



MEETING AGENDA



District 1
Matthew Wilson

District 2
Raevan Howard
Alternate

District 3
Norman Crow

District 4
Lee Busby

District 5
Kip Tyner
Member

District 6
John Faile
Chairperson

District 7
Cassius Lanier
Vice Chairperson

Council Administration and Policy Committee Meeting Agenda

Tuesday, March 18, 2025 Daugherty Conference Room 4:00 p.m.

| TOPIC | PRESENTER | SUPPORTING MATERIAL |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------|
| Approval of Minutes | | |
| NEW BUSINESS | | |
| 1. Director of Public Safety Communications job classification | LaShonda Herbert | 2-6 |
| 2. Approval of a professional services contract with Simpliverified LLC for a term of three years; total not to exceed \$35,000.00 per year (OCA-24-1717) | LaShonda Herbert | 7 |
| ADJOURN | | |

DIRECTOR OF PUBLIC SAFETY COMMUNICATIONS

SUMMARY

The Director of Public Safety Communications is responsible for overseeing the Public Safety Communications Division, ensuring the effective and efficient operation of Tuscaloosa's 911 emergency dispatch center. This position manages telecommunication supervisors and telecommunicators, establishes performance standards, ensures regulatory compliance, and oversees technology infrastructure, training programs, and interagency coordination. The Director is responsible for leading emergency response communications, disaster preparedness coordination, and public safety communication system advancements to improve service delivery to first responders and the community.

ESSENTIAL FUNCTIONS

The following duties are normal for this classification. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Specific duties listed may not be required for all positions within this classification but are determined by the normal requirements for the particular position.

Directs, supervises, plans, and coordinates activities and operations of the Tuscaloosa Public Safety Communications including all aspects of a consolidated 911 dispatch center operating a 24/7 environment.

Develop and maintain standard operating procedures (SOPs) for assigned staff.

Implement quality assurance (QA) programs to ensure compliance with state and federal standards.

Conduct periodic audits of call logs, radio communications, and CAD entries to ensure accuracy and operational efficiency.

Collaborate with external agencies and stakeholders to ensure a coordinated disaster response plan.

Ensure supervisors and telecommunicators are trained in severe weather emergency protocols, active shooter response, hazardous material incidents, large-scale disasters, mass casualty incident response, and responses to other critical incidents.

Oversee technology implementation and upgrades to enhance efficiency for supervisors and telecommunicators.

Oversee radio interoperability coordination between police, fire, EMS, and external agencies.

Collaborate with Tuscaloosa IT and emergency management teams to ensure system reliability and continuity of operations.

Develop a backup communications plan to ensure continuity of operations during catastrophic events.

Serve as a liaison between public safety leadership and the Communications Division, ensuring policy updates and

procedural improvements are effectively communicated.

Represent the City of Tuscaloosa in regional and state emergency response meetings.

Develop community engagement initiatives including public education, collaboration with schools and community organizations for emergency preparedness, outreach initiatives to enhance public awareness of emergency communication services, and like programs.

Oversee and manage vendor contracts related to dispatch center technology, software, and maintenance.

Prepare and present budget recommendations for the division to city leadership; identify available state and federal supplemental funds; coordinate on financial matters with other city departments as needed.

Ensures efficient coordination of emergency services for Tuscaloosa Public Safety departments.

Attends regular meetings with TPD and TFR to discuss response times, operational changes, and improvements.

Develop, direct, and implement goals/projects for the Public Safety Communications Division to assist other personnel within public safety departments with providing services to the citizens of the City of Tuscaloosa and surrounding communities.

Ensures that the quality of service provided to citizens and public safety personnel is at an acceptable level for all employees through reviews and reports.

Stays updated on industry best practices, certifications, and legal requirements for emergency communication centers; ensures compliance with all applicable Federal, State, FCC and local laws and regulations.

Stays regularly aware of employee actions and behavior for signs of stress, coping, and general emotional well-being. Specifically watches for these signs during and/or any time after high stress and major incidents. Refers employees, if needed to the resources available to all employees of the City of Tuscaloosa.

Develops and implements policies and procedures that guide and support the provision of quality services by the division.

Attends training courses offered by the department or required by law in order to maintain applicable certifications; to remain abreast of operations, and to promote improved job performance. Maintains distinct knowledge and expertise in Computer Aided Dispatch (CAD).

Supervises, directs and evaluates assigned staff, processes employee concerns and problems, directs work, counseling, disciplining and completing employee performance appraisals.

Supervises personnel and completes annual performance appraisals of all employees of Public Safety Communications in accordance with the Policies and Procedures of the City of Tuscaloosa Human Resources Department.

Develop and implement workforce planning strategies, including scheduling, retention programs, and employee development initiatives.

Establish succession planning and career advancement opportunities for supervisors and telecommunicators.

Establish and monitor Key Performance Indicators (KPIs) related to call response times, dispatcher efficiency, and interagency coordination.

Provides effective leadership, promoting a positive and productive work environment.

Ensures adequate training of new employees and regular continuing training for all telecommunicators and supervisors.

Serves as liaison with other departments, divisions, city administrators, and outside agencies.

Must establish and maintain effective working relationships with co-workers, supervisors, field personnel, outside agencies, city officials, administrative staff, and general public

Incorporates continuous quality improvement principles in day-to-day activities.

Must meet regular attendance requirements.

May be required to work on various shifts, overtime, weekends, and/or holidays.

Must accomplish the essential functions of the job, with or without reasonable accommodation, in a timely manner.

MARGINAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED required; Bachelor's degree preferred or five (5) years of progressively responsible experience in management of emergency communications, dispatching, or a related field. Must obtain and maintain a valid A.C.J.I.C., N.C.I.C certification within six (6) months of employment. Must be certified through Priority Dispatch in Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) within the one (1) year probationary period.

This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens. Must possess and maintain a valid driver's license.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification but are determined by the normal requirements for the particular position.

PHYSICAL REQUIREMENTS: Must be able to operate a variety of automated office equipment including computer, printer, copy and facsimile machines, telephone switchboard and associated equipment, calculator, shredder, TTY and TDD equipment, tape recorder, and communication radios. Physical demand requirements are at levels of those for light work.

DATA COMPREHENSION: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include directories, maps, handbooks, reference and code books, guidelines, procedures, and manuals.

INTERPERSONAL COMMUNICATION: Requires the ability to speak with and/or signal people to convey or exchange technical, law enforcement, legal, emergency medical, and personnel related information, including giving/receiving assignments and/or directions to/from co-workers, assistants, managers, or supervisors as well as communicating with officials, news media, law enforcement, hospital/EMS, court personnel, utility personnel, security units, and the general public.

LANGUAGE ABILITY: Requires ability to read a variety of legal, technical, emergency medical, counseling, and informational documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex law enforcement, radio communications, legal, emergency medical, technical, counseling, dispatching and computer related principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to add and subtract, multiply and divide, and determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape using job related equipment which may include standard measuring and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment, TTY and TDD equipment, and telephone switchboard system.


MANUAL DEXTERITY: Requires the ability to handle a variety of items, switchboard system, office equipment, communication radios, TTY and TDD equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating opposite hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DIFFERENTIATION: May require the ability to discern color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.

Pursuant to Tuscaloosa City Code, Chapter 19, Section 19-54 (b) (3) c. and Alabama Act 2006-233 Section 3 (c), I approve this Classification Specification.



Walter Maddox, Mayor

Date

MEMORANDUM

Date: March 14, 2025

To: Administration and Policy Committee

From: LaShonda Kemp Herbert
Chief Human Resources Officer

RE: Professional Services Contract with Simpliverified, LLC

Request:

Human Resources requests authorization for a professional services contract with Simpliverified, LLC for background screening services.

Funding:

10104010-3176
10104010-3100

This contract is limited to three years, not to exceed \$35,000 per year.

