

Notes - RPS Working Group - Meeting #2 - Special Session
August 4, 2021 - 3:30 - 5:00 pm EST

Attendees:

RPS Working Group Attendees: Eric Rosario Co-Lead, Amir Tazi, Mar'Quon Frederick, Tom Condzella, Luca Maurer, Savannah Gonzalez, John Guttridge, Scott Garin, Mary Orsaio, Yasmin Rashid, George McGonigal, Amos Malone, Ducson Nguyen, Karen Yearwood Co-Lead, Travis Brooks, Laura Lewis, Thaddeus McClain

Technical Advisors: Schelley Michell-Nunn, Director of Human Resources, Melody Faraday, Public Information Specialist, Michael Stitley, Director of Tompkins County Dept. of Emergency Response, Deanna Carrithers, Chief Equity and Diversity Officer – County; Dominick Reckio, Communications Director - County

CPE Attendees: Tracie Keese Co-Founder & SVP, Justice Initiatives, Josh Young Deputy SVP, Justice Initiatives, Rob Kenter Dir. Law Enforcement Field Engagement, Lydia Imani Program Manager, Triage Response, Price Nyland Project Coordinator, Community Engagement, Michelle Stack Executive Assistant, Justice Initiatives, Lillian Hua Program Assistant

Did not attend: Eric Rosario, Amir Tazi, Savannah Gonzales, Thaddeus McClain

Links:

[Agenda](#)

[Call Types Example Sheet](#)

[Presentation](#)

Recording (attached to recap email)

[Internal Communications Folder](#)

[Link to "Cops Don't Stop" article](#)

Homework Assignment(s):

[Complete the CFS Form](#)

Action Items:

- [REDACTED] Send the group an answer to: "What % of calls for service each year result in co-response between LE, EMS and Fire?"

Notes:

- Karen led us in remembrance/prayer for Audrey and Todd who passed away recently. George added one for the 14 year old girl recently killed by a drunk driver.
- Michael Stitley, Jessica Verfuss, and John Halaychik (departmental training) intro and [presentation](#) on calls for service.
 - Q&A:

- [REDACTED] Will it still be 911 that people have to call (for emergency calls) in the future?
 - Michael: If it comes in on 911 yes, if you call a non-emergency line in the County, if they have directed it to be forwarded to 911 then yes, if not, no - it depends on the agency.
- [REDACTED] What is considered a non-emergency phone number
 - Michael: a 7-10 digit phone number (not 911, 211, etc). Prior to the creation of 911, regular 7-10 digit numbers were used, these legacy lines are reserved, and many are pointed to the 911 center.
 - Jessica: They do not have call takers - anyone can take a call
- [REDACTED] Double blind review, does anyone incorporate the assessments for the agencies we dispatch for.
 - The application review is reviewed by 2 members of the committee, if clean, they issue an approved status which is good for 3 years. There are 150 centers nationwide who receive certification. ADCO reviews against their standards.
- [REDACTED] Open positions - where are they listed and how diverse is the staff?
 - Michael: Constrained by civil service of NY, handles through HR at the county level, if they need replacement personnel, or if need to add a position, they notify HR and they order a test at the state level, and the state sets the date, time, and location of exam, the county intern posts it on the County website and any individual interested, as long as they meet criteria, can sit for exam. The state grades and sends results to the local government. Last time it took 3 months, rated numerically by %, and provided a list of who they can hire. They don't know anything about demographics, just a name and a score.
- Nature Codes and Call Types Questions:
 - [REDACTED] What is "Doer Policy"?
 - Department of Emergency Response
 - [REDACTED] Are response types also EROC driven?
 - John: They break down into 3 categories, related to basic training which is standardized nationally, there are governing and best practices documents out there, ADCO. Some is driven by UCR reporting, and the terminology has come from that - based on the historical factors of law enforcement. Also related to the consolidation efforts, back in 2004 there may have been more nature codes in play. If a nature code needs to be added, it has to go through the process. The response is driven by the LEA having jurisdiction.
 - [REDACTED] Interested to see that there is a report given to County legislation, but no EROC report to city, are these available? And, are the call types broken down by jurisdiction? What % of calls come from the individual jurisdictions?

- Jessica: EROC a subcommittee of the PS committee, they do have a page on Our Door county website where minutes are collected and disseminated, there are a few subcommittees, Olin oversees that.
 - John: The set of nature codes are the same as they use for every district in the county, the statistical data and percentages of total volume of calls by type in Ithaca, the local LEA has jurisdiction and can pull that data. DOERs may respond to a call, but it might not mesh with what was observed on the scene.
- [REDACTED] If a call is determined to be medical, and police show up - what things need to be answered before EMS will arrive on scene without PD there?
 - John: Different people use different words, it is sometime difficult to pull that out, they assess for violence, weapons, history of violence, any information that exists, they indicate to PS responders, Fire and EMS, that they should stage in the area - do not approach until it is determined it is safe for them to enter. Scene safety is critical, if they feel it does not exist, they are not compelled to go on the scene. It is a joint response for this type of call.
- [REDACTED] What % of calls for service each year result in co-response between LE, EMS and Fire?
 - **Action: Michael & John will find out what the % of calls for service is each year that results in co-response between LE, EMS and Fire and send out to [REDACTED]**
- [REDACTED] Training - is it outward, or what is required - diversity training?
 - Michael: They can't speak to response units, but in answering the calls, the first responder disability training course touches on a wide range of disability training. Diversity training - there is annual training offered at the county level, and I had one training last year focused on diversity, equity and inclusion. Hoping to bring it to Ithaca. There is an online IS training course, and all his staff goes through EEO orientation or enhanced supervisory training annually.
- [REDACTED] We work with Tomkins mobile crisis team, and they have dispatch assist with that, what is the procedure for how they are called out to the scene?
 - John: There are a couple ways they interact, if there is a mental health component, they might contact a mobile crisis - the rep asks for baseline info and may proceed to the scene, or they may ask PD to facilitate at the scene. They are the liaison piece of the equation, not the decision maker, no authority - no eyes on the scene to assess.

- [REDACTED] The numbers on the slide, what do they indicate? If there are 4 dispatchers on duty and you get 7 calls, what happens?
 - Michael: They are classes that FEMA offers all first responders, required courses. Also available through instructor based learning. Start with 100 level courses and go up. If all dispatchers are occupied, then the calls will be pending and advanced by the next available dispatcher, in the order the calls come in.
 - FEMA National Incident Management System (NIMS) and Incident Command System (ICS) Training
 - IS-100
 - IS-200
 - IS-700
 - IS-800
- Josh: Data storage, for instance, in a hypothetical situation, if someone calls 911 and says the person is acting erratic, but the officer on scene finds it was a stabbing, the call type can change?
 - John: Yes, and there are multiple call types that can occur in one call response. The dispatcher has to parse through the information given, and it will be coded with the most severe nature code. The officer upon completion of the call, updates the code in the completion report. They may not match up. Data related to disposition is owned by Ithaca PD. There is the CAD side, and the RMS side. The disposition code goes on the RMS side - this is where the most accurate data lives.
- [REDACTED] Training, curious about tactical training for dispatchers, and reality based training, are they beneficial?
 - John: Reality based training, year over year, the 911 personnel have participated in that training, and they run scenarios to identify areas for improvement, in a live setting. They also do police, EMS, and fire training together, to get a cross perspective of jobs.
 - John: The new CIT Training program is being created now - which is for diversionary crisis intervention, an alternative response model.
- [REDACTED] After the presentation, realizing that the task before us is impacted by and has an impact on many external agencies.
- [REDACTED] Has been working with PD since before they had centralized dispatch, and some of the strong points offered of centralized dispatch are true, there are also some challenges, and some of the goals and how they affect individual agencies can cause problems that we should discuss the challenges it creates.
- [REDACTED] Would it be helpful for us to review all of the call types before asking people to fill out the form?
 - Price: Yes, we sent out the worksheet in advance, and Josh - this is a start, use the example sheet and we will discuss further.

- [REDACTED] - checking in with WG - Q's:
- The presentation and recording will be shared with the group post meeting.
- Josh closed out, we will bring more technical advisors in and do learning sessions like this one. Call delineation will stay with the whole working group to work through together.