

TC3 OPERATIONS COMMITTEE MEETING MINUTES
OCTOBER 8, 2021 @ 9:00 a.m.
MORTON FIRE DEPARTMENT CONFERENCE ROOM

Present: Ryan Beck, Mike Evans, Mike Foster, Tim Gillespie, Tom Haas, Dave Horn, Joe Kelley, Mike McIntyre, Trent Reeise, Bill Reis, Jeff Stevens

Also present: Mike Ercegovich, John Kahl, Rich Mendenhall, Erin Morey, Carla Veatch, Jane Whitesell

Chairman Dossey was not present for the meeting. Vice-Chairman Reeise called the meeting to order at 9:00 a.m.

Motion by Stevens to approve the meeting minutes of September 10, 2021, seconded by Reis. All in favor.

Morey presented a report regarding TC3 operations. At this time there are 17 full-time dispatchers and 5 part-time dispatchers. There are 2 currently being trained, 1 just started, 2 applicants are in the background process. A Facebook post has been created to spark interest in applying to be a dispatcher. Various departments asked to have the post forwarded to them so they can share it on their social media pages. So far there have been between 200 to 250 applications submitted via AAIM. Of those, 15 to 20 are possible candidates. There are 10 applicants scheduled for testing next week. They are working to get 3 new dispatchers in at the same time to start classroom training to develop a good base to build from. There has been good input from current employees regarding the new training style. A mix of employees and management will be teaching the classroom training (with each sharing their strong points). They are seeking assistance from departments regarding simulations and scenarios to teach multi-tasking. They are currently working to develop a training program and scheduling.

Morey reported that they are meeting with employees to learn what issues they are having. Union concerns are an issue (lack of knowledge regarding union matters, lack of experience of the labor team). The Pekin Fire Department and Police Department union reps have met with the labor team to discuss their options and advise on ways to get their voices heard.

Morey reviewed recent complaints and explained the details and outcome of each. She reported that the CADS project has slowed down some for now.

Relationship development is important to increase communication. There is intent to send trainees out in the field to learn the town and do ride-alongs. It is helpful when people come to TC3 to show support. Reeise and Horn have recently come in. This helps dispatchers see the bigger picture and allows for officers to be aware of what dispatchers actually do. Morey is asking departments to put out the current state of dispatch (exhausted workers, lots of overtime) and allow them grace during this time of short staffing. Communication on all levels is key.

The new system and more employees should make communication better. There was discussion regarding a secondary measure to get a response. One department shared a suggestion that someone else on duty in the department acknowledge that the radio transmission has been heard and allow TC3 time to respond.

McIntyre reported that both the Motorola and CADS projects are moving forward. He also stated that he now has all the agency agreements.

Morey presented a letter that is going out to all agencies regarding the current state of TC3 operations and a list of changes being made to the workload of dispatchers. These items are things that are causing them to do double work or time-consuming tasks that can be handled by others that are taking them away from their regular duties. She also presented SOP's for Maintaining Radio System Discipline and Integrity, CAD Logging, and Fire/EMS General Dispatching. Motion by McIntyre, seconded by Beck to accept these SOP's. The letter to all agencies will be sent out today.

Dossey had suggested having these meetings on the Friday before Governess Board meetings. A schedule of the Governess Board meetings will be needed. Dossey will put this information out when it is available.

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

Respectfully Submitted,
Lee Ann Wrhel

NEXT MEETING DATE TO BE DETERMINED