

DELAWARE COUNTY 911 BOARD  
MINUTES  
April 7, 2009  
DELAWARE COUNTY EOC

In attendance at the meeting was: Tom Homan, Commissioner Tommy Thompson (for Commissioner O'Brien), Steve Lutz, Phil Panzarella, Sheriff Davis, Chief Martin, Chief Vest, Chief Honeycutt, Chief Morris (for Chief McIntire), Chief Donahue, Interim Director Pijanowski and Interim Operations Manager Stephens.

Absent: Chief Rob Farmer

Also in Attendance: Bill Swatsworth (Kimball Corporation) Patrick Brandt, Gloria Rose James, Kathy Price, Bill Owens and Andrew Tobias.

- I. Chairman Homan called the meeting to order at 1:05 p.m with the Pledge of Allegiance.
- II. Reading and Approval of Minutes
  - A. Motion to approve the minutes of March 17, 2009 as presented by Chief Honeycutt, seconded by Phil Panzarella. Motion passed unanimously.
- III. Interim Director Report

Interim Director Pijanowski stated that Stephanie and personnel within the 911 Center have been reviewing the existing SOGs and memos. They have been making progress in consolidating the information.

The 911 Center has been tracking the problems with the ALERT CAD. A meeting has been established with Mark Gruber to review the problems and try to identify the solution. Once Mark has an opportunity to review the problems, a meeting will be set-up with multiple parties to work to resolve the problems.

Interim Director Pijanowski is continuing to review the Patriot system, CML and the Phase II compliance, ANI/ALI and the master clock issues that have been identified.

Interim Director Pijanowski stated that April 12-19 is National Telecommunicators Week. Interim Operations Manager Stevens stated that they have small events planned for the Dispatchers and are planning a fun week. She stated that the dispatchers are the behind the scene heroes.
- IV. Committee Report
  - A. Technical Committee – None
  - B. Standards and Protocols – None
  - C. Administrative –None

## V. Unfinished Business

- A. Kimball Corporation – Chairman Homan stated that he has distributed the official copy of the report from Kimball Corporation. He asked Bill Swatsworth to provide an overview of the report.

Bill Swatsworth stated that the material presented in the report has for the most part been reviewed or discussed during previous 911 Board Meetings. The largest issue identified in the report is the need to establish a management structure. Bill stated that the 911 Board has taken action on this with the Interim positions. Bill stated that the comments concerning benchmarking are well taken and understood; and Kimball would be more than happy to assist in developing if contracted to do so.

Sheriff Davis and Phil Panzarella asked questions about the proposed organizational chart and how the need of the Operations Manager position was identified. Bill stated that Kimball looked at the requirements of the consolidation, the amount of work to be accomplished, and the coordination of events and work. Much of the information is listed in Appendix B of the report. He stated that once consolidation and the tasks are completed, the 911 Board could reassess; however, he feels that after that, the need for the position will continue. Interim Director Pijanowski stated that there is plenty of work to keep that individual busy.

Chairman Homan stated that it is a change in the current organizational chart and if the 911 Board feels it is warranted, this will need to go to the County Commissioners. Bill Swatsworth stated that the position is not a new concept to communication agencies and not to Delaware County. The previous Director had an Operations Manager for the Center. Chief Honeycutt asked if other 911 Centers in the area had the same set-up. Bill stated that he did not survey the other comparable agencies. He stated that last week, the position stepped up and oversaw operations while the Interim Director was on vacation. Chief Donahue commented that the Delaware County consolidation was based on the Miami County Center. A recent tour of that Center identified the value and need of the position. Phil Panzarella stated in a military set-up, that you do not start-up without the adequate back-up and measure the progress with matrix. The matrix could identify the need for the position in the future.

Phil Panzarella stated at the last meeting, questions were raised that Kimball would review the top 3 candidates. He stated that it would be more appropriate for the Board to see more of the applicants. Bill Swatsworth stated that that could be possible. The contract does say that Kimball would be on-site for 5 days. Chairman Homan stated that it can be reviewed and discussed further.

Sheriff Davis stated that when discussion of the Interim Director started, we were talking one position. Now we have two positions; he asked what caused the change. Chairman Homan stated that listening to Kimball, there was a need for the Operations position. Chief Martin stated that he had discussions with Sheriff Davis prior, and now looking back, it was the best system and right decision to have both positions.

Chief Vest stated that if we need the position, we need to begin working on it now, and begin documentation of the need. He would not recommend doing both positions simultaneously. He would recommend getting approval for the position now, getting the new Director in place, and then moving forward with the Operations Manager.

Chairman Homan stated he would like to go through some points in the Kimball report. He noted that page 10, section 4.5 mentions the issues identified by the former 911 Director about the CAD system.

Phil Panzarella stated that he had some questions on page 5 concerning the organizational Chart and the dotted/solid line. Bill Swatsworth stated that Kimball had much discussion concerning the solid line. He agreed that this was not the best method, as the director is serving two masters. This was placed in the recommendation based on the Memorandum of Understanding that formed the 911 Board. Chairman Homan stated that this is to be discussed under item B of this Agenda.

Chairman Homan stated that one of the significant recommendations made in the report is dealing with the CAD. Bill Swatsworth provided an overview of the CAD problems, including the system freezing for periods of 20 seconds or more. The problems seem to plaque the County 911 side more that the Sheriff Office. He is aware of discussion to replace the recording system and the 911 phone system (CML), but cannot answer the need for the replacement of the CAD. Interim Director Pijanowski agreed with Bill Swatsworth and stated they are working with the vendor to try to determine the problems with the existing CAD system and to resolve the issues. He further stated that they are trying to get everything identified and resolved in two months. One of the big issues has been the lack of an organized approach to get the system working properly.

Chief Vest stated that when the discussion of consolidation first began, there were three options being considered for the CAD. The first was everyone using ALERTS; second was expanding HTE in to the County and the third was looking at a new system. He agrees with getting the existing system working properly.

Chief Honeycutt concurred with the decision in getting the system operational. He stated that we also need to document what is wrong and then

allow the new 911 Director make the determination on the direction to head with the CAD.

Chairman Homan thanked Bill Swatsworth and Kimball for the report.

- B. Mediator – Chairman Homan stated that at the last meeting, the 911 Board voted to bring the Mediator back in to resolve the issues with the Organizational Chart before moving forward with the hiring on a new 911 Director. Since that meeting, the County Commissioners have taken action in opposition of using mediator. The Chairman has spoken to Jerry Lawson, the Mediator, who does not feel comfortable currently meeting with the 911 Board, based on the County Commissioners comments. It has been recommended that a small group from the 911 Board meet with the County Commissioners to resolve the issues. Chairman Homan recommended that the Chairman, Vice-Chairman and Secretary of the 911 Board meet along with the City Police Chief, who was part of the original negotiations.

Chief Honeycutt, asked how quickly the meeting can be scheduled. Discussion followed and it was determined that a meeting could be scheduled for April 9.

Chairman Homan stated that we will need to have some candid discussion with them about what has happened and the issues that exist with the Organizational Chart.

Phil Panzarella stated that Kimball made a statement earlier that the presented Organizational Chart is not optimum. He stated that there has to be some way we can operate.

Chief Vest offered 2 solutions. The first is the 911 Director reports to the 911 Board, but can be trumped by the County Administrator. The second option is the 911 Director reports to the County Administrator but can be trumped by the 911 Board. It is a matter of who trumps who.

Commissioner Thompson reported that there is some concern over the MOU and the job description not agreeing. These documents need to agree. He further asked what the 911 Board wants of the County Administrator, as the County Commissioners could appoint him as an Ex-Officio of the 911 Board.

Chairman Homan stated that the County Administrator is important in assisting in getting things done. This would include purchasing, personnel issues and the 911 Director needs to be part of the team.

Chief Honeycutt stated that the question of training approvals has come up as well. We want to make sure we do not micromanage the position.

Commissioner Thompson agreed and stated that we want to make sure this gets done right.

Chief Martin stated that it has been a significant issue in the past not having the County Administrator present and agrees that it should not be a big deal. We have to move forward, and the County Administrator is part of this process.

Asst Prosecutor Bill Owens stated that with the MOU, the County Administrator is already an Ex-Officio of the 911 Board. Chairman Homan stated that it may be necessary at this point to memorialize that.

Commissioner Thompson stated that the 911 Director should be held accountable to their budget and living within the approved funding.

Discussion ended with confirmation of a small group meeting with the County Commissioners, tentatively set for Thursday evening in Executive Session.

C. 911 Board Executive Session – Cancelled

- D. Preventive Maintenance Contracts – Chief Donahue stated that at the last 911 Board meeting, it was mentioned that preventive maintenance contracts have been received and were going to be evaluated by Patrick and Interim Director Pijanowski.

Interim Director Pijanowski stated that he has reviewed them and asked Patrick to provide an overview. Patrick stated that the first contract is with Harris Stratex Networks for the preventive maintenance of the radio system and network. This is a three year contract for a total of \$118,356. The second contract is with Rinehart Tower Service. This is for the maintenance of the network and towers and is for \$19,787. Motion by Chief Morris and seconded by Chief Vest to make a recommendation to the County Commissioners to execute the contracts. Motion was approved with Phil Panzarella abstaining from the vote due to a conflict.

- E. 800 MHz Radio Tower Update - Patrick stated that he is continuing to research the interference. APCO stated that they do not have jurisdiction over this complaint.

VI. New Business

- A. Chief Donahue commented that at the last 911 Board Meeting, an email was presented about how a 911 Dispatcher had provided emergency medical direction that has led to an infant being revived. He made a motion that the 911 Board recognize the Dispatcher for an outstanding job. Motion was seconded by Chief Vest. Motion was approved.

B. Patrick Brandt stated that in the coming months, the radio system will require rebanding.

VII. There being no further business before the Board, meeting was adjourned at 2:30 p.m.

VIII. Next meeting is scheduled for April 7, 2009.