

**TAZEWELL COUNTY CONSOLIDATED COMMUNICATIONS
OPERATIONS COMMITTEE**

Regular Meeting

Friday, August 26, 2022 @ 9:00 a.m.
Morton Fire Department-Conference Room
300 W Courtland St
Morton, IL 61550

Call to Order

The regular meeting was called to order by Chairman Dossey at 9:00 a.m.

Roll Call

The following members were accounted as follows:

Members in Attendance

John Dossey, Chairman	Ryan Beck, Deputy Chief
Kevin Byrd, Washington FD	Mike Foster, Morton PD
Tim Gillespie, Chief Deputy	David Horn, Deputy Chief
Joe Kelley, Chief	Mike McIntyre, ETSB-911 Coordinator
Jeff Stevens, Deputy Chief	

Members Not in Attendance

Trent Reese, Vice Chairman
Mike Evans, Chief
Tom Haas, Tremont FD
Bill Reis, Chief

Others in Attendance

Charles Hanley, Tazewell County Coroner
Thomas Conlin, Tazewell County Coroner
Melissa Ketcham, TC3 Director
Sue Vansaghi, Interim Deputy Director

Approval of Minutes

Motion by Gillespie, Second by Horn to approve the meeting minutes of 03/18/22. All in favor.

Public Comments

None.

Introduction of new Director Melissa Ketcham

- **Starcom Update**
N/A
- **Floor Managers**
There are four floor managers that will cover each shift. Each floor manager has been delegated their tasks and duties that is expected and will address any compliments/complaints that arise. The email address that was given for compliments/complaints was TC3floormanagers@tazewell911.com. It was also mentioned that there is already a complaint form online for the public and if they should continue to use that complaint form or should come up with a specific email on the website for compliments/complaints.

- **Full Time Status/Part Time Status**

- (Employee Status for FT and PT):**

- There are currently 16 full-time employees with the floor managers this makes a total of 20 dispatchers. There is currently 7 part-time, one of which will be transitioning back to full-time mid-September. Three potential applicants have been hired pending a successful background check. Two of the three applicant's background checks are still being processed for hire, one background has been completed and will have to follow-up with that candidate. With these three potential new hires, floor managers will not be deployed to a console and will be able to manage/supervise the floor. Part time hours have been drastically cut.

- **Policy Updates**

- If a policy that affects the agency needs to be modified, does it need to be approved by the Operation's Committee? If the policy is an internal policy, it can be altered/changed as needed without approval. If the policy change affects other departments/agencies, it will be discussed at the Operations' meeting and policy changes will be made accordingly. Each agency chief will be responsible to communicate with their agency of the change. That way there is an SOP in place for everyone to follow.

- **Laptop Update for Probation**

- Director Melissa Ketcham met with John Horan and Caleb at the Probation Office; concerns were expressed that their officers were taking up too much radio airtime risking potential officer safety. Probation is aware that this is an issue and has already purchased laptops and is getting their Verizon cards switched over to a more secure server. Rich with ETSB is aware of the issue, once they have received the laptops, the CAD system will be installed onto each of their laptops. This will allow probation officers to enter in their own locations, saving a lot more radio airtime for other officers as needed. There will also be a training session for the probation officers to learn how to use CAD accordingly and will still be monitored and provide status updates per the radio.

- **Transferring Callers to Officer's/Deputy's Personal Cell Phones**

- It has been suggested that agencies use their personal phones for work related issues and this idea was rejected. Personal phones can be FOIA'd by the public comprising an officer's privacy. Director Ketcham attempted to get consensus from each agency on their communication procedures to initiate a standard procedure across the board. Each agency discussed their communication process when transferring a call or trying to reach an officer. The dispatchers are creating call tickets to inform the officer when someone is attempting to reach them.

- **Rosters**

- All rosters are being faxed into dispatch three times a day, using a lot of paper, and producing a lot of waste. There was an email created for rosters, but the email is inundated with these rosters from all the different agencies. Director Ketcham is looking for a more efficient way for the rosters to be handled and/or eliminated. Most agencies are logging themselves in eliminating the need for rosters. The solution is still under consideration.

- **LEADS**

Leads Agreements updates are necessary when the head of an agency changes so when the new director Melissa Ketcham started, all the Message Service Agreements and the Leads Holder of Record Agreements between TC3 and all the other agencies we serve need to be updated. Sue Vansaghi has updated all of these and, in doing so, it has caused a domino effect. Some of the agencies noticed the leads agreements don't match meaning the police chief signed our new agreement with Melissa's name on it but leads still had the former police chief's name on it. This happened with eight of the agencies. Most of these agencies were the smaller agencies and the police chiefs didn't understand the importance of keeping the leads records updated. Each agency must have a leads coordinator/delegate that is responsible for their staff being leads certified. Sue is working very diligently on getting each agency up to date with their lead's documents and certification.

Sue also mentioned there is an issue with TC3 not having access to records from the agencies such as Morton, Washington, East Peoria, and Creve Coeur. Not having access to the hard copy of these records could lead to a compliance violation because the dispatcher is not able to confirm the hit confirmation with a hard copy within the ten-minute requirement to validate the hit. Some dispatchers are having to call other agencies to pull the hard copy to validate the hit or the dispatchers are just confirming the hits themselves without thoroughly validating the record. Sue is looking into different ways to improve the process. It was suggested making the records available electronically, so all agencies have access to them and the storage of the records will not be an issue moving forward.

- **TC3 Background Screenings**

New forms have been established for a more in-depth background check at TC3. Director Ketcham may be reaching out to individual agencies if she needs a background check completed. She has the TC3 forms available for the background checks.

- **Coroner**

There have been previous issues in the past where the coroner is not getting called out immediately to the crime scene after someone is considered deceased. The coroner advised they should be called out as soon as it is determined that the body is deceased. Charles Hanley and Thomas Conlin, Tazewell County Coroners, suggested that there be a policy in place for the coroner to be called as soon as a deceased body is discovered.

- **F.O.I.A.**

Shannon Hoog is processing all FOIA requests. Send all FOIA requests to FOIA@tazewell911.com, and she can provide you with the requested information within 5 business days.

- **Chain of Command**

If there are any issues with a dispatcher, the first step is to send any complaints to the TC3 Floor Manager's email at TC3FloorManagers@tazewell911.com. If the complaint needs escalated or if the complaint is about the floor manager(s), send the complaint to Director Ketcham's email at melissaketcham@tazewell911.com and the complaint will

be addressed further.

- **Star Numbers**

Smaller agencies are running out of numbering series. Star numbers cannot be reused. They haven't been consistent prior to Melissa, the new director starting at TC3. East Peoria PD, Washington PD, and Morton PD generate their own star numbers. The floor managers will be giving out star numbers moving forward. Currently, there are 4-digit star numbers, and they will need to be changed to 5 digits moving forward. This will allow the star numbers to stay consistent in CAD and will know what the next series of numbers will be. Moving forward, Melissa would like star numbers to only be issued by the floor managers at TC3 to all other agencies to keep consistency.

- **Weather Sirens**

TC3 failed to set off the sirens when there was a tornado warning in effect for the City of Washington. The issue was addressed, as they were aware policy was not followed. In the future, Melissa said to let her know of any questionable weather conditions/concerns. All agencies need to work together in the event of a weather warning, and it was suggested all floor managers download a weather application on their phone to stay up to date with the current weather conditions.

Member Comments

A compliment was given by Chief Joe Kelley of the Morton FD to Melissa Ketcham regarding her attending a fire meeting at Morton FD where there was several complaints/concerns they have had with dispatch over the years that they were told was "unfixable", and she was able to find the fix/solution for these issues. Chief Kelley stated, "He fully trusts her ability to manage complaints and concerns without any oversight from this board".

Adjournment

Meeting adjourned at 10:43 am. Motion by Beck to adjourn, seconded by Stevens. All in Favor.

DISCLAIMER

This document shall not be considered to be a verbatim copy of every word spoken at the meeting.

Minutes prepared by Shannon Hoog. From an audio recording.

Director

Director

Date

Date

Respectfully Submitted,

Shannon Hoog