

SAFETY COMMITTEE

October 27, 2009

4:00 P.M.

Councilwoman Ladd, Chairman, called the meeting of the Safety Committee to order with Councilmen Benson, Berz, Robinson, Scott, Gilbert, McGary, Murphy and Rico present. City Attorneys Michael McMahan and Valerie Maleug and Shirley Crownover, Assistant Clerk to the Council, were also present.

Others present included John Stuermer, Dan Johnson, Chief Parker, Chief Cooper, Lee Norris, Daisy Madison, Larry Zehnder, Richard Beeland, Peggy Townsend, Beverly Johnson, and Chief Williams.

911-JOHN STUERMER

Chairman Ladd stated that there had been some questions concerning 911 and it not being transparent to the general public. She noted that she had asked John Stuermer to be present to go over this.

Mr. Stuermer stated that this was very true and extended an invitation to the Council to come down to the Center, which would give them a much better feel. He proceeded to go over a scenario—A call comes in and 911 has a pool; automatically the call goes to a call taker; they get the call and are trained to obtain critical information such as the address and type of call and from this information they build a card for the number system; this information is pushed to a dispatcher; this is the process for every call. He stated that they worked closely with the Police Dept. and were working to speed up the time; that they were now able to let the supervisor know.

Councilman Murphy stated that he did a ride-along Saturday night, and it was a quiet night. He stated that a call was received that said it was a “time-delayed” call and was one hour old; that there were not a lot of calls that night, and he wondered what was going wrong and questioned what the point was if this happened an hour ago; that this was after midnight.

Mr. Stuermer responded that they had a problem with the system this weekend; that part of the computers were an hour later. A 911 employee said that sometimes it is a matter of verbiage—that people will call in and say they saw something an hour ago. He asked that Councilman Murphy let him check this personally and get back with him.

Councilman Gilbert stated that during the annexation hearing, the Chief said the response time was ten minutes; that he knew incidents where it took as long as 30 minutes to get there. He questioned why it was taking so long? Mr. Stuermer explained that cars have to be available. Councilman Gilbert asked if there were (x) amount of cars in an area—if one car wasn't available, could not the information be directed to another car? Mr. Stuermer explained that priority was built in to say which car if the primary car is not available; that two weeks ago they were restricted by the Police to not pull cars from other areas; that the City worked with them, and they can now pull from other areas—that this freed up their ability. Councilman Gilbert asked if no car was available, could they call the supervisor and let them make the decision?

Councilwoman Scott stated that in order to get at where the problem lies, she would suggest that the Council be given a flow chart, showing a mechanism to measure time, and they could look at what the times actually are.

Chief Cooper stated that there were four priorities—that they had no control until they got the call.

Councilwoman Scott mentioned the time the call came in to 911 until the time the police went out; she asked if calls were sent to another dispatcher or to the police; she wanted to know if the call taker sent to a dispatcher, who would in turn call a supervisor? Mr. Stuermer said that there were two steps. Councilwoman Scott noted that it seemed that three people were involved in a call. Mr. Stuermer said that it was two people—the call taker and the dispatcher. Councilwoman Scott wanted to know the average call time of a priority call from the time the call taker picks up the phone and the time it goes out.

Chief Cooper noted that they had already monitored the time period. Councilwoman Scott wanted to know how many calls they got last year and was told 250,000.

Mr. Stuermer reiterated that the call taker builds a card and sends it to the dispatcher; that there is nothing to show the cars available and why they might be delayed. Councilwoman Scott stated that she wanted to know the amount of time from taking the call and sending it out for priority one? Chief Cooper responded that this information is on the report.

Ms. Madison noted it might be good to show the time dispatched with Mr. Stuermer stating that the Council already had access to this information. Chief Cooper added “from the time we clear the scene”. Ms. Madison asked if this was the time the call was dispatched or the call taken? Mr. Stuermer again stated that a time card was created. Chief Cooper added that they were made aware of the response time. Mr. Stuermer asked if they were wanting the average? Councilwoman Scott answered “for each priority”; that people were waiting an hour, and they had the data. Mr. Stuermer stated that they would get this information.

Councilman Murphy asked if the card was a physical piece of paper? Mr. Stuermer responded “no” that it was on the computer. Councilman Murphy suggested cutting out the note taking—that the type of call and location could be provided by the dispatcher. Mr. Stuermer responded that they were close to doing this, mentioning the new version of CAD where the officers could see the notes themselves.

Chief Cooper added that there is technology available, but it will be years before we can touch it because we do not have the money—that there are a lot of possibilities but we have to go with what we can afford; that we are changing out the CAD System which is now five years old; that we have to go with what we can afford to buy.

Chairman Ladd noted that everyone was given an invitation to see the 911 Center in action; that we only have a narrow scope of knowledge, and this would be the most expedient way to gain more knowledge.

On motion of Councilman Murphy, seconded by Councilman McGary, the minutes of the previous Safety Committee meeting were approved as published.

The meeting adjourned at 4:30 p.m.