

DELAWARE COUNTY 911 BOARD
MINUTES
May 5, 2009
DELAWARE COUNTY EOC

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

Absent: Chief Honeycutt

Also in Attendance: Gloria Rose James, Kathy Jewell, and Lisa Iannotta.

- I. Chairman Homan called the meeting to order at 1:10 p.m with the Pledge of Allegiance.
- II. Reading and Approval of Minutes
 - A. Motion to approve the minutes of April 21, 2009 as presented by Chief Farmer, seconded by Chief McIntire. Motion passed unanimously.
- III. Interim Director Report

Interim Director Pijanowski stated that the 911 Center mt with ALERTS CAD. The first change recommended to resolve the problems was to change the data server. This was completed last Thursday. Since that time the system has not locked up. The issue with the fax server not sending information to the fire stations has been resolved.

Interim Operations Manager Stevens stated that business has been as usual in the Center. They are working with the Fire and EMS to screen callers for symptoms potentially related to the H₁N₁ virus. With the recent promotion of Kelly Stojkov, that has opened a position for a Lead Supervisor and work is being done to fill that position. They are also working on the revised SOGs.

Chief Martin asked if there was consideration given to hiring more personnel as a result of the proposed consolidation. Interim Director Pijanowski stated that he had not evaluated that, at this point.

Chief Farmer asked why we were waiting on to bring the dispatchers from the City to the County 911 Center. Chairman Homan stated that the City is waiting on the 911 Director to be hired, and ensuring the process works. He stated that the City is committed, but there were some fundamental principles identified during mediation. Chief Donahue and Interim Director Pijanowski both stated there were also technological issues that needed to be addressed.

Chairman Homan asked to move Agenda around due to time constraints of several board members.

V-A Hiring of New 911 Director

Chairman Homan distributed packets on the hiring of the 911 Director. The job announcement was put together by Lisa Iannotta, with review by Kimball. One of the recommendations by Kimball was to allow experience to count for some of the educational requirements.

Trustee Panzarella stated he would like to see some comment included about grants. County Administrator Cannon stated that the County has personnel that will assist with the grants. Chief Vest stated that the grant experience certainly could be an aspect as part of the evaluation process. The proposed job description has been matched up and meets the MOU signed by the County and City. Question was raised about the hiring and the involvement of the County Administrator concerning recommendations. County Administrator Cannon stated that he will be looking at the recommendation from this Board. Provided there are not any red flags, the recommendation would be forwarded to the County Commissioners for approval.

Motion by Chief Martin and seconded by Chief Vest to accept and recommend to the County Commissioners the proposed job description of the 911 Director. Motion passed unanimously.

Chairman Homan stated that Kimball has asked if there was anything further that they needed to consider about the knowledge, skills and attributes for the position. Discussion followed and it was recommended that Kimball provide the 911 Board their recommendations.

Chairman Homan reviewed the position announcement and timeline. Discussion followed on the timeline. The 911 Board stated that it was the desire to have the interviews July 14 and 15.

Interim Director Pijanowski stated that he has reviewed the budget and funding is available to assist with the hiring process. The estimate is that \$10,000 is needed. No action is needed by the 911 Board.

Chairman Homan asked if the 911 Board desired to stay with the same interview panel groups. The 911 Board agreed to stay with the same interview panel.

The closing date for the posting is June 5.

IV. Committee Report

- A. Technical Committee – None
- B. Standards and Protocols – None

- C. Administrative – Chairman Homan stated that they are planning to meet in the next couple of weeks.

V. Unfinished Business

- A. Hiring of New 911 Director - Already Discussed
- B. 911 Phone System – Patrick stated that this is currently being worked on and a meeting is scheduled next week.
- C. Recording Replacement – Tabled
- D. 800 MHz Rebanding – Nextel/Sprint has filed for an extension with the FCC. The rebanding will not cost Delaware County. This is a result of a class action lawsuit, and part of the agreement was that Nextel/Sprint would reprogram all agencies radios at no cost.

VI. New Business

- A. MARCS Radio Agreement – Patrick presented an agreement that will allow Delaware County and the state MARCS to be interoperable. This is the formalization of an agreement and for a period of 1 year. Motion by Chief Farmer and seconded by Chief McIntire to approve. Motion was approved.
- B. Chief Farmer asked if the test on E-Comm 11 is something we should be involved with and programmed into the radios. Patrick stated that the test is being done on that channel to allow the agencies in Hamilton Co to participate. Once the radios are reprogrammed, this channel will be added. It currently is not part of our regions channels.
- C. Chief Farmer also stated that he has been working to overcome a weakness when units go outside of the County. Chief Farmer stated that the DEL-MARCS system allows for the communication.
- D. Chief Donahue stated that there was also a request for interoperability by Morrow County. Interim Director Pijanowski stated that there is a request by Franklin Co Red Cross for the same. The use is very limited. There was no objection to the use. This was being forwarded to the Prosecutor's office to identify what action was needed.

VII. There being no further business before the Board, meeting was adjourned at 2:15 p.m.

VIII. Next meeting is scheduled for May 19, 2009.

DIRECTOR
Delaware County 911 Communications Director

Delaware County, the fastest growing county in Ohio and the 13th fastest growing county in the nation, is accepting applications for the newly created position of 911 Communications Director. This position is a result of the upcoming consolidation of the City of Delaware and Delaware County's 911 Communication Centers. This individual will be responsible for overseeing the 911 Communications Center by directing the activities to include personnel, program compliance, and budgeting as well as overseeing the consolidation efforts and the transition of new employees, therefore experience with a consolidation is a plus. The successful candidate should have a Bachelor's Degree in Telecommunications, Management Information Systems or related field, plus a minimum of five (5) years related work experience demonstrating competence in public safety communications; however candidates with a high school diploma and ten (10) years relevant work experience will be considered. The successful candidate must have outstanding verbal and written communication skills and bring a strong customer service orientation within a performance-based measurement environment. The Director shall possess strong skills in strategic planning and execution, have a history of managing an organization with diverse functions and employee schedules, and must possess a sufficient understanding of technology to allow for successful oversight of operation. Delaware County offers an excellent benefit package. Salary range for this position is \$63,526.02 to \$85,130.94. Please submit a resume with the application. An employment application can be obtained from our website at www.co.delaware.oh.us, at the Delaware County Human Resources Department, 10 Court Street, 2nd Floor, Delaware, Ohio, 43015, or by calling 740/833-2120. Submission may be faxed to 740/833-2119. Deadline for submitting an application is Friday June 5, 2009.

DELAWARE COUNTY, OHIO
Equal Opportunity / Affirmative Action Employer
M/F/V/D/

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DELAWARE COUNTY
Emergency Services Department

TITLE: 911 Communications Director

JOB OBJECTIVES: Individual has the responsibility of overseeing and ensuring the efficient operation of all 9-1-1 communication services to include personnel, program compliance, and budgeting. Individual reports to the 9-1-1 Board and works closely with the County Administrator and the Board of County Commissioners as indicated in the 9-1-1 Consolidation Agreement.

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ESSENTIAL JOB FUNCTIONS

* Manage the County's Emergency Communication functions in the most efficient and expeditious manner possible;

* Consistently work to consolidate County and City emergency dispatch units into one cohesive 9-1-1 unit;

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* Assure that all systems are designed and function to meet the needs of fire, EMS and law enforcement;

* Establish procedures to assure that all emergency and non-emergency requests for service are processed appropriately and in accordance with laws, standards and applicable policies and procedures;

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* Consistently demonstrate ability to apply progressive management principles; plan and implement department goals and objectives;

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* Submit an annual budget to the 911 Board for review and ultimate approval by the County Administrator and Board of Commissioners;

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* Accurately project requirements and control expenditures within budgeting guidelines; Verify expenditures and process purchase requisitions; approve invoices for payment in accordance with County Commissioners' policy;

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* Develop, recommend, administer and enforce departmental polices and procedures;

* Oversee personnel selection and review processes including internal promotions and make recommendations to the 911 Board for ultimate approval by the County Administrator and Board of Commissioners;

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* Plan and recommend purchases of all departmental needs such as infrastructure improvement, radio and telephone equipment, office equipment and supplies, service contracts, etc. in accordance with Board of Commissioners purchasing policies;

- * Recommend, and submit all proposed contracts, requests for transfer of funds, supplemental appropriations or non-budgeted items to the 911 Board for ultimate approval by the County Administrator and the Board of Commissioners;
- * Develop emergency plans to deal with catastrophic failures of the County's 911 Communications Center;
- * Define and solve problems; to collect data, establish facts, and draw valid conclusions and complete reports using practical judgment and analytical skills;
- * Lead short term and long term planning processes; and
- * Any other duties as assigned.

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JOB REQUIRMENTS

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Equipment: Ability to operate a variety of machinery and office equipment such as computer, copier, typewriter, telephone, radio, pager, calculator, FAX machine, VCR, and other equipment necessary to perform duties.

Critical Skills/Expertise:

- * Maintain a comprehensive and professional knowledge of public safety; fire, and emergency medical services response protocols;
- * Possess thorough knowledge of the conceptions principles, practices and methods of organization, management, staffing and supervision;
- * Quickly and objectively evaluate program effectiveness and make necessary changes to meet County, local, state, and federal requirements;
- * Demonstrate and maintain proficiency in subject area through professional continuing education;
- * Establish and maintain positive working relationships with all response entities;
- * Supervise staff involved with communications including but not limited to assigning work, monitoring performance, training, evaluations, resolving problems, grievances, personnel situations; implement and enforce collective bargaining agreement;

- * Ability to motivate and counsel staff and clients. Appropriately handle client complaints and public inquiries;
- * Ability to define, analyze and draw valid conclusions in solving problems;
- * Ability to work independently in organizing and maintaining systems and structures;
- * Thorough and expert knowledge of related governmental policies and procedures, to include federal, state, and local rules and regulations;
- * Ability to communicate effectively, both orally and in writing;
- * Ability to work independently, under pressure, to achieve goals; to create a supportive work environment that encourages self-motivation; and
- * Capable of effectively planning independently and in collaboration with other staff units and outside agencies.

Job Standards: Bachelor's Degree in Telecommunications, Management Information Systems or related field plus a minimum of five (5) years of experience preferred; or a high school diploma plus ten (10) years relevant work experience. Must demonstrate competency in management within a public safety communications position. Individual must possess or shall be able to obtain within thirty (30) days a valid Ohio Motor Vehicle License. Must meet and maintain qualifications for driving on county business at all times.

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DIFFICULTY OF WORK

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Work consists of complex, varied, standardized and non-standardized tasks requiring application of numerous laws, rules, regulations, and procedures. The 911 Communications Director is required to provide technical assistance to staff personnel on programs, policies and the interrelationship of programs, the computer system and the application of this under extremely complex and difficult situations. It requires the individual to be continually aware of changes occurring which must be learned and passed on to staff. Function generally requires the resolution of involved or controversial problems and decision-making within the scope of his/her authority.

RESPONSIBILITY

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The Individual supervises subordinates, assigning projects, checking on progress of work and evaluating results. Individual makes choices and decisions on daily activities such as staffing, scheduling appointments, establishing priorities, making agency referrals, developing contracts with businesses and agencies and forming collaborative relationships in accordance with County policy. Individual shall be responsible for departmental strategic planning. Decisions and activities of this position have a direct and significant impact on a major segment of the economy, the public, and the

management of Delaware County Government. Errors in judgment, inaction, diminished proficiency in emergency services administration issues and solutions, and inattentiveness to County interests could be devastating to the public health, safety, and welfare and interests of the County. Decisions are made based upon laws and regulations and policies of the Board of Commissioners.

PERSONAL WORK RELATIONSHIPS

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The individual has daily and frequent contact with co-workers, public officials, employees from other public sector organizations, employees from the private sector and the general public. The purpose of these contacts is to guide and direct, review and assure progress of work assigned, coordinate services, manage job development and referrals, and handle questions about the department, programs and client concerns. Individual must assure that the Board of Commissioners and the County Administrator are fully aware of all matters affecting the department, actions of the department, and issues that impact upon the Board of Commissioners as the appointing authority.

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PHYSICAL EFFORT AND WORK ENVIRONMENT

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Physical

Requirements:

Individual performs sedentary work, which may require the lifting of up twenty-five (25) pounds occasionally and two (2) pounds regularly.

Physical Activity:

The physical activity of the position is fingering, talking, hearing, listening, reaching, walking and standing for prolonged periods of time. Individual must be able to coordinate eyes and hands rapidly and accurately in using communications equipment.

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Visual Activity:

Individual performs work where the seeing job is close to the eyes and at or within arm's reach and also at varying distances. Requires the individual to have the ability to differentiate between colors and shades of colors.

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Job Location:

The minimum work conditions for the position indicate that the individual is not exposed to adverse environmental conditions.

ACKNOWLEDGMENT

I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

Employee

Date

Employee's Supervisor

Date

PCN#:

Wage: EXEC 2

FLSA Status: Exempt

Civil Service Class: Unclassified

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Summary/Time Line/To Do List
911 Communications Director Hiring

Week of May 4th-Approval of Amended Job Description

-By 911 Board-May 5th

-By Delaware County Board of County Commissioners (BCC)-May 7th

Week of May 4th-Approval of Advertisement

-By 911 Board-May 5th

Week of May 11th-Advertisement placed on web pages by Delaware County Human Resources (DCHR)

-As applications are received, they are logged into DCHR and then sent to Kimball & Associates; initial cut made by DCHR based upon what criteria?? (indication of felony conviction, neither a bachelor's degree & five years experience nor a high school degree with ten years' experience) What criteria will we use to make the first basic cut...?

June 5th, posting comes down. All apps submitted to Kimball.

Kimball needs to know what criteria/characteristics they are to focus on-dispatch experience, experience with a consolidated operation etc. They will do some type of assessment scoring.

June 12th Kimball submits their top 8-10 candidates to the 911 Board

Interviews scheduled for how many candidates? All 8-10?

We interviewed 5 last time and it took most of the day.

Interviews scheduled for July 6 or 7th?