



**Chagrin Valley Dispatch Technical Advisory committee Meeting**  
**Tuesday, March 11, 2014**  
**9:30 am**

**Members Present:**

|                      |                         |
|----------------------|-------------------------|
| Chief Frank Zugan    | Chagrin Fire            |
| Chief Ronald Whitmer | Gates Mills PD          |
| Chief Tom Robinson   | Gates Mills FD          |
| Chief Dale Canter    | Moreland Hills PD       |
| Lt. Nick DiCicco     | Chagrin Valley Dispatch |

**Others Present:**

|                                       |   |
|---------------------------------------|---|
| Lt. Amber Dacek                       | Chagrin Falls PD – representing Chief Brosius |
| Lt. John Patterson                    | Woodmere PD– representing Chief Mason         |
| Lt. Larry Genova – (arrived at 10:30) | Orange Village FD – representing Chief Wilson |
| Lt. Kevin Wyant                       | Moreland Hills PD                             |
| Lisa Mariola                          | Chagrin Falls PD                              |

**Members NOT Present:**

|   |                   |
|---|-------------------|
| Chief James Brosius (represented by Lt. Dacek)    | Chagrin Falls PD  |
| Chief Gabe Barone                                 | Bentleyville PD   |
| Chief David Maine                                 | Hunting Valley PD |
| Chief Bob Wilson (represented by Lt. Genova)      | Orange Village FD |
| Chief Chris Kostura (arrived late)                | Orange Village PD |
| Chief Mike Rizzo                                  | South Russell PD  |
| Chief Dale Cohen                                  | Woodmere FD       |
| Chief Sheila Mason (represented by Lt. Patterson) | Woodmere PD       |
| Chief Antonio Stitt                               | Highland Hills PD |

**Meeting called to order at 9:38 – Anna apologized for the error on the agenda. The date on the agenda was 3/18 and many people thought the meeting was next week.**

Chief Zugan asked if there were any issues with the minutes from January 14, 2014 meeting; all were in favor of approving the minutes as written, there were no opposed

**Dispatch Administrator Report – Nick DiCicco**

- Nick showed a demonstration of the Active 911 APP and explained that every Fire Department and VEG specialty team has the app and it will let dispatch know how many people are able to attend and who cannot – this will also show on everyone's app - who is enroute and who is not available
- *CAD-to-Firehouse app* has been installed at Orange and Nick will contact Frank when it is up and running
- *LEADS billing* – they no longer bill the agency individually – it will be billed as a line item from CVD – let your finance department know
  - o Chagrin Falls was not aware that we will be doing Nov to Nov billing and the rates went up in January and there will be a new amount on April's bill

- **SRAD – let Nick know so he can get extra staff scheduled**
- *Pager testing for Fire and specialty team* – Nick would like to do this once a month
- *FD backup testing* – dial a phone number and enter 111 and it will put a tone out
- *New monthly reports* have been sent out – **they can be sorted by officer, let Nick know and he will send it to you**
- Cleveland and MARCS are the same system – Bedford Hts., Warrensville Hts will be on the Cleveland system

**Windows XP machines will no longer be able to connect to the system next month, please make sure you upgrade**

- *Fire station alerting grant \$800,000* – looks good - like we will be getting this
  - o Chief Zupan asked if we could purchase Ipads instead of MDT's - Nick stated it looks good
  - o Highland Hills will be live today at 10:00
- *Users group meeting in next 2 weeks* to discuss splitting radio traffic
  - o **Think about it and let Nick know if you have any questions/comments**

**Employees**

- One staff member resigned – not enough hours
  - o Need to hire 4 to 5 more part-timers
  - o Within the next two weeks, Nick would like to hire 2
  - o Has 20 apps – 12 have experience
- Nick will hire p/t with supervisors
- Changing psych evaluation person (same company)
- Raises
  - o Toni Wilson
    - Would like to give her raise to top scale effective immediately
  - o Lisa Davit
    - Do not want to lose her – top scale effective immediately
- Lisa stated that the mayor must approve it
  - o Nick stated it comes out of the CVD funds and it has been budgeted
- Chief Whitmer stated he felt Nick should have the authority to give the raises
- Chief Canter stated we are trying to get this dispatch center off the ground and we need to retain good employees

**Motion to present to Mayor Brick a raise for Toni Wilson and Lisa Davit to first class dispatcher pay ahead of schedule from Chief Canter seconded by Chief Whitmer**

- **all were in favor**
  - Lisa stated that the Village does not allow raises for employees that are on probation
  - Suspended a dispatcher for 3 days due to an error and they are going through retraining
    - o Statements obtained, met w/ Crystal, took ownership of mistake
- Chief Whitmer asked Nick if they had an evaluation process and he stated they did

### **ISO Dispatch Rating**

- Chief Zugan stated the Fire Departments are rated on performance,
  - o Gates Mills went from a 6 to 4
  - o CVD – they rec'd a 10 out of 10
  - o It will affect everyone
  - o Great job to everyone that helped out with CVD
- Receiving point for Box Alarms
- Nick stated when we get the official reports we will send info to the media

### **Reverse 911 (CodeRed)**

- Current company expires in July, headaches with current system
- Need to **do something by July 1**
- Orange Village, Pepper Pike, Beachwood, Mayfield, Oakwood to name a few are already using it
- 24 hour help desk at CodeRed – they will launch calls
- Senior Calling is included
  - o Weather watch on a 5 mile radius
- Offering to switch us free of charge until August 1<sup>st</sup>
- Chief Robinson stated that the county offers it free, Nick stated he did not like there system
- ***Please speak with your Mayor and let Nick know ASAP if you want it and which option you would like***
- Gates Mills has a database that Nick can import

### **New Members**

- North Randall will be joining (\$82,000) put all money into hiring p/t
  - o End of May
- Highland Hills are live, 76 series for unit numbers

### **Mayors Meeting Update**

- Mayors made a few new policies
  - o If you are delinquent you will be charged interest and if any community is past due 6 months they can be removed from the COG with 6 months notice

### **MARCS Radio Update**

- Grant to all public schools for a free MARCS radio
  - o Starting with Chagrin Falls schools, B & C will install w/I next 2 weeks – Nick to find out what the real install time is
    - Will have a hot mic right now – dispatchers to listen in the background to hear what is going on
    - Nick needs to know what to do when he receives an alert and it should be CVD wide

- Not sure how the training will go should they hit the button for everything
  - Lt. Dacek stated that they will link the computers to the radio and all they have to do is hit one button that will activate the radio
  - 3 different talk groups currently, Fire, PD and schools
    - Box alert? Decisions need to be made when they receive an alarm
- Discussion on topic
- Lt. Dacek stated they are trying to let the schools know that when this is used we will be coming there guns drawn
  - Meeting Friday at 2:30 to discuss – Lt. Dacek will attend
  - Chief Whitmer stated that Lt. Dacek can bring this information to the schools and they can design a protocol and we piggyback off theirs
    - Lt. Dacek needs to find out the following information:
      - Should all troops go when the button is hit or should we decide depending on the severity
      - Nick suggested we do Box 1 and Box 2 immediately
        - Lt. Dacek stated we need to let the school know that this be training
          - She also suggested that all schools have the same termination sequence
- Lt. Dacek stated she will go to the schools today to speak to them
- Chief Zupan stated he did not want the FD's notified via MARCS

### **Reprogramming MARCS radio**

- Nick needs to add more fireground channels and he will bring that up at the next users meeting
- Chief Robinson will send Nick the new template

### **Fire Department/Police Department Box Alarm Updates**

- Chief Zupan stated the current Police Box alarm guide is different than the FD box alarm
- Chief Zupan stated there may be an issue with sides of the building is ABCD in NIMS and the PD is using 1234
- Chief Robinson stated the FD is currently set up to have one squad for their use and the other squad was for patients
- Box 3 will be added to send everyone – Nick will speak with Mike today concerning this

### **Fire Department Box Alarm**

- Chief Zupan stated that between all communities we have worked together to make them uniform
- There will be training on the language

- Mark Vedder has been training everyone and Nick stated he had good response concerning the training

### **Police Box Alarm Updates**

- Lt. Dacek is planning a drill for May and will invite the FD to attend

### **New Business**

- Quality assurance
  - o Nick will be sending all EMS and Fire calls to Chief Vedder for quality assuring
    - Talk to tone – has been 3 minutes
      - Has seen an decrease to 30 seconds
    - The supervisors will choose 6 calls per dispatcher per month and review the calls
- Squads
  - o Rotating and front line numbering
  - o First squad coming out of any station will be 1 and the second squad will be 2
    - Lt. Genova stated he would like to see a higher number
    - *Nick stated they have not entered anything yet and if you would like to use a different number please discuss and let him know.*
- CAD Reporting
  - o Chief Robinson stated the report generates engines and manpower that are not responding
  - o Nick will work with Larry and Frank so they know exactly which vehicle will go
  - o Chief Robinson told Nick that there are different vehicles for different issues
    - *You can let Nick know what call type each engine goes out and he can set that up*

**Next Meeting: May 6 at 9:30 am**

Adjourned: 10:50 am