

DELAWARE COUNTY COMMISSIONER'S MEETING  
MONDAY, AUGUST 12, 2021 @ 9:01 A.M.  
COMMISSIONER'S COURTROOM  
100 W. MAIN ST. ROOM 309A  
CALL TO ORDER  
PLEDGE TO FLAG  
WELCOME

ORIGINAL

ROLL CALL

Mr. Shannon Henry  
Mr. James King  
Ms. Sherry Riggin  
Mr. Joe Rhett, County Attorney  
Mr. Steven G Craycraft, Auditor

ORDER OF BUSINESS

President King said Mr. Paul Singleton, 911 Director resigned from his position.

Commissioner Henry said 911 Board met August 11, 2021. All member were present and all agreed to accept Mr. Singleton's resignation.

MOTION: Commissioner Henry made a motion to accept Mr. Paul Singleton resignation, per 911 Board members approval.

SECOND: Commissioner Riggin

YEAS: Commissioner Henry, Commissioner Riggin, President King

RITTER LLC

President King presented RSS (Ritter Strategic Services, LLC.)

MOTION: Commissioner Henry made a motion to approve Mr. Barry Ritter

SECOND: Commissioner Riggin

YEAS: Commissioner Henry, Commissioner Riggin, President King

Mr. Joe Rhett, County Attorney reviewed the contract. The staffing study report should be finished with 90 days for 911.



Ritter Strategic Services, LLC  
115 South Woodpecker Road  
Hagerstown, Indiana 47346

Exhibit "D"  
Staffing Staffing Analysis  
Delaware County, Indiana Board of Commissioners  
911 Executive Board

ORIGINAL

The Executive Board of the Delaware County Emergency Communications Center has determined that a 9-1-1 Staffing Study is necessary to identify the necessary staffing requirements at the PSAP. At their August 11, 2021, meeting the Executive Board reviewed the PSAPs 2022 submitted budget and identified personnel costs (salary and benefits) as an area requiring analysis.

The PSAP is currently budgeted for 38 full-time employees, including the director, administrative staff, shift supervisors and dispatchers.

By maintaining strategic partnerships in the 911 and public safety industries, RSS can secure the needed resources to meet specific client needs. In accordance with the Master Agreement, RSS will team with Amy LePore, Ph.D. for Exhibit D

Methodology

This study will employ personnel surveys, interviews, site survey, document review and staffing analysis based on commonly used, industry standard models. Models used for the study can include NENA staffing analysis based on call volume or NENA's comparison with similar Public Safety Answering Points. A review of information including but not limited to survey results, call volume, retention, position tasks, and area growth will provide the basis for analysis.

Scope of Work

There are four main tasks in this project, which are listed below:

1. Research including call volume, retention, area growth, position tasks,
2. Personnel survey design, data collection and analysis
3. Interviews, site visits & Analyze center staff needs
4. Draft & Final Reports

Each task will involve many sub-tasks or steps in context of a comprehensive review of the current and estimable future environments.



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**Task 1—Research**

Working with PSAP Management and County officials, RSS will obtain historical data relative to the staffing study. Information requested will include, but not limited to the following:

1. Annual Budgets (FY 16, 17, 18)
2. Actual Expenditures (FY 16, 17, 18)
3. Revenue (FY 16, 17, 18)
4. Staffing levels (min/max)
5. 24/7/365 scheduling
6. Attendance Records
7. Personnel Policies (vacation, sick, personal time)
8. CAD Records
9. 911 Call Volume
10. non-emergency call volume
11. Job Descriptions
12. Employee Retention schedules
13. Support function responsibilities
14. Training requirements

**Task 2—Personnel survey design, data collection and analysis**

RSS will develop an agency defined survey instrument to collect essential agency and job-related data. RSS team members will be onsite in the Center interviewing employees, management and county officials as necessary to collect, clarify and enhance the data collection effort.

**Task 3—Interview, site visits, and analyze center staff needs**

Based on the information collected in Task 1 and 2, the RSS team will analyze and assess the County's emergency communications systems, with a focus on maximizing the effectiveness and efficiency of 9-1-1 service to the public and first responders. The analysis will also document the principal aspects of emergency communications operations related to service, operations, organizational and governing structures, and technology methodologies as it relates to staffing needs in the Center.



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Task 4—Draft and Final 9 1 1 Staffing Study Report

RSS will work closely with the County to review all comments and recommended changes to the draft Staffing Study Report and will establish the changes that will be incorporated into the final report. RSS will also work with the County to prepare the final approved report for final publication, distribution, and presentation.

Terms	
Hours	120
Duration:	90 days
Rate:	\$ 125/hr
Fee:	\$ 15,000
Expenses:	Actual

Approved:

RSS

\_\_\_\_\_  
Barry C. Ritter

\_\_\_\_\_  
Date

Delaware County Commissioners

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\_\_\_\_\_  
Aug. 12, 2021  
Date

\_\_\_\_\_  
County Auditor

12

Commissioners August 2, 2021

RECESS

MOTION: Commissioner Riggin made a motion to recess until August 16, 2021.

SECOND: Commissioner Henry

YEAS: Commissioner Henry, Commissioner Riggin, President King

A handwritten signature in black ink, appearing to be 'J King'.

President James King

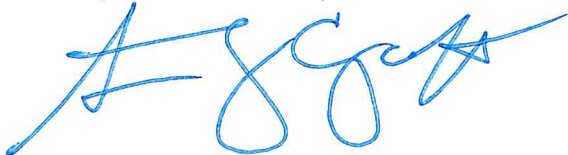
A handwritten signature in black ink, appearing to be 'Sherry Riggin'.

Vice President, Ms. Sherry Riggin

A handwritten signature in black ink, appearing to be 'Shannon Henry'.

Member, Mr. Shannon Henry

Auditor, Mr. Steven G Craycraft

A handwritten signature in blue ink, appearing to be 'Steven G Craycraft'.