

PPME Local 2003 Dispatchers have been given an opportunity to cast a vote as to the performance of the PSAP and whether or not they believe a letter should be drafted presenting their concerns.

This Dispatcher of the LeeComm Public Safety Answering Point submit this Letter of No Confidence in LeeComm's Director Diana Fincher-Smith and Administrative Dispatcher Marla Hemmie due to the poor working environment they have created, their lack of leadership, and their inability to make smart, logical and reasonable decisions that affect this organization and ultimately the Lee County community. Listed below you will find a recent interaction between management and an employee that illuminates a problem. The dispatchers have other artifacts that support these allegations should the board request them. In due course, the dispatchers no longer have confidence in Director Fincher-Smith's or Administrative Dispatcher Hemmie's ability to lead from the position they were hired to perform.

Prior to this letter, dispatchers have exhausted verbal complaints over the last three years to the chain of command. These reports have been taken and acknowledged yet remedies and unilateral practice have not come to execution. Many of the suggestions by the dispatchers have failed to halt bad decision making by the Director/Administrative Dispatcher. Most of the times when dispatchers receive a response to a comment or concern, weeks, sometimes months pass before the comment or concern is addressed. This is ineffective with the type of work that we do. There are times we need an answer right away and yet we receive none.

The dispatchers contend that the Director and Administrative Dispatcher are ineffectual, non-communicative, and unsuccessful. We also contend that management exerts control by using intimidation as an official overseeing public safety in Lee County to thwart critical thinking within the center.

Director Fincher-Smith has created an environment that has attacked the morale of the center, and has been detrimental in the productivity and success of the organization. Many dispatchers have been afraid to file complaints about her for fear of retaliation. Director Fincher-Smith has created a hostile work environment at times by turning dispatchers against one another.

Director Fincher-Smith and Administrative Dispatcher Hemmie continue to prevent a cohesive work environment across all shifts. Continuous fraternization that is inappropriate both at work and on personal time have hindered the ability to perform well at a career that takes one hundred percent. There is no employee confidentiality between dispatcher and manager. If an employee speaks with Hemmie about something that is going on in the center, she usually has to go talk to Fincher-Smith and it may take a while to deal with the issue. When the issue is finally addressed, everyone in dispatch knows about the issue, who said what and what the end result was. There are many cases where this type of behavior is highly inappropriate. Case in point:

Christina Dresser simply asked Hemmie if Fincher-Smith was working on a certain day. Hemmie stated Fincher-Smith was working and then proceeded to call Fincher-Smith and made an allegation that Christina was being "nosy." Christina was called into the

office, was belittled and screamed at for asking a simple question as to whether or not her boss was at work today. Christina asked the simple question that in the event she needed to speak with Fincher-Smith before she left at her scheduled time. Christina was told that the work schedule of the Director and the Administrative Dispatcher are none of the dispatchers' business and that we had better figure out our place around here and that she is the Director.

During that same meeting

Director Fincher-Smith and Hemmie told Christina that we are not to contact them after hours unless it is an emergency because they are paid salary and do not get overtime to take calls when they are not here. There are a lot of times when we need to be in contact with them. There are times when the computers go down, phones quit working, or there are problems with the schedule. There needs to be a clear and open line of communication between dispatchers and management. Management's answer to this is, "send an email."

Furthermore, there are several cases where we have sent emails to Fincher-Smith or Hemmie and have waited weeks, sometimes months, and in some cases a year before getting a reply or getting no reply at all. Most of these emails that are sent are in reference to memorandums that are put out that need further explanation. At the bottom of each memorandum the Director lists that if there are any further questions, please ask. We get no clarification on some of these memorandums. These emails we send go directly to their company phone and should only take a couple of minutes to give an adequate reply to the question or give a timeline of when the question can be answered correctly.

This most recent inappropriate behavior is just one instance where Fincher-Smith and Hemmie have used anger and fear as a tactic to bully employees thus creating a poor working environment.

The LeeComm Dispatchers request the PSAP Board to take action, and to prevent Director Fincher-Smith and Administrative Dispatcher Hemmie from causing further damage to this organization and its employees. The dispatchers further request the board to authorize an assessment of the Director and Administrative Dispatcher's leadership given this letter today. The assessment will assist the board to recognize the turmoil this leadership has caused, and will assist the board in determining its needs and goals. This is important for a better future for our department and our community that relies on quick, decisive decision making skills and confidence in the job we do.

Respectfully Submitted, the 14th day of April 2016,
LeeComm Dispatchers

Attached: Requested Actions, Signature Sheet

Requested Actions

The dispatchers request the board to immediately remove Hemmie from the dispatch center and consider dissolving the position all together. The contract states that there is to be a Dispatcher in Charge and this person could perform 33% of Hemmie's workload and there is one Dispatcher in Charge per shift thus covering Hemmie's work.

The dispatchers request a formal review of Fincher-Smith's performance by interviewing each dispatcher and gaining feedback to effectively evaluate job performance. Fincher-Smith is out of touch with her workforce and creates a culture of fear and intimidation. A formal review by the board will give clarity to the continuous missteps and shortfalls within this leadership.

After review of these two positions, it is the hope of the dispatchers that the board will see that change in leadership is needed.

Below you will find a list of signatures that support the drafting and delivery of this letter to the PSAP Board.

Jeanine K Whisenand
Joseph J. Kester

Cara Johnson

Nathan D. Farr

Kelly Kolus

Amber Cleary

Kimberly K. Gerling

Jana Gustafson

Christina Dresser

[Signature]