

DRAFT

Southeastern Arizona Communications (SEACOM)  
Operations Committee  
Minutes of the Regular Meeting of August 12, 2021

Chair Billy Seamans, FFD called the meeting to order at 8:07 a.m. at SEACOM, 1728 Paseo San Luis, Sierra Vista, AZ, 85635.

Committee Members Present:

Chair Billy Seamans, Fry Fire District (FFD)  
Tom Alinen, Cochise County Sheriff's Office (CCSO)  
Brain Jones, Sierra Vista Fire & Medical Services (SVF&MS)  
Adam Thrasher, Sierra Vista Police Department (SVPD)  
Jim Thies, Huachuca City Police Department (HCPD)  
Sam Foster, Whetstone FD, (WFD) (Remote)  
Jon Buonaccorsi, Palominas Fire District (PFD)  
Kevin Venos, Healthcare Innovations (HCI)

Others Present:

Judy Lynne, CCOES; Pablo Duarte, CCIT; Josh Meeker, SVF&MS; Mike Cline Director SEACOM, Rich Karwaczka, Cochise County Administrator; Melissa Clark, SEACOM; Tom Alinen, Cochise County Sheriff's Office (CCSO); Chris Hiser, SVPD

**Call to the Public** –No member of the public requested to address the Committee.

**Item 1: Approval of the Operations Committee Minutes for the 07/08/21 Meeting (Action Item):**

Mr. Buonaccorsi moved the Operations Committee Minutes for 07/08/21 approved as written. Mr. Thies seconded the motion. The motion passed by unanimous vote of Committee Members in attendance.

**Item 2: Recognition of Chris Hiser** Brian Jones thanked Mr. Hiser for stepping up twice and taking on the challenge. Mr. Thies thanked Mr. Hiser for "not forgetting the little guy". Mr. Hiser thanked the committee for the opportunity.

**Item 3: SEACOM Director Report:**

Staffing: Current staffing level is 10 of 22 authorized full-time positions and 6 part time staff members. Due to the staffing levels they continue to seek ways to adjust to get the coverage at the times most needed. Previously where there were 4 on consoles, now there may only be 3 or even 2. All the operational activities are being evaluated to see what can be deferred or even transferred. One area Mr. Cline specifically identified are administrative calls. He asked the various member organizations to assist by not forwarding these types of calls if not necessary. They are also comparing stats to determine shifts that consistently have higher call levels so they can plan for that. Mr. Seamans asked how long it takes to get someone trained on ProQA. Ms. Clark stated that all three modules can take two weeks and they are trying to get all new

hires that training first. Mr. Cline added that part of the issue is they have to deal with the ProQA training schedule, they can't just do it. There are some online sections but not the whole thing. Ms. Lynn asked about ProQA trained dispatchers from Tucson or the Valley. Mr. Hiser replied they had done a recruitment for part time dispatchers from other agencies. They had interested persons, but it ultimately did not work. Part of the issue is the Dispatchers are City employees, so any hires have to go through the City process including background.

Mr. Cline added he is exploring the development of a dispatcher training academy at Cochise College.

Mr. Cline reported at a recent testing there were 12 attendees 6 of which passed to background. They have attended a job fair and have two more lined up. Dispatcher in training will be on the console in October or November.

Mr. Cline emphasized his focus is protecting and supporting the staff they have.

Mr. Cline has been working on draft amendments to the SEACOM IGA between the City and County and the SEACOM Bylaws. Both documents are very preliminary and will be further developed by the member committee.

A last call for the San Simon Fire Chief was broadcast.

SEACOM received some good media coverage for a recent save during a cardiac event. This report reflects well on the agency, but it is only part of the story. They had a subsequent call and the patient did not make it.

Mr. Seamans inquired about assistance for debriefing? Ms. Clark indicated that there are resources available and staff is made aware of these resources should they be needed. Mr. Dever stated there are peer support training programs, might be valuable to have a SEACOM employee certified. Mr. Hiser stated that they are currently using the Guardian Tracker system which includes tracking of emotional events.

Building updates, the ramp from the emergency exit is complete, the access keypad was replaced after it failed. Ms. Echternach continues to work on intermittent issues with the computer system.

Mr. Cline stated he as requested Ms. Papatrefon provide him with a 100% accounting of the SEACOM budget so issues can be identified, for example the cost of the language line. Mr. Thrasher stated when the PD had the account there was an issue with miscoded calls that resulted in calls that were not City related being included in the billing. Mr. Cline indicated the billings will be audited.

Ms. Lynn indicated she would meet with Mr. Cline to discuss possible resources available to SEACOM such as National Guard personnel that have been assigned here.

#### **Item 4: Update on LE ProQA Activation:**

The activation of the Law Enforcement module of ProQA has gone well. Mr. Meeker indicated they are now working on a multidisciplinary launch as well. Mr. Thies asked if there had been an increase in change of nature code requests? Ms. Clark indicated she was not aware of it.

**Item 5: Fire West Upgrade Project Update:**

Mr. Duarte reported they are waiting on some parts for the project which they should receive from Motorola this month. The installation is tentatively scheduled for the 1<sup>st</sup> week of September and should be complete mid-month.

**Item 6: Fire Station Alerting System:**

Mr. Meeker gave the committee a presentation on a potential system to improve Fire Station Alerting Systems. They currently use the same tone system that has been in place for decades. This system will significantly enhance the dispatch and alerting systems. (See Power Point Attached). The direction for moving ahead was discussed and it was determined that Mr. Meeker will continue to obtain information and costs of the different systems available so a fully developed recommendation could be made to the JPA. Mr. Meeker stated that the minimum investment for a system such as this could be over \$1,000,000. Mr. Seamans stated that the estimated cost for Fry Fire would be 20-25,000 per station.

Chair Billy Seamans adjourned the meeting at 9:07 a.m.

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Billy Seamans  
Operations Committee Chairman