

**TC3 OPERATIONS COMMITTEE MEETING MINUTES**  
**NOVEMBER 19, 2021 @ 9:00 a.m.**  
**MORTON FIRE DEPARTMENT CONFERENCE ROOM**

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

Also present: Mike Ercegovich, John Kahl, Erin Morey, Tony Rendleman

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

Minutes from the October 8<sup>th</sup> meeting had not been distributed for approval. They will be approved at a later date.

Morey presented a report regarding TC3 operations. At this time there are 17 full-time dispatchers. 2 more are going to part time, bringing the number down to 15. There are 8 part-time dispatchers. 7 candidates recently went through the background process, 1 passed, 4 are still in the process, 2 did not pass. New employees must be able to pass CritiCall testing. They also need to have typing skills and the ability to multi-task. Candidates are currently being allowed to take the CritiCall testing twice. Applications are still coming in. TC3 management is working consoles at this time to fill in the gaps. The call tree is helpful, especially during day shift, resulting in approximately 1,500 fewer calls taken by Dispatchers. Morey asked that unnecessary radio traffic be kept to a minimum. When asked why people continue to leave, she responded that they are tired of working so much overtime and are frustrated with the current pay. When asked when there has been full staffing, the response was never. Fully staffed would be 28, 23 would be great.

Regarding pay, a new wage scale will be put in place when the contract is ratified by the union. Any further increases in pay for Dispatchers would require an increase in fees for all agencies.

The Governess board will be meeting on December 3<sup>rd</sup> to discuss ways to get more people hired. Incentives are being considered.

There are 2 issues currently at hand. 1) A plan in place in the event that a time comes when there are no trained employees available to work Dispatch. 2) A long term strategy in place for retaining employees.

At the present time there are no agreements in place with any other Dispatch agency regarding a back up plan. It was noted that equipment is in place at Morton PD. People would need to be trained ahead of time to be able to fill in. There was a question regarding who would do this training without depleting current staff. Departments were asked to find out who within their own agency would be willing to do it. Agencies would pay their own employees to cover Dispatch. All agencies would need to be made aware of this on the front end of putting something in place. This process needs to be addressed from both sides to develop a plan that works for all. There was discussion

regarding any union resistance, as this would be outside the normal scope of work of those filling in.

The core function of TC3 is answering 9-1-1 calls and to dispatch the appropriate units to a scene. This is the bare minimum that needs to be done. There was discussion of hiring call-takers (these employees would not be full-service Dispatchers). There are various departments who have desk employees who were Dispatchers in the past. There was also suggestion about asking retired Dispatchers to come in and help teach new employees.

This is an immediate need. It would be desirable for each agency to determine how they are able to help and what they are willing to do to contribute.

An emergency plan needs to be put in place as soon as possible to plan for the worst case scenario.

It was noted that the Tazewell County Board fully understands the severity of the current situation.

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

Respectfully Submitted,  
Lee Ann Wrhel

**NEXT MEETING  
NOVEMBER 24<sup>TH</sup> AT 10:00 A.M.  
MORTON POLICE DEPARTMENT**