

TC3 OPERATIONS COMMITTEE MEETING MINUTES
SEPTEMBER 10, 2021 @ 10:30 a.m.
MORTON FIRE DEPARTMENT CONFERENCE ROOM

Present: Kevin Byrd, John Dossey, Mike Evans, Mike Foster, Tim Gillespie, Tom Haas, Dave Horn, Joe Kelley, Mike McIntyre, Trent Reese, Jeff Stevens

Also present: Mike Ercegovich, John Kahl, Erin Morey

Chairman Dossey called the meeting to order at 10:20 a.m.

Motion by McIntyre to approve the meeting minutes of July 13, 2021, seconded by Gillespie. All in favor.

Chairman Dossey reported that Beck withdrew as vice-chairman. A new vice-chairman needs to be appointed. He further stated that Reese had indicated that he would be willing to serve in that capacity. It is noted that at this point in the meeting, Reese was not present. Dossey recommended Reese. Motion by McIntyre to appoint Reese as vice-chairman, seconded by Haas. All in favor.

Morey presented a report regarding TC3 operations. At this time there are 19 full-time dispatchers (2 resigned this week). There are 3 part-time dispatchers, 1 of those will go back to full-time in December. There are 3 currently being trained, 1 just started, and 2 applicants need to go through the background process. A Facebook post has been created to spark interest in applying to be a dispatcher. At this point only one person can be trained at a time. She is working to get more people involved in training others. She reported that dispatchers are frustrated about not getting a raise and the contract not being settled. It appears that until the contract is settled people will continue to leave making retention difficult right now. She would like to get to a maximum staffing of 28. It was noted that Peoria dispatch is having the same issues regarding staffing.

Morey reviewed recent complaints and explained the details and outcome of each. There was a question of what to do when there is not a response from dispatchers on the radio. The suggestion was to call on the telephone to get through. The goal of Starcom is to make the system better. This should be a priority when testing Starcom. The end goal is to get everyone on the same channel during an event so that dispatchers aren't monitoring multiple channels. It is a lot to monitor multiple channels and the telephone all at the same time.

Governance Board Chairman Kahl reported on the status of the contract negotiations. He stated he will be reaching out to the employees to address their questions as it seems they are not being told what is going on. Until morale is lifted and there is employee buy-in, there will continue to be issues with retention. There was a suggestion of having a "labor/management" meeting. He reported that the union side has refused to give in on anything during negotiations. He further reported that briefs are due to the arbitrator today.

In order for the whole system to function well, TC3 has to function well. Positive change is a two-way street. It was suggested that departments take steps to work together with

TC3 as changes in operation occur. It is up to the leaders to guide changes in attitudes so that all work together moving forward. All are welcome to visit and see what goes on at TC3.

McIntyre reminded everyone that he needs to know each department's workflow needs and processes in order to get the system built efficiently.

The radio project is moving along.

There was a suggestion to start meeting monthly.

Respectfully Submitted,
Lee Ann Wrhel

**NEXT MEETING SCHEDULED FOR OCTOBER 8, 2021 @ 10:00 A.M.
MORTON FIRE DEPARTMENT CONFERENCE ROOM**