

Southeastern Arizona Communications (SEACOM)
Operations Committee
Minutes of the Special Meeting of August 18, 2022

Chair Tom Alinen, CCSO called the meeting to order at 8:02 a.m. at SEACOM, 1728 Paseo San Luis, Sierra Vista, AZ, 85635.

Committee Members Present:

Chair Tom Alinen, Cochise County Sheriff's Office (CCSO)
Lawrence Boutte for Adam Thrasher, Sierra Vista Police Department (SVPD)
Brian Jones, Sierra Vista Fire and Medical Services (SVF&MS)
Billy Seamans, Fry Fire District (FFD)
Jim Adams, Tombstone Marshall's Office (TMO)
Jon Buonaccorsi, Palominas Fire District (PFD)
Kevin Venos, Healthcare Innovation (HCI)
Jim Thies, Huachuca City PD (HCPD)

Call to the Public: No Requests were received from the Public to address the Committee

Action Item: Item 1: Discussion and Possible Action Approving the Minutes from the February 10, 2022, March 17, 2022, and April 14, 2022 Meetings.

Mr. Boutte moved the minutes for February 10, 2022, March 17, 2022, and April 14, 2022, be approved as written. The Motion was seconded by Mr. Jones. The Motion was approved by unanimous vote of all members in attendance.

Item 2: SEACOM Director Report:

Personnel / Staffing: Mr. Cline reported the current staffing level is 6 of 20 or 30% (7 of 20 or 35% if Ms. Clark mans a console). The use of the National Guard has proven to be problematic, and adjustments are always being made to better utilize that personnel. It is a very transient population and long-term placement hasn't proven to be achievable. When used to ease the dispatch schedule if they are called out, it causes a significant problem for scheduling.

The hiring process continues to be a struggle and staff continues to evaluate alternative methods to speed up the timeline. The major choke point that has been identified is the typing test requirement. A significant number of applicants are not completing that part of the process which is at the very beginning of the process. Staff has researched and procured software (Critical Testing Software) that will replace the written test currently administered by staff. The test is designed such that the applicant is presumed to have the necessary typing skills if they successfully complete the timed, proctored test. This is an online test so can be administered virtually any time.

Staff is also continuing to evaluate all aspects of the position of dispatcher to determine if there are adjustments or options that can be offered that will create a better quality of work life for the dispatchers. Staff is looking at fixed shift assignments to replace rotational shifts, possible shift

differential pay. Another issue they have identified is the PTE. City PTEs are not eligible for the extra holiday pay the FTEs receive. Since employees are covered by the City Classification and Compensation plan, a City Council Resolution would be required to change this. Mr. Alinen asked if staff had identified any other possible bottle necks in the hiring process. Mr. Cline indicated there is often a delay when scheduling with outside vendors, for example the psych evaluation. There is often a lengthy wait for appointments and reports and with some vendors, due to the pressures placed on them, the product is not acceptable. Staff is working with City Procurement to establish a scope for contracted service.

Ms. Papatrefon has been assembling call statistics that show the different calls that are currently coming in to SEACOM. Due to the large number of calls to 911 that are not emergency in nature, Staff is working on a PSA campaign to educate the population on how to use 911. Additionally, they are researching the creation of a Phone Tree system that will redirect non-emergency calls to persons who are working in SEACOM but not certified to man a ProQA console. Ms. Papatrefon stated, currently all calls are routed through dispatch. With staffing so low, dispatchers are often not able to answer calls if already involved in a life saving procedure for an EMS call.

Mr. Cline reported meeting with the Douglas PSAP. There is tentative approval from State 911 to deploy another 911 console in Douglas. If properly set up and configured, it is possible for a SEACOM employee to dispatch from that console.

Mr. Cline stated he continues to meet with the small agencies that will soon lose funding for their PSAP about joining SEACOM and bringing staff in. Bisbee is coming on in January 23, Willcox is ready to come on. Staff continues to develop options for remote staff who may come to SEACOM to work to have a place to stay during their rotation.

Staff continues to evaluate how better to utilize non ProQA certified staff. Mr. Cline intends to ask the JPA Board for authorization to suspend EPD (Law Enforcement ProQA) so that those calls can be dispatched by individuals capable but not ProQA certified.

Mr. Cline reported the compliance levels on ProQA have dropped. He believes the whole situation is having an effect. He did elaborate that he observed some questions are not being asked or reported as the dispatchers intuitively know the answer such as a victim in the background talking to the person on the phone with SEACOM. They know they are breathing so may not ask that question. Failure to ask is a ding in the compliance percentage but may not be as bad as it would appear.

AZTracs continues to be tested.

Item 3: Station Alerting Program Update:

Mr. Meeker reported the installation of the Station Alerting was going very well. Phase 1, which includes Fire West is well underway and is projected to go live on November 7, 2022. Phase 2 will be underway soon and will cover Fire East. Go live is anticipated to be in February or March 2023.

Item 4: Safe Streets Project Update:

Mr. Alinen, the final protocol is still being developed. They are working on radio channel use and dispatch.

The previous weekend the cartels employed a blitz use of vehicles transporting illegals. They sent multiple vehicles through; law enforcement can only stop so many.

They are working on channel protocol so that all agencies can be involved in the radio traffic if there is a multijurisdictional pursuit.

There being no further business Chairman Alinen adjourned the meeting at 8:55 a.m.

Tom Alinen
Operations Committee Chairman