

**PUBLIC SAFETY POLICY BOARD
MINUTES
10/14/09**

Attendees: Richard Shank, Eric Bistline, Kay Carman, Mike Fetrow, Tony Flores, Cindy Dietz, Shawn Mauck, Mike DalPezzo, Erik Brown, Bill Garman, John Cunningham, Nick Root, Phil Treffinger, Rena Aikins

Unable to attend: Mark Whitman, Darryl Albright, Cindy Dietz, Brandy Bouch, Lori Slothour, John Moramarco, Rich Godfrey, Ron Harlacker, Steven Buffington, Nate Kirschman, Shannon Tracey

Note: The Board did not have a quorum present at our meeting.

1. CALL TO ORDER

Richard Shank called the meeting to order at 10:08 a.m. with the above attendees present.

2. APPROVAL OF MINUTES

Mike DalPezzo made a motion, seconded by Mike Fetrow and unanimously carried to approve the minutes from the September 09, 2009 Public Safety Policy Board Meeting as submitted.

3. REVIEW DRAFT POLICY #80.27 SUBJECT: COMPLAINT PROCEDURE

All members were given a draft Policy #80.27, subject: Complaint Procedures to review and comment on or question. (Cindy Dietz drafted policy.)

Question was asked “What is a Loudermill?” It is a fact finding hearing that we have prior to any disciplinary action. It allows us to ask questions about what occurred. It is a union procedure, or formal discussion about the complaint.

Mike DalPezzo wanted to make sure it was clear that a response is sent in all cases whether there is a violation or not. See first paragraph on page 2. Maybe remove or restate that paragraph? The third bullet on the first page mentions response.

We will look at this in the next meeting too. **(Make it an agenda item for next meeting. Along with all the topics discussed today.)**

4. USE OF LANGUAGE LINE SERVICES CONTRACTED BY YCDES

Language Line. This is our interpreter service. When a 911 call taker gets different languages in, they call this service and they can interpret the call for us. The police department is wanting to use this service instead of going outside of our service.

Any language other than Spanish is especially costly to us. We are using this service more than ever as the population in York county grows with different languages. The system was just set up for our call takers to help someone report an emergency. What is happening, is the police or other responders also want them to stay on the line with the interpreter so they get more information. So they are on the line for 15 -20 minutes and it is at our cost. They are getting a detail report of an incident etc.... We are thinking maybe we can charge the agency that is using it in this way, especially if there are a lot of departments doing this. Question was asked if the agency can call them on their own...instead of going thru 911? Yes, but we have discounted prices because of our volume and use so it may be very expensive to them. There should be some kind of agreement in place where we can bill the agency(ies).

If you have a lot of **non-emergency** calls they should be calling in on their own, but what is happening is they end up calling police etc... for help, then it comes back to us eventually anyway.

Mike Dalpezzo will send an e-mail to the chiefs and we (Eric Bistline) can present something at their next meeting. We can give an idea of what the service is and costs...etc.

5. NEW BUSINESS

20 Fire Departments are installed. We lost one installation crew. Overall it is going pretty well. What we are hearing back from those that have been installed, they are reporting the crews are providing good quality control.

Our 22 site system has grown to a 24 site system. Our 16 paging site system is now a 17 paging site system. We anticipate seven to eight months to get that done. We may have a real estate issue at the Hanover Hospital. Not sure what will happen there. Cindy and Shawn have been working with the staff on improving these follow-up pages. I'm hoping it is getting better. Radio complaints have dropped significantly. I only saw two trouble tickets recently. Encourage people to still send trouble tickets in.

Anything from Eric Brown on Fire/Radio? No Maybe next week.

Fire Police? (Bill Garman) Has a letter been sent to the chiefs regarding the All-Call? Was brought up at our meeting...there was a letter drafted...but don't think it was sent out yet. I (Chief Shank) can check to see where we are with that.

Eric Bistline – the station paging that we presented at the Fire Chief's meeting, we have the final product, it was approved by our solicitor. The MOU, and I guess since Tony is back today, the next step is to send that out to each agency. It will require a signature by the agency head (fire chief) and an authorized member of the elected body. Once we get those back, we will set up passwords. Some have seen it on the web page. Tony is going to put the letter/form on the web page and they can download it. (in addition to sending a notification)

Did we hear back about the newer MACOM radio? It is available, the 5400 series. Some have been ordered. Delivery date is not certain. There are a lot of request for portables instead of mobiles etc...

How are we making out on the interface...bringing in Motorola etc.... There is a draft policy supposed to be. The draft I believe went back to Dauphin County to fine tune it with their interests also because of having a P25 system. (Motorola system) A lot of people are looking at the Motorola Radios. There have been e-mails going back and forth. There have been other vendors that have contacted us. I can tell you it will basically be that we will allow other radios on the system, but vendors will have to provide us with the programming and equipment that we need, because we would do all the programming.

Did Chris get information on the Motorola Radios? He was going to check on that.?

We will discuss the same items next meeting when we have a quorum.

6. DISCUSSION CHANGE DATE FOR NEXT MEETING

We need to discuss our next meeting date because of the Holiday on Nov. 11th. We can't meet the 18th because the Project Committee will be at the Commissioner's meeting.

Let's have it on Tuesday, November 10th, 2009. Same place and time. Chief Shank will send out an e-mail notice.

7. ADJOURNMENT

There being no further business to come before the Board at this time, Cindy Dietz made a motion to adjourn the meeting at 10:38 a.m.

Next Meeting Tuesday, November 10, 2009, 10:00 a.m. at the Emergency Services Center – Conference Room B.

Respectfully submitted,

Richard Shank

Chairman

