

**Story County E911 Service Board
Board Proceedings
May 12, 2010**

The E911 Service Board met on 5/12/2010 at 6:30 p.m. in the Sheriff's Squad Room at the Story County Justice Center.

Jerry Courter, City of Collins; Scott DeYoung, City of Cambridge; Connie Hambly, Story County E911 Service Board; Doug Houghton, City of Ames Alternate; Jerry Johnson, City of Zearing; Wallace W. Loney, City of McCallsburg; Dina McKenna, Story County Alternate; Jerry Stewart, Iowa State University; and Mike Tupper, City of Nevada present with Chuck Cychosz presiding.

Guests: Marie Carlson, Iowa State University Department of Public Safety; Butch Hancock and John Korkie, Qwest Communications.

Approval of minutes from previous Board Meeting

DeYoung moved; Loney seconded to approve the minutes of the meeting 3/11/2010. Motion carried unanimously.

Discussion on 911 Equipment

Hambly briefed members on a discussion that took place during the budget process. The two PSAPS presently use LifeLine100 equipment for 911. Qwest had previously advised the agencies the LifeLine100 is manufactured discontinued equipment and the contract each agency currently holds for maintenance will expire June 30, 2011. The quote for an extended year's warranty was received last week. Each agency had an increase of approximately \$2,000. Qwest also advised since the 911 equipment is manufactured discontinued, they cannot get new parts but they did purchase a supply of parts to be used for repair. Butch Hancock is the sales engineer for Qwest. He has put together a quote to upgrade the 911 Service to VIPER at both PSAP locations. Butch is here with John Korkie to explain the options and answer any questions the members might have.

Hancock handed out pricing sheets for a new Viper 911 System. The total adjusted price for Story County and Ames is \$298,364.04. Positron offered a stimulus plan based on the number of positions. The plan would amount to a \$16,000 savings. Hancock also presented a brief overview of the Viper System that would upgrade the PSAPs to IP based technology. The system offers a next generation solution by installing Power 911 equipment in both PSAPs and installing one Viper in the backroom at Story County and connecting to Ames via the fiber network. This solution is in 10 locations throughout Iowa today.

Hambly advised the Qwest presentation was for the Board's information. The decision of purchasing couldn't be made tonight. However, the Board needs to be aware the 911 equipment is at end of life and weigh the options for the future. There are a number of

projects on the table and the PSAPS need a direction from the Service Board for prioritization of these projects.

Korkie stated Qwest had made an error and had not been charging for Ames' maintenance costs. Qwest will not attempt to collect the past amounts.

DeYoung questioned if ISU was also in need of 911 equipment. Stewart said the university had its own separate phone system. Hancock stated the quote is for Ames and Story County but a third PSAP could easily be added at a later date. The upgrade would give the ability to share across multi agencies.

Korkie said the quote included Positron services, on-sight training and professional installation. DeYoung asked about the life expectancy for the system. Hancock said the Viper is software driven and runs on servers, unlike the present system that runs on cards. It can grow as needed.

Tupper asked if there were other vendors that offer similar products. Korkie advised a few vendors offer different solutions and there are other vendors that offer the same solution.

Hambly reminded everyone if the decision was made to move forward with new equipment the RFP process would need to be followed. Qwest was here to answer questions the board might have concerning continuing with manufactured discontinued equipment and the higher maintenance costs vs replacing the equipment with a Viper.

McKenna explained that Houghton, Hambly and herself had just recently met with Hancock to discuss problems involving the maintenance and equipment in the PSAPS. Story County is continuously running into problems with the TDD keyboards. Qwest can only supply refurbished keyboards. There isn't another solution for the present 911 equipment. It is not uncommon for the PSAP to replace 2 or 3 keyboards a month.

DeYoung questioned the timeline for the radio. Houghton responded the consultant should have their report by the end of July. No matter what the outcome of the study, there probably won't be much action before July 2011. DeYoung asked if the 911 equipment could be started before the radio. Houghton agreed and stated the 911 equipment is the backbone of the system and it is at the end of its life expectancy.

Tupper said he was hearing the 911 equipment should take priority. Houghton said it is hard to interrupt any other way. We knew that equipment was getting old but it wasn't until just recently that Qwest told us they couldn't fix it anymore. That *is a major concern*. Cychosz reminded everyone that Qwest made the same presentation two years ago and suggested the need for two Vipers. The Service Board said then the price was too expensive with the other projects looming in the background. The 911 equipment was still working. McKenna stated there was also some apprehension because the Viper was such new equipment. We didn't know how it was going to function, or how it would operate in our network.

Houghton stated there are other solutions. Qwest has been a very reliable company but we owe it to the citizens of Story County to look at other vendors. There are other vendors that offer the same equipment. Tupper asked if there was any money set aside for the replacement of the 911 equipment. Hambly advised \$50,000 was designated in the 2011 Budget. Until last year, the State 911 Program Manager had a process that allowed the Service Boards the ability to apply for funding for 911 upgrades. Each PSAP was allowed \$50,000 a year per project. Story County had planned on those funds to help with the 911 equipment upgrade.

Cychosz suggested a feasible approach. There are questions on three parts of the presentation.

- 1.) The engineering solution for the Viper system – We heard some of that tonight.
- 2.) How much is it going to cost, how do we pay for it, and how do we measure the importance with other projects?
- 3.) What purchasing procedures would be applied and what sort of timeline would be involved?

If the Board could have the answers to these questions and similar answers for the other major projects (CAD and radio) then maybe the Service Board would be able to prioritize the projects. Everyone agreed.

Update on Radio Technology and System Consultant

Hambly advised Radio System Consultant, John Thompson and herself met with 17 agencies associated with Iowa State University, City of Ames and Story County. Questions had been forwarded to these agencies prior to the meeting, so they were prepared to discuss each issue thoroughly. The questions pertained to the use of the radio system in their daily jobs, did they consider the radio system mission critical as they conduct their jobs, any deficiencies and also asked if there were any way to improve the system. Elert & Associates will be compiling a fact finding report that describes all the collected information. Hambly anticipated receiving that report soon.

Update of CAD Vendor Update

McKenna reported the on-sight demonstrations have been completed by Cushing, OSSI and Vision Air. A forth vendor, Smart had scheduled a demonstration next week. They have rescinded their RFP at this point in time. The Task Force met today and are working with two vendors to itemize their pricing. The intent is to make a decision within the next 30 days.

Discussion/Approval of Database Coordinator Salary

Cychosz advised during the budget process a 2% salary increase was figured for the Database Coordinator position - \$43,194.97. Historically the E911 Service Board mirrored the County's salary protocol. This year it was 0% increase. If the Service Board were to follow Story County, the salary would stay \$42,348.01 as it has for the last 2 years. Hambly has been given additional responsibilities during this transition with the

current projects. Stewart advised the University had a 2% + a 1% contractual increase for the employees, 2% in July and another 1% in January. Cychosz advised the Ames Officers received 2.5% and dispatchers received between 2% and 2.5% also. Tupper advised the Nevada officers received a 3% increase. Tupper asked if there would be a problem with the Board of Supervisors if the Service Board didn't follow suit. McKenna advised there wouldn't be a problem. It was a decision of the Service Board. DeYoung moved for the budgeted 2% increase in salary, Stewart seconded; Motion carried unanimously.

Training and Educational Segment – 911

Hambly gave a Power Point presentation on 911 and the history of 911 in Story County.

Old Business

None

New Business

None

Comments from the Public

None

Comments from E911 Service Board Members

Tupper advised he would be attending the FBI Academy from July 11th through September 17th. Gull will attend any meetings that might be scheduled.

Hambly advised the next meeting is August 11th at 6:30 pm. Cychosz advised there will probably be scheduled to review the Consultant's Report.

Hambly again requested that members reply to the meeting notification. There were just enough members to conduct business. The Public Hearing required phone calls to seat a quorum. Please remind those members not in attendance also.

McKenna moved; Stewart seconded to adjourn. Motion carried.

