

**Story County E911 Service Board
Board Proceedings
November 13, 2013**

The E911 Service Board met on 11/13/2013 at 6:30 p.m. in the Sheriff's Squad Room at the Story County Justice Center.

John Berg, Gilbert/Franklin Township Fire; Rob Bowers, Iowa State University Dept of Public Safety Alternate; Chuck Cychosz, City of Ames; Brian Haffner, City of Story City Alternate; Doug Houghton, City of Ames Alternate; Steven Kovarik, City of Cambridge Alternate; Wallace Loney, City of McCallsburg; Ric Martinez, City of Nevada Alternate; Dina McKenna, Story County Alternate; Mark Pote, City of Huxley; and Mary Sprouse, City of Slater; with Paul Fitzgerald presiding.

Guests: Marie Carlson, Iowa State University Dept. of Public Safety Communications; Sarah McClure, City of Ames Communications and Scott Schultz, Motorola.

Approval of Agenda

Loney moved; Cychosz seconded the motion to approve the agenda. Motion carried unanimously.

Approval of Minutes

Pote moved; Bowers seconded the motion to approve the minutes from 8/14/13. Motion carried.

Zetron E9-1-1 Equipment and Logger/Recorder Progress Report

Houghton briefed the members on the progress of the 9-1-1 upgrade and logger recorder. The project kicked off August 30th with members from the 3 PSAPS, RACOM and Zetron. Weekly conference calls have been taking place on Friday mornings to keep the project moving forward. Site visits were made by Zetron and RACOM in late September. The system was designed to operate on the existing Multi-Agency fiber network. The 9-1-1 system consists of two hosts for redundancy. If one host would fail, the other host would continue to supply the 9-1-1 call. The backroom equipment is scheduled to be delivered the end of November. That equipment's presently in Marshalltown and has been tested. January 8th was the soonest the State 9-1-1 Programmer would allow the installation. Story County Sheriff's Office is scheduled to have training 1/6/14 with the implementation 1/8/14. Ames and ISU is scheduled for training 1/13/14 and implement 1/15/14. There have been a couple of issues, such as connecting with ISU's new VoIP PBX system but overall the project has gone well. Management of the Multi-Agency fiber network has also been a discussion issue. The original network was simple to manage, but has become more complex as different technologies have been added.

Scott Schultz was attending on behalf of Motorola, so introduction of the members were made. Scott advised he most recently replaced Dave Gordon. Schultz advised he was

making rounds to customers with Motorola equipment and making an effort to stay involved with those agencies.

Update on Zetron Radio System Issues

McKenna advised there continues to be issues with the radio system and are still working diligently with RACOM and Zetron to resolve those issues. Story County has been having paging issues. There have been instances where pagers have gone off sporadically as well as some sirens. As the cities continue to have problems, continue to notify Story County and report the problems. We notify RACOM directly and they follow up with the issue. Quarterly meetings still continue with RACOM and Zetron to work on the issues as they arise.

McClure advised there are other RACOM clients in the area that we have reached out to, such as Boone County. Maybe that collaboration will help resolve some of these issues. The City of Ames has lost 5 media docks since going live in July 2012 at the 3 work stations. A part of the contract was to have replacement equipment available at all times. Another problem that has plagued Ames is poor audio quality. That issue has also been a problem reported by other RACOM clients.

Carlson advised ISU has had issues with static on the portable side and it does not appear to be a Zetron problem.

Discuss/Consider Use of CodeRed®

McKenna advised CodeRed was a discussion item that was requested to stay on the agenda. At the last Service Board Meeting it was requested that Hambly check into the emergency notification system that Homeland Security was looking at implementing. Hambly reported the system would be available for a similar price as CodeRed, but would not be implemented by the state until FY16. If the Service Board would like to move to the new system, it would be comparable in price paid for CodeRed. Fitzgerald advised the Service Board could have further discussion during budget preparation.

Old Business

Cychosz advised he brought up the issue of an audit at the last meeting. The Service Board discussed this a few years ago and received an estimated cost of \$4,000. The issue was tabled at that time due to the decrease in surcharge. The previous sentiment of the Service Board was to try and get an audit completed, for operational "peace of mind". Cychosz advised he would like the cost of an audit budgeted into FY15. McKenna advised Hambly had made contact with the agency that submitted the quote a few years ago and they were no longer interested. Houghton advised he had volunteered to look into companies that could provide the service. Fitzgerald suggested contacting the State 911 Program Manager. McKenna advised the State Auditor does a spot check of the 9-1-1 budget when they audit the county.

New Business

Berg inquired if Story County had looked into a system where a responding fire/1st responder unit can notify dispatch by cell phone that they are responding to the page and an estimated time to the scene. McKenna advised Nic Briseño, Story County's Ops Manager was working with a few firemen and looking into the system to see if it would be compatible with the software we currently have, and how it would work. Discussion followed on the age of the pagers currently being used by the firemen and 1st responders.

Comments from the Public

None

Comments from the E911 Service Board Members

None

Fitzgerald advised budget time was fast approaching. The Executive Board will be meeting in January to prepare the budget for approval during the scheduled February Service Board Meeting. Hambly has been out on medical leave.

Cychosz moved; seconded by Loney to adjourn. Motion carried.

Respectfully Submitted,

Dina M. McKenna
Story County Communications Commander