

COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS
POST OFFICE BOX 1529
LAKE CITY, FLORIDA 32056-1529

COLUMBIA COUNTY SCHOOL BOARD ADMINISTRATIVE COMPLEX
372 WEST DUVAL STREET
LAKE CITY, FLORIDA 32055

SPECIAL MEETING/WORKSHOP

AGENDA

March 1, 2018

3:30 P.M.

Invocation (Commissioner Tim Murphy)

Pledge to U.S. Flag

Public Comment

Discussion and Action Item:

Tom Brazil, 9-1-1 Communications Center Manager

(1) Sheriff Dispatch

Public Comment

Adjournment

District No. 1 - Ronald Williams
District No. 2 - Rusty DePratter
District No. 3 - Bucky Nash
District No. 4 - Everett Phillips
District No. 5 - Tim Murphy



BOARD OF COUNTY COMMISSIONERS • COLUMBIA COUNTY

MEMORANDUM

TO: Commissioners
FR: Ben Scott, County Manager *Ben Scott*
DATE: February 22, 2018
SUBJECT: Sheriff Dispatch

Currently, the Combined Communications Center operates with thirty-two (32) employees: one (1) Center Manager, one (1) Assistant Manager, one (1) Terminal Agency Coordinator, one (1) Training Quality Assurance Coordinator, four (4) shift supervisors, and twenty-four (24) Telecommunicators. This department is responsible for receiving all 911 calls within Columbia County, dispatching County Fire, Sheriff's Office and emergency medical services, and transferring 911 calls to Lake City dispatch for fire and police calls within the city limits. Currently Sheriff's Office dispatch requires approximately \$585,000 annually for one (1) Terminal Agency Coordinator and twelve (12) Telecommunicators.

If the center were no longer responsible for Sheriff's Office dispatch, a minimum staffing level of three (3) Telecommunicators per shift and (1) supervisor for a total staffing of four (4) FTE employees would be required. In addition (2) Telecommunicators would be utilized on a flex schedule to supplement the 911 Center during peak call times. This would eliminate eleven (11) positions: one (1) Terminal Agency Coordinator and ten (10) Telecommunicators, eleven (11) Positions at \$45,000 equals \$495,000 annually. Other expenses that would be eliminated are FDLE CJIS network security annual maintenance \$7,850 and annual fiber lease fees to Comcast for EOC to Jail \$9,600. Additional expenses would include Fire/EMS CAD maintenance \$13,650 and a onetime cost for Fire/EMS CAD of \$29,000. In addition, there will be some ancillary cost yet to be determined with such a separation such as server migration with SmartCOP, etc. The Sheriff's dispatch would become a remote PSAP with 911 call transfers from the 911 Center via the Airbus VESTA 911 call system.

**BOARD MEETS FIRST THURSDAY AT 5:30 P.M.
AND THIRD THURSDAY AT 5:30 P.M.**

If the Board's decision is to provide a funding mechanism for separating Sheriff's Office dispatch, staff's recommendation would be to provide the Sheriff's Office with four (4) complete dispatch consoles and radios to be relocated to the Sheriff's facility. One of the following amendments to the Sheriff's funding agreement would need to be made as follows:

	Fund 11 Positions	Fund 13 Positions
2018 Base Amount	\$14,180,882	\$14,180,882
Add Dispatch to Base	\$ 498,800	\$ 588,800
2019 Base Amount	\$14,679,682	\$14,769,682

All other costs associated with Sheriff's Dispatch would be the responsibility of the Sheriff's Office utilizing existing budget.

In order for the Sheriff's Office to prepare for the transition, we recommend they coordinate with Tom Brazil to review current staff and conduct interviews for all positions to be assigned to Sheriff Dispatch as soon as possible. We also recommend the Sheriff's Office contact Motorola to determine any unmet needs for installation of radio dispatch equipment at the Sheriff's site. County IT and Communications staff will be available to help Sheriff staff with the transition.



Board of County Commissioners

Special Call Meeting / Workshop

March 1, 2018

3:30pm

School Board Auditorium



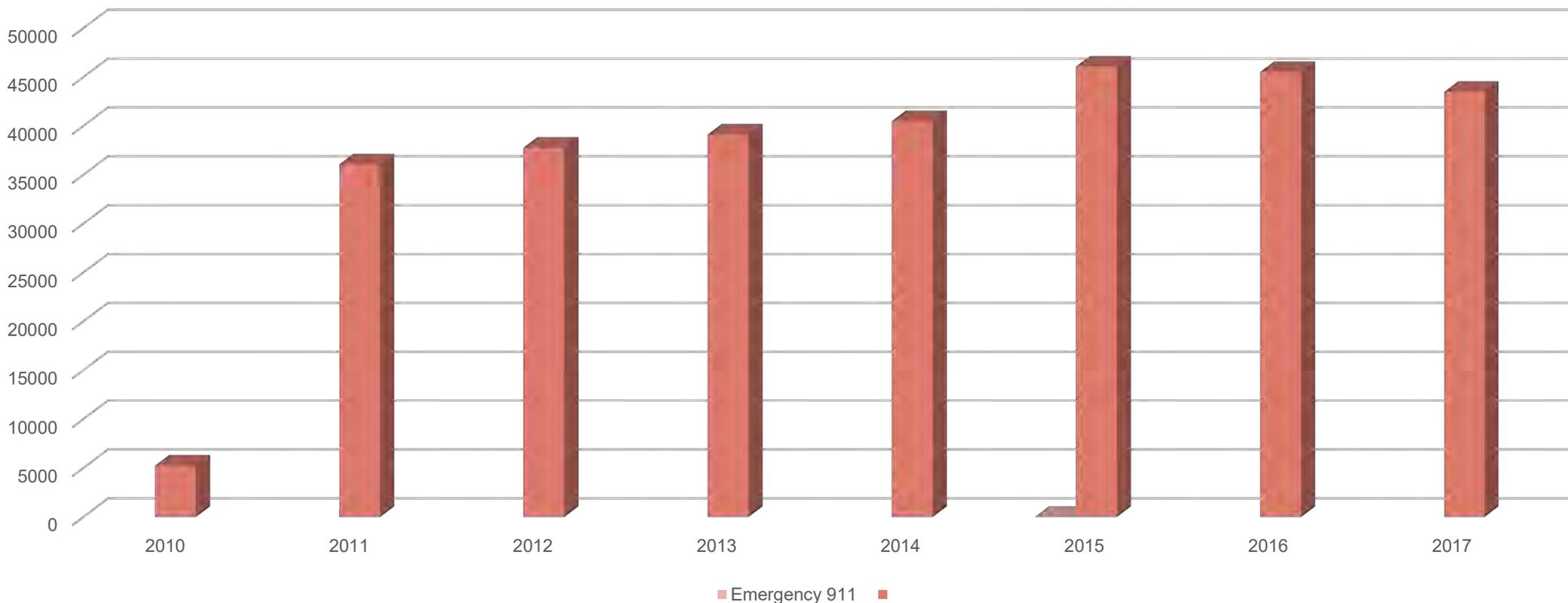
911 / Dispatch History

- 2004/5 the 9-1-1 PSAP merged 9-1-1, Fire / EMS dispatch, and Sheriff's Office dispatch. Sheriff's Office dispatch relocated from Florida Gateway College to the current 9-1-1 Center on N.W. Lake City Avenue and the 911 Center was placed under the control of the Sheriff's Office.
- 2008 the 9-1-1 Center, Fire, EMS, and law enforcement dispatch came under control of the BOCC from the Sheriff's Office.
- 2009 BOCC commissioned the Kimball Report to review dispatch operations & staffing and make recommendations.



911 Communication Center

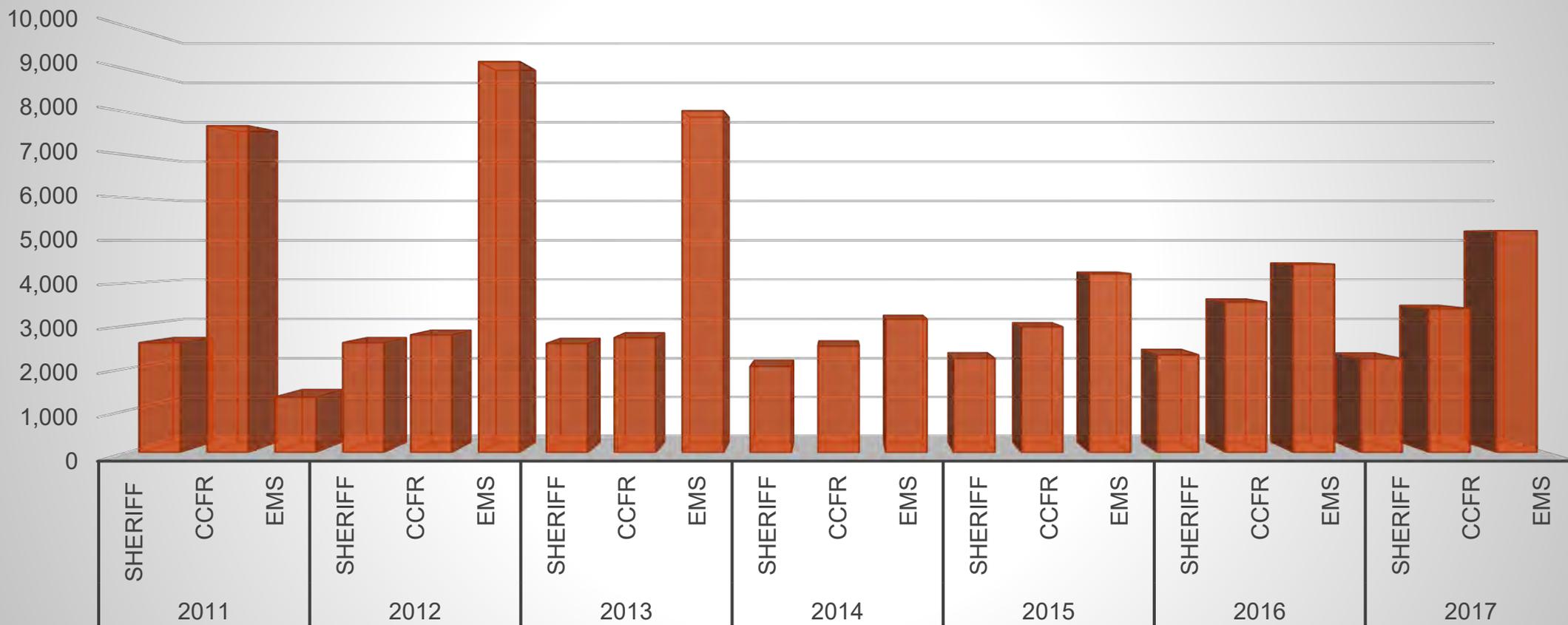
Overall 911 Call Volume 2010 through 2017





Priority 1 Emergency Calls by Agency

Priority 1 Emergency Calls Received from 911 by Agency





Current Training

- New PST trainees are put through an in-house training program that generally takes between 12 & 24 weeks to train, orient, credential, and release a PST to function independently in a dispatch position. Training is broken down as follows:
- Approx. two weeks classroom consisting of orientation, CAD training, scenario based call taking, County geography, law enforcement codes and signals.
- 232-hour State of Florida Department of Health Emergency Dispatcher Certification Course and pass the State Certification Exam.



- CPR Certification Course 3-hours
- Emergency Medical Dispatch and Emergency Fire Dispatch Certification Courses 40-hours
- APCO Public Safety Telecommunicator 40-hours, which includes law enforcement dispatching.
- Satisfactorily complete 6 months probationary period.
- In addition new PST's are still monitored by a Supervisor, or senior PST up until their 1year anniversary for liability reasons.



*2007 the Board of County Commissioners commissioned
L. Robert Kimball & Associates to study and recommend changes to
dispatch.*

KIMBALL REPORT

- Recommendation - An operational staff consisting of Call-takers, Dispatchers & Shift Supervisors with a personnel staffing level of **49** and support staff of **4** consisting of a Director, Assistant Director, Administrative Assistant (secretarial support), and dedicated IT Support, for a total of **53** full time equivalent positions.
- Recommendation - Shift staffing: **2** Sheriff's Dispatchers, **1** F/NCIC Operator, **1** Fire Dispatcher, **1** EMS Dispatcher, **1** Shift Supervisor dedicated to supervisory responsibilities only and not radio, or call-taking functions as well as **6** dedicated 911 call-takers per shift for a shift staffing of **12**.



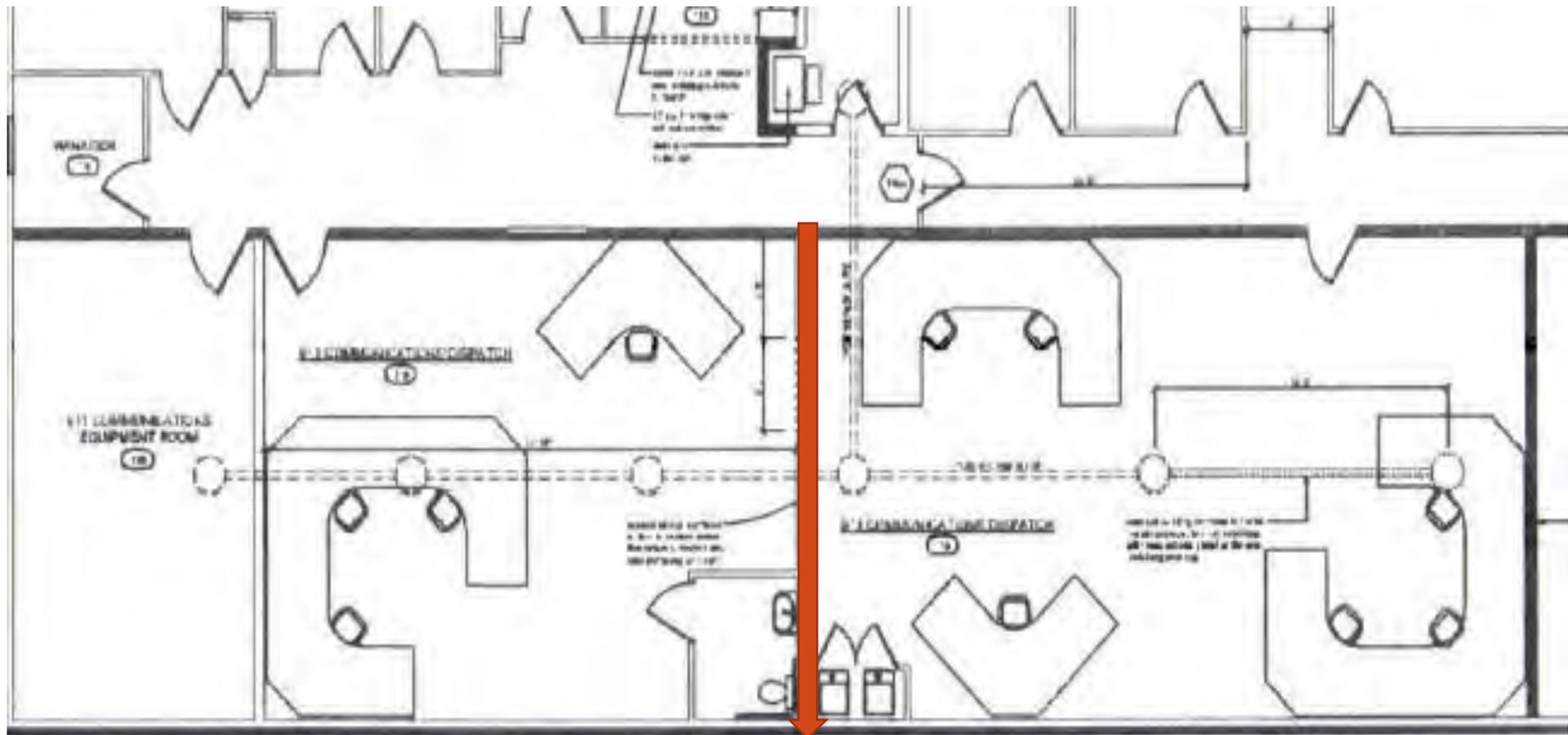
- We are currently budgeted at shift staffing of **7** with minimum of **5**.
- Only staffing level change at the 911 Center since 2007 was in 2013 when staffing was increased by 2 administrative positions
 - Terminal Agency Coordinator “TAC”
 - Training Quality Assurance Coordinator “TQAC.”
- Staffing at the 911 Center remains at 24 FTE Public Safety Telecommunicators and 4 FTE Public Safety Telecommunicator Supervisors.



- We implemented Emergency Medical & Emergency Fire Dispatch in 2013 with no increase in staff.
- Based on call volume to effectively staff the 911 Center at a minimum staffing level we require **4 FTE** positions per shift. 3 PST's and 1 PST Supervisor plus an additional **2 FTE** flex positions to supplement peak call times. Total recommended staffing of **18** dispatch positions and **3** administrative positions is necessary.



Separating Sheriff's Dispatch





- Remaining at current location will not address Sheriff's security concerns for FCIC and CJI Information.
- Cost is relatively the same for moving or remaining in place.