

TAZEWELL COUNTY CONSOLIDATED COMMUNICATIONS
OPERATIONS COMMITTEE

Meeting Agenda

Friday, March 18, 2022 @ 9:00 a.m.
Morton Fire Department
300 W. Courtland St.
Morton, IL

Call to Order

Roll Call

Approval of Minutes

- January 21, 2022

Public Comments

Status of TC 3

- Use of Laptops
- LEADS Agreements
- Policy Updates
 - SOP – Revised Sick Call Off
 - SOP – Part Time Employees
- TC 3 Chain of Command
- Email Encryption
- Equipment Workflow
- Probation
 - Calls for Service
 - Need for Laptops

Update – TC 3 Director Recruitment

Member Comments

Adjournment

TC3 OPERATIONS COMMITTEE MEETING MINUTES
JANUARY 21, 2022 @ 9:00 a.m.
MORTON FIRE DEPARTMENT CONFERENCE ROOM

Present: Ryan Beck, John Dossey, Mike Evans, Mike Foster, Tim Gillespie, Joe Kelley, Mike McIntyre, Trent Reeise, Jeff Stevens

Also present: Hollie Davis, Mike Ercegovich, Sheila Fugitt, Reba Juergens, Rich Mendenhall, Sue Vansaghi, Karla Veatch

Chairman Dossey called the meeting to order at 9:00 a.m.

Motion by McIntyre to approve the meeting minutes as submitted for the October 8, 2021, November 19, 2021, November 24, 2021, November 30, 2021 and December 7, 2021 minutes. Seconded by Beck. All in favor.

Public Comments

There was discussion from TC3 employees regarding full-time, part-time status. There will need to be discussions via Labor/Management meetings to develop policy, work out items regarding daily operations, and discuss clarification of contract language. The contract states there needs to be 10 days notice to schedule Labor/Management meetings. It was noted that both sides can agree to waive the 10 day notice.

The Union stated that they will have a new representative replacing Rob Scott.

It was further noted that part-time employees are not covered by the union contract.

Introduction of Interim Director

Sue Vansaghi was introduced as the Interim Director of TC3. She is working on getting people hired and trained up. McIntyre stated that he appreciates her stepping up and taking on this role. There is a lot involved in what she is doing beyond getting people hired. She is also identifying issues and working through them to keep the operation moving forward.

Update – Status of TC 3

It was announced that Mike Ercegovich, Assistant Director will be retiring effective February 11, 2022. Mike has 37 years of service.

There are currently 17 full time dispatchers. 2 are starting on Monday. 3 are in training. 2 people have returned to part time status with a third one now working more hours. There are some part-time employees who may be interested in going to full-time.

Sue is working on the job description for the shift manager position.

The TC3 hiring committee is working to hire a Director through a consulting firm to do a formalized search for qualified candidates.

There is a plan in the works to get new hires through basic system training before putting them with a dispatcher to learn the radio.

Update – Mutual Aid Plan

At the present time TC3 is working to get full-time positions filled, then part-time, then mutual aid. Mutual aid will create a training program to have employees from departments get trained up to help work the radios in an emergency situation. They are working to get a list together of agencies who are willing to participate.

Over the Air Dispositions - Clearing

There is concern with over the air dispositions and explanations that are unnecessary and taking up excessive airtime. When a dispatcher identifies an issue with this, they should send it to Sue Vansaghi so she can make contact with the department involved.

Meeting Schedule Going Forward

The upcoming meeting schedule is being developed and has not been set at this time. Stevens made a motion that the regular meetings be aligned one week prior to the regular Governance Board meetings. Seconded by McIntyre. After discussion, Stevens made a motion to table the motion until more information is received. Seconded by McIntyre. All in favor.

Member Comments

Reeise asked for an update regarding the development of the training program. Karla Veatch has been working on development of a training program. She is working on guides to use for various scenarios. The goal is to get new employees through this portion of training before putting them with a dispatcher for training on the radio. The plan is to have 3 to 5 people at a time start training in a classroom setting at the Morton Center to go over CADS, sign in to the phone system, scenarios, and listen to radio traffic to get a feel for what they are listening for. There was discussion of departments assisting with simulations to develop the terminology that is used by the various departments and having new employees go to different departments to see their operation and/or ride alongs. There are a number of dispatchers who are willing to participate in the training process. She has reached out to dispatchers for input regarding the training process and has received a few responses so far.

Beck reported that he is currently working on the payroll system. He is working with Sarah Newcomb (HR Director, City of Pekin) to make sure that the payroll system works with Springbrook and employees are able to track their hours accurately. Payroll also needs to be coded correctly when entered.

Motion by Beck to adjourn, seconded by Stevens. All in favor.

Respectfully Submitted,
Lee Ann Wrhel



**Tazewell County Consolidated Communications
Standard Operating Procedure**

POLICY – Sick Leave Policy

Date Created
07/27/2020

Date Effective
07/29/2020

Date Revised
02/28/2022

POLICY

To provide a uniform sick leave call-off policy for all part-time and full-time telecommunicators.

GUIDELINES

Use of sick leave will be for the following:

- A. Personal illness or injury
- B. Personal medical or dental appointments, including surgical procedures
 - Pre-approved sick time requests will require a form of documentation such as an appointment card, etc.
- C. Care for immediate family member or domestic partner

Employees utilizing sick leave and/or "family sick leave" for 3 or more consecutive workdays may be required to provide a doctor's note for themselves and/or the qualifying family member, upon authorization to return to work.

**Any need for a prolonged medical leave or pre-approved sick leave will require Management approval.*

PROCEDURE

- A. TC3 employees who call off for their scheduled shift, are required to personally phone into the dispatch center, unless medically unable to do so, and speak with the Shift Manager or Senior Operator on duty. **No call offs will be accepted via text or email.**
- B. CAD ticket "SS-Sick Leave" will be created to document the date, the time and any additional information, ALADTEC updated, and the shift opened for overtime sign up.



**Tazewell County Consolidated Communications
Standard Operating Procedure**

POLICY – Part-Time Employee Hour Requirements

Date Created
12/06/2021

Date Effective
01/01/2022

Date Revised
02/27/2022

PURPOSE

To provide a standardized policy requiring a minimum number of hours per month that all part-time telecommunicators must work to maintain employment with TC3.

PROCEDURE

All part-time employees are required to work a minimum of 16 hours within each calendar month.

Sign Ups

All part-time employees are to log into ALADTEC and sign up for open shifts. This can be done on a weekly basis AND/OR this can be done up to 1 month in advance.
(Example: Hours in March can be signed up for as early as February)

Part-time employees will still be notified of NEW open shifts (sick call-offs, etc) via text or phone call.

*All shift sign-ups will be approved by Management or Union Team member.

Call Offs

Part-time employees calling off for a shift within the next up-coming 24 hours, must call into the dispatch center to notify the Shift Manager or Senior Operator.