolve these issues.

Lisa Iannotta questioned if the Mediator needed to be used or if Bill Owens could be used for this review. Chairman Homan stated that this would need to include the County Administrator and the County Commissioners.

Commissioner Thompson voiced concern that this cannot continue for another 14 months. Resolution is needed now.

Phil Panzarella stated that what is being asked of the Mediator is to clarify the dotted line. Typically a dotted line is advice, but no authority.

With no further discussion, the motion was brought to a vote. Motion was approved with a vote of 6-3 in favor, with Sheriff Davis abstaining.

- B. Personnel - Executive Session pursuant to Ohio Revised Code Sections 121.22 (G) (4) personnel. Motion by Sheriff Davis to move into Executive Session. The Executive Session also included Interim Director Pijanowski, Interim Operations Manager Stevens and HR Director Iannotta. Seconded by Chief Vest. Motion Approved.

Motion by Sheriff Davis, seconded by Chief Farmer to come out of Executive Session at 3:00 p.m. Motion approved.

VII. There being no further business before the Board, meeting was adjourned at 3:00 p.m.

VIII. Next meeting is scheduled for April 7, 2009.