



West Suburban Consolidated Dispatch Center

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Operations Committee Meeting

Elmwood Park Police Department, Lower Level Community Room

7420 W. Fullerton Avenue, Elmwood Park, IL 60707

May 31, 2016 at 2:00 pm

MEETING NOTES

Members Present:

Elmwood Park Police Chief Frank Fagiano
Elmwood Park Police Deputy Chief Andy Hock
Elmwood Park Fire Chief Kevin Miller
Oak Park Police Chief Rick Tanksley
Oak Park Police Deputy Chief Anthony Ambrose
Oak Park Police Deputy Chief Frank Limon
Oak Park Fire Chief Tom Ebsen
Park Ridge Police Deputy Chief Duane Mellema
River Forest Police Chief Greg Weiss
River Forest Police Deputy Chief Jim O'Shea
River Forest Fire Chief Jim Eggert

WSCDC:

Executive Director Brian Staunton
Deputy Director Amy Kosinsky
Administrative Assistant Chris Randall

Others in attendance:

Jamie Munoz-Strategic Account Management-Verizon Network Fleet
Richard Wilbert-Sales Engineer-Verizon Network Fleet

Call to Order

Deputy Chief Mellema called the meeting to order at 2:04 pm.

Approval of Minutes from the March 24, 2016 meeting

Motion to approve by Chief Weiss, seconded by Chief Miller, motion passed.

Executive Director's Report/CAD/Radio Update

Executive Director Staunton reported....

We have made significant progress with the outstanding items on the CAD action item list. Originally there were 8 items remaining on the list, as of today we are down to 4. We are working with SunGard to get the last items addressed.

The biggest outstanding item on the action item list continues to be the mapping and border streets. We have made progress in this area with our internal resources, and have made things better, but we still have work to do on this issue.

Director Staunton reminded OPS committee members to have their support staff report any issues they are having with the system to cadhelp@wscdc.org email.

Personnel

Director Staunton, Deputy Director Kosinsky and the supervisors have completed the interview process to promote a 4th supervisor for the center. The promotion process will be wrapping up in the next week, and an announcement of the promotion should occur in the early part of June.

The open application process for the telecommunicator position began on May 2nd. The deadline for applications was Friday, May 13th. We received 71 applications. A typing test was held at Concordia University on May 14th, 44 applicants passed and have moved on to the written test, which will be held in early June. This position should be filled around August 1st.

Long Segment Reports

The long segment report lists events in which the elapsed time calculation exceeds a defined threshold for Call received to dispatch time. The report selects a defined list of fire events in which the elapsed time calculation for call received to dispatched time exceeds 90 seconds. Below find the statistics for March and April.

<u>Month</u>	<u>Fire Cases</u>	<u>Occurrences</u>	<u>Non-Compliance</u>	<u>Unjustified Errors</u>	<u>Errors %</u>
March	1,140	215	18.8%	5	2.3%
April	1,105	124	11.2%	1	0.8%

In March 18.8% of all fire cases exceeded the threshold of 90 seconds. In April, that number fell to 11.2%. The reduction in percentage can be attributed to a heightened awareness on the part of the telecommunicators of the 90 second threshold. They were made aware of the threshold on April 7th, during the period from April 7th through the end of the month their non-compliance percentage actually fell to 9.7%.

Consolidation Update

On April 29th, Director Staunton submitted a formal proposal to the Village of Forest Park for membership. Their decision will need to be made soon as the deadline is quickly approaching.

Deputy Director's Statistic Reports

Deputy Director Kosinsky reviewed the March report and will forward April's to the OPS committee members.

CAD Update-Additional Module Purchases

Director Staunton discussed the SunGard demos that were shown with the many modules that they offer. However, several modules were not turned on in the new CAD system. These modules: Paging, P2C, Internal Affairs & Mapping GPS, have various price tags. The most beneficial module for members would be the Paging module, which sends notifications to anyone on a selected list based on the nature code of the event. Although SunGard will offer a discounted rate for the purchase of these modules, it was not included in the 2016 budget.

Additional Comments

Members were asked if they would send WSCDC event notifications for their area, so the TCs would have a heads up when calls come in referencing the events. They were also asked to be notified when promotions are given to ensure that personnel are properly addressed.

Representatives of the Verizon Network Fleet gave a brief power point presentation outlining their services.

Adjournment

Motion to adjourn was made by Chief Weiss, seconded by Chief Tanksley, motion passed. The meeting was adjourned @ 3:06 pm.

Respectfully Submitted,



Chris Randall, Administrative Assistant