

**Story County E911 Service Board
Board Proceedings
August 25, 2010**

The E911 Service Board met on 8/25/2010 at 6:30 p.m. in the Sheriff's Squad Room at the Story County Justice Center.

Bill Britton , City of Slater; Troy Buchman, Westory Fire; Jerry Courter, City of Collins; Chuck Cychosz, City of Ames; Scott DeYoung, City of Cambridge; Roger Fritz, City of Roland; Jerry Gull, City of Nevada; Connie Hambly, Story County E911 Service Board; Doug Houghton, City of Ames Alternate; Mark Jackson, City of Story City; Jerry Johnson, City of Zearing; Dina McKenna, Story County Alternate; Larry Milleson, City of Colo; and Jerry Stewart, Iowa State University present with Paul Fitzgerald presiding.

Guests: Shawn Bayouth, Ames Fire Department; Marie Carlson, Iowa State University Department of Public Safety; and Dana Whipperman, Nevada Fire Department.

Introductions

Chair Paul Fitzgerald welcomed everyone. Board members and those in attendance introduced themselves.

Approval of minutes from previous Board Meeting

Gull moved; Cychosz seconded to approve the minutes of the meeting 5/12/2010. Motion carried unanimously. Hambly advised for the record- John Korkie stated during the last meeting that Ames had not been charged for the 911 maintenance costs for the last 5 years. That statement was incorrect. Korkie was provided proof of those payments and apologized for the error.

Discussion on Story County Flooding

Cychosz thanked the Service Board for the purchase of Code Red. The notification system was utilized during the July wind storm and the August flooding. The citizen response from its use was very positive. Bayouth presented a handout of the Code Red usage. Information listed included the number of calls initiated, minutes used, and the application used for the notification. 33,000 minutes were utilized during the two events. Cychosz acknowledged Bayouth for his expertise in the use of Code Red during the challenging circumstances.

Four points - Worthy of Mentioning

- 1.) Positive feedback
- 2.) Allot of thought needs to be used with the wording of the message
- 3.) Discussion of the All-Clear message
- 4.) Text messages limited to 140 characters

Hambly reported 494 customers either signed up for or changed their means of notification since the flooding. A large number of customers also added their e-mail addresses to their contact information.

Cychosz advised the Code Red service was a valuable tool. DeYoung questioned if the Code Red activations were a result of 9-1-1 calls. Cychosz stated the communication center was inundated with 911 calls during the wind storm and the flooding. The documentation for each of the activations was listed in the handout. The City of Ames had two police shifts and a full fire shift out in the field doing straight rescue before doing any river flood response. There were many discussions near the end of the flooding event about the use of Code Red. The consensus was not to activate an "All Clear" message due to the lack of 911 calls concerning the event.

Hambly reported the costs associated with the damage to the fire paging line at the Heart of Iowa Coop and the cost for the minutes used during the two events may be submitted to FEMA for assistance. There was some uncertainty if the minutes used for Code Red can be submitted. Fritz asked if insurance covered the damage to the paging equipment. Hambly advised the equipment at the Coop is not covered by insurance. Funds were set aside for maintenance. DeYoung moved; Buchman seconded to submit a Request for Assistance to FEMA for the damages to the link and for the minutes used. Motion carried unanimously.

Review Radio Technology and System Consultant Draft

Hambly gave a brief overview of the Radio Communications Study Draft received from Elert and Associates. Hambly asked if any member had corrections to the information contained in the draft. Fritz advised he previously worked on similar equipment for the state of West Virginia. The document was correct in the statement the current radio platform is past its lifespan and the system is running on borrowed time.

Britton asked what costs each entity would assume if the county would go to a new system. Fitzgerald responded the costs would be the purchase of new radios for fire and first responders.

Cychosz stated the draft was difficult to read. The consultant did a good job of describing the current system except the inability to locate the license for the frequency used on the UHF paging link. The RFP requested options and costs. In the executive summary Elert laid out the State of Iowa 700 MHz backbone but they didn't mention the pros & cons of that option or include rough costs. To build a private system there is no mention of cost, or partnering with adjoining counties and build a joint system. The RFP calls for cost projections for alternate advancement pathways. Cychosz expected the options to be spelled out more clearly. Hambly advised a mention of two lower cost systems-Kenwood and Motorola Montotrbo, the State 700 System and building a new public safety system were the only options stated in the draft. Fitzgerald stated the Service Board advised Elert early on in the process the board was interested in options and costs. Cychosz also voiced the concern for bridging the communications with non-public safety users. If Story

County moved to a P25 platform, what technology would be needed to provide interoperability with the non-public safety agencies? The City of Ames was able to seamlessly communicate with Public Works, utilities and other non-first responders during the flooding response. How could Story County maintain that level of interoperability while moving to a new system? An option needed to be given for the equipment to make the connection and what technology would be needed to receive the communications. Houghton also requested more information on the concept of a private/lease system. Both Electronic Engineering and Racom have advised it would be a practical approach. It should be another option available. Hambly will submit the list of comments to Elert and Associates.

Cychosz asked if there were any actions the Service Board could take with respect to the State of Iowa's 700 MHz system. Fitzgerald advised he had attended the last Iowa Statewide Interoperable Communications System Board meeting. The Board had submitted the waiver for funding but will still need to come up with a 30% match. The Federal Agency doesn't want to award the grants and then find out later that the states were unable to come up with the funding. The State of Iowa needs to come up with approximately \$330 million for the infrastructure. Cychosz added the consultant should have had the conversation with the Statewide Interoperable Communications System Board.

CAD Vendor Selection Update

Houghton summarized the work done by the Multi Agency Public Safety Group over the last 18 months. A Task Force was formed when the current CAD vendor announced it would discontinue support of its product. An RFP (Request for Pricing) was released in July 2009 through the City of Ames and generated 12 vendor responses. The Task Force reduced the number of viable products to 6 and the top 3 vendors were invited to provide demonstrations. SunGard-OSSI was the selected vendor.

The group will now negotiate a contract. At present there is a 28E that governs the Multi Agency Public Safety Group. There may need to be a memorandum of understanding created once the contract is finalized, to redistribute the costs.

The upfront cost was \$394,000 which included software, implementation and training. An additional cost for upgrades was estimated to be \$150,000. A grant from Department of Homeland Security for \$250,000 was obtained. The 3 entities and 911 have contributed to a depreciation fund and with the regular budget process have accumulated enough funding for the purchase.

The purchase would be an upgrade and an expansion of the existing CAD system. It would also make Mobile Data and Automatic Vehicle Location (AVL) accessible to law enforcement, fire and ems personnel.

At present the City of Ames, Iowa State University and the Sheriff's Office are the primary users of this system. The goal is to make these services more broadly available.

Milleson asked if the system would put computers in vehicles. Houghton advised it would establish the infrastructure that would give the computers something to connect into. Cychosz advised AVL was a great source during the flood.

Appoint Proxy Designation for ICAP

Milleson moved; Gull seconded to leave Fitzgerald and Cychosz as the designated proxies with the Iowa Communities Assurance Pool. Resolution #10-1 would continue that authorization. Motion carried unanimously by roll call vote.

Old Business

Hambly advised the radios and pagers funded by the E911 Funding Grant arrived and have been distributed to each agency except Maxwell 1st Responders. Cambridge Fire received 6 radios with mics, Colo Fire 4 pagers, McCallsburg Fire 4 radios, Maxwell 1st Responders 5 pagers and 5 radios with mics, and Slater 1st Responders 3 radios. The total amount budgeted was \$24,100. Each entity contributed a 10% match. Hambly reminded each entity the cutoff date for next year's grant application is September 15. Chief Wipperman had also sent out a reminder to each fire, 1st responder and ambulance agency. The E911 Funding Grant has awarded a total of \$234,077 in the last 5 years.

McKenna asked if the Funding Grant was an area that might be examined during the budget process. As Houghton mentioned earlier, some areas in the budget might need to be re-evaluated due to the decline in the wireless surcharge over the last few years. The State E911 Program Manager suspended the State's grant application so funds could accumulate for the IP wireless network. Maybe Story County should do the same for an upgrade to the 9-1-1 equipment. Fitzgerald asked if there was an amount set aside in the reserved/designated fund. Hambly advised \$50,000 was designated for 9-1-1 equipment. Gull advised the designation of funding should be discussed during the budget process. McKenna advised the applications for the grant have been distributed to the agencies and for budget purposes those entities should also be aware the funds may not be available.

New Business

Fitzgerald reported the Board of Supervisors had listed on their agenda for August 24th an item "Consider approval of request of E911 Board to increase Master Card limit from \$5,000 to \$10,000." Fitzgerald gave a brief history on the credit card and why the Board of Supervisors was involved. Fitzgerald advised a Service Board Member pulled the item from the Board of Supervisors agenda without discussing the issue with the Service Board Chair. Gull advised he received his information from Supervisor Clinton and was under the impression that Clinton put the issue on the agenda. Gull questioned the appropriateness of increasing the amount without the Service Board consent. Fitzgerald advised it was a cash flow problem. The expenditure for training had been budgeted. DeYoung advised the issue was going over the limit of \$5,000. The training wasn't approved by the Executive Board. Fitzgerald advised training doesn't need to be approved by the Executive Board if it is budgeted. DeYoung stated the Story County Employee Handbook stated any training over \$300 needs Department Head approval. DeYoung asked, who is the Department Head for the E911 Service Board? DeYoung said he thought the Executive Board would be the departmental head of the E911 Service

Board. The other issue involved two additional persons attending that were not 911 employees or members of the Service Board. DeYoung said he didn't think the Chair had the authority to authorize the other two expenditures. Fitzgerald advised 911 management training had been authorized training in the past. McKenna advised there were a number of issues the 3 people were charged with at the conference. Time was spent talking with the vendors of radio, CAD, and 911 equipment, comparing products and prices. Those were three issues discussed by the Service Board. There was definite value of having all the vendors in one location. In the communication world there has not been a lot of training available. NENA and APCO Conferences were resources for 911.

Jackson stated there were two issues before the Service Board. The Chair has in past approved the training but should it be up to the discretion of the Executive Board. The second issue was taking the item off the agenda for the Board of Supervisors.

Stewart advised training wasn't discussed as much in detail this year as it was in the past.

Gull advised the issue wasn't with the quality of the training but an issue about procedure. A meeting of the Executive Board should be scheduled to discuss the issue. Article Seven of the Service Board Bylaws stated the day to day operational decisions of the Service Board shall be made by an Executive Board. Everyone agreed about scheduling a meeting. Hambly would notify the members when scheduled.

Fitzgerald reminded everyone the importance of a quorum for the Service Board meetings. The date of the next quarterly meeting will be announced at the end of each meeting. The only reminder the members will receive prior to the meetings will be a draft of the agenda for their review and then the actual agenda. If the board member is unable to attend, it is their responsibility to see that the alternate attend in their absence. There are a number of serious issues facing the Service Board. Hambly advised the next meeting is November 10th.

Comments from the Public

None

Comments from E911 Service Board Members

None

Gull moved; DeYoung seconded to adjourn. Motion carried.

Respectfully Submitted

Connie Hambly, Secretary
Database Coordinator

