

North Shore Regional 911 Center
18 Manning Avenue
Middleton, MA 01949

Members Present: William Scholtz, Amesbury Police Chief; Brendhan Zubricki, Essex Town Administrator; Andy Sheehan, Middleton Town Administrator; Jen Collins-Brown, Topsfield Fire Chief; Anthony Ansaldi, Wenham Town Administrator; Thomas Perkins, Wenham Police Chief; Frank Pozniak, Executive Director State 911; Norm Fournier, Deputy Director State 911; Alyson Dell Isola, Director NSR911; Christopher Ryan, Deputy Director NSR911.

Members Absent: Cassandra Gove, Amesbury Mayor; Daniel Doucette, Essex Fire Chief

Non-Members Present: Jenna DiGianvittorio, Supervisor NSR911; Paul Fahey, Chief of Staff to Amesbury Mayor; Kevin Harutunian, Topsfield Town Administrator

CALL TO ORDER

Called to order at 10:04 by Brendhan Zubricki

PUBLIC COMMENT

No Public Comment

APPROVAL OF MEETING MINUTES

MOTION: To approve the 9/26/2019 Executive Advisory Board Minutes

MOTIONED BY: So moved by Andy Sheehan

SECONDED BY: Chief William Scholtz

VOTE: All present voted in favor.

UPDATE ON THE MDT PROCUREMENT:

Director Dell Isola gave a brief update on the MDT project. The MDT project was sent to State 911 to be procured in FY20 Quarter three. It is currently being processed by State 911. Director Dell Isola will keep the board updated as the project moves forward.

UPDATE ON THE CREATION AND IMPLEMENTATION OF THE PHASED, RADIO FREQUENCY PROJECT PLAN:

Deputy Director updated the board on the status of the radio frequency project. The first goal of patching Topsfield Fire and Middleton Fire will incur some minor expenses. Procurement has been submitted State 911 for FY20 quarter three to purchase the necessary equipment. The next phase would be to get Wenham Fire and Essex Fire on the same frequency but there is no system-level connectivity.

UPDATE RELATIVE TO THE CREATION OF THE ON-BOARDING PROCESS FOR PROSPECTIVE COMMUNITIES:

Director Dell Isola presented the board with a PowerPoint with a proposed on-boarding process for prospective communities. Deputy Director Ryan spoke about taking a real project management approach that would include a pre-approval phase, project initiation, planning phase, and implementation phase. To start, the center would provide the prospective community with a welcome

packet (e.g., who we are, an overview of our core services, expectations of core services, etc.). It would then create a project scope outlining an estimated time to on-board, identified high-level deliverables, cost estimates, and approval process. Once completed, the Executive Advisory Board would then evaluate the request and vote to on-board the community.

A discussion ensued regarding the process. All board members were in favor of the proposed process, as presented. Once the plan has been refined, Director Dell Isola will present a finalized version.

STATUS OF 2019 ANNUAL REPORT:

Director Dell Isola explained that the annual report was in the final stages of completion and would report on the calendar year 2019.

DISCUSSION/APPROVAL OF OPERATIONAL/STAFFING PLAN FOR NORTH SHORE REGIONAL EMERGENCY COMMUNICATIONS CENTER:

Director Dell Isola explained that we are at our budgeted number for FTE's and our hiring has come to a close. We still have internal training going on but we finally have a higher number of radio room trained employees than wireless trained employees. Credit was given to Supervisor Shamshak for overhauling the training program.

Director Dell Isola thanked the police and fire departments for their feedback in regards to operations since the implementation of IMC, and with the addition and training of so many new hires. The director noted that focus on the day to day operation has indicated some areas that could be adjusted in order to yield a better quality of service for the departments and create a more cohesive and sustainable work environment for the dispatchers. The main areas of focus included how the dispatch room is set up/how positions are aligned to create a more interoperable and fluid center, radio issues (including hardware upgrades needed in communities, better connectivity, etc as well as the reduction of frequencies for dispatchers to monitor, and the differences in CAD software with IMC and how to navigate them. Dell Isola noted that we have seen more errors with IMC than with Spillman, partly due to the learning curve, but also due to the way IMC is structured. Unlike Spillman, fire and police screens are in completely different areas of the software and it is not user-friendly, or efficient, when one dispatcher is covering both police and fire departments. To fix this, Director Dell Isola proposed going back to discipline-specific pods (e.g., police and fire). To accomplish this, Director Dell Isola suggests two (2) police dispatchers and two (2) fire dispatchers. The fire dispatchers would be the primary call takers and the pods would work together as a team — four dispatchers on the day, four in the evening, and three on the overnight.

A discussion ensued, with most police chiefs in agreement to the model, as long as the center paid attention to still having cohesion between police and fire dispatchers so that towns were receiving information and updates pertaining to calls and incidents as close to simultaneous as possible. Chief Collins-Brown raised a concern that she sees a decreased value of the fire dispatcher being the caller as well. It would be better to focus the fire dispatcher on being a fire dispatcher than the call taker. Director Dell Isola stated that while she agrees, the center does not have enough staff to operate as Chief Collins-Brown suggested. Dell Isola noted that the decision to utilize the fire dispatchers as call takers was data driven and based on call volume and daily radio traffic that dispatchers consistently experience from police as compared to fire. She also noted that if fire dispatchers were busy then the calls would appropriately route to the police dispatchers and/or supervisor as needed. Lastly Dell Isola stated that she would petition for the additional staff as the regional center grows, or if call volume/call incidents continually indicated that an increase in staff was needed.

MOTION: To approve operational/staffing plan as presented for the North Shore Regional Emergency Communications Center

MOTIONED BY: So moved by Brendhan Zubricki

SECONDED BY: Chief William Scholtz

VOTE: All present voted in favor, except Chief Jen Collins-Brown, who opposed.

MOTION: To adjourn the meeting

MOTIONED BY: So moved by Brendhan Zubricki

SECONDED BY: Andy Sheehan

VOTE: All present voted in favor.

Meeting Adjourned at 11:14 AM.