

DELAWARE COUNTY 911 BOARD
MINUTES
September 16, 2008
DELAWARE COUNTY EOC

In attendance at the meeting was: Tom Homan, Glenn Evans, Sheriff Davis, Chief Martin, Chief Vest, Chief Honeycutt, Chief McIntire, Chief Donahue and Director Lyons.

Also present: Larry James and Patrick Brandt

Absent: Steve Lutz, Chief Farmer and. Bill Shively

- I. Chairman Homan called the meeting to order at 1:10 p.m
- II. Chairman Homan introduced and welcomed the new 911 Director – Gary Lyons.
- III. Motion to approve the minutes of September 2, 2008 as submitted by Chief Martin, seconded by Glenn Evans, and passed unanimously.
- IV. Director Lyons provided a brief overview of the direction he planned to provide the 911 Center. His first priority is to get acclimated to the operations. His first day at work was yesterday, September 15. While it has been only a single day, he was impressed with the staff. Director Lyons is aware of the personnel issues that are currently present. He will be looking for input and direction from the board.
- V. Committee Reports
 - A. Technical Committee – Chief Donahue provided a brief overview of the Technical Committees direction. He further stated that the Committee identified approximately \$300,000 of work to facilitate the consolidation. Chief Donahue stated the initial direction the committee was headed was to identify what was immediately needed to initiate consolidation. Since that initial direction, much has happened including the hiring of the 911 Director. Further, at a previous Board Meeting, it was recommended that the Committee look at the short and long-term needs, to ensure that the funds spent, coincided with both the short and long-term needs. With the 911 Director being hired, the Committee felt it was important that the 911 Director be involved with this. Chief Donahue recommended a meeting be set-up with the Committee to review the recommendations.

Director Lyons stated he has looked at the existing CAD and has some reservations. This includes the CAD locking up, causing delays in the call being processed. Director Lyons stated that the system operates on a SQL platform, so it should be capable of handling the operation.

Chief Honeycutt asked how he planned to determine if ALERTS is productive.

Director Lyons stated that he will conduct an assessment and review, including what services and functionality are needed. Director Lyons stated that he has concerns ALERTS and with an individual that is just starting a company.

Patrick Brandt stated that Delaware County was the second agency that began using the ALERTS CAD system, and we are currently the largest using the system.

Chief Vest stated that we currently have a vested interest in the County ALERTS and the City's HTE CAD systems. He would like to see what the financial costs would be to continue the use with either of these systems. He needs to be sold on interfacing the existing systems.

Chief Martin stated that his agency has been a long time user of the HTE system, but he has no allegiance to the system. He would like to see his information/data protected.

Sheriff Davis stated that there was no reason not to be on one system; however, the historical information needs to be protected.

Director Lyons stated that we have started the conversation and identified some of the critical issues. The technology issues need to be addressed prior to consolidation.

Commissioner Evans stated that it is possible and has been discussed to co-locate; however, he understands that this may cost \$200-300,000 to happen.

Chief Vest stated that he would further like to see a comparison of the HTE and ALERTS on meeting national standards. He further stated that whatever we do needs to be an educated decision. The existing system has been operational for approximately 3 years.

- B. Standards and Protocols – No report
- C. Administrative – No report. A meeting will need to be set-up with the committee to review and discuss the direction.

VI. Unfinished Business

- A. Chairman Homan stated that Patrick Brandt was present to review some of the issues that occurred with the radio system during the remnants of Hurricane Ike storm.

Patrick stated that last Friday, the tower site on Dunham Rd went down. Additionally, during the storm, the tower at the OSP site on US 23 went down. Motorola has both these up and running

Patrick stated that during the storm, over 1,200 busy signals occurred, with 800 in the first hour of the storm. He redistributed the talk groups and this reduced the number down to 400 on the second hour.

Patrick stated that there were several reasons for the busy signals. First was a result of the winds. The microwave signals were being interrupted due to the wind gusts causing the dishes to sway out of alignment. Secondly, the amount of talk groups being used and the amount of radio traffic being transmitted overwhelmed the system. Once he re-allocated the talk groups, he saw a significant improvement.

Chief Martin stated it is necessary that redundancy exists in the system.

Chief Vest stated that it was impossible to get through to the 911 Center. The use of data can also be used. The current use is not efficient. The use of data communication would help, and not all communication needs to be through voice.

Chief Honeycutt stated that he has heard a complaint from a Fire Department that the tones were not dropped. The dispatchers were made aware of this, and this prevented personnel from coming to the station to handle the calls. He suggested that a private line be established for only emergency purposes.

Patrick stated that the dispatchers were overwhelmed.

Chief Martin asked Patrick if he was following the rebanding of the radio system.

Patrick stated that he was, that the County has already taken the necessary action, and is waiting on the Feds.

Tom asked that an After Action Report be put together on the operation due to the storm.

B. Monthly Reports - None

VII. New Business - None

VIII. There being no further business before the Board, they adjourned at 2:15 p.m. Next meeting is scheduled for October 7.