



DELAWARE COUNTY EMERGENCY COMMUNICATIONS

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Delaware County 911 Board Meeting Minutes
Delaware County Emergency Management Agency- 10 Court Street-EOC
February 10, 2026 - 1:00 p.m.

In attendance: Chief Adam Moore, Trustee Jason Haney, 911 Director Lauren Yankanin, EMS Director Jeff Fishel, County Administrator Tracie Davies, Sheriff Jeffrey Balzer, Delaware City Manager Paul Brake, Fire Department Representatives Jim Reardon and Marvin McIntire, Commissioner Gary Merrell, Powell Police Chief Ron Sallows, and Clerk Brandy Wilson.

Meeting started at 1:00 p.m.

Approval of October 14, 2025 Meeting Minutes

There was a motion made by Sheriff Balzer and seconded by Chief Sallows to approve the October 14, 2025, meeting minutes. A voice vote was called. All voted aye.

Public Comment

There was no public comment.

Director's Report

State Updates:

Meeting held for group four of the NG911 deployment expected in Q2 this year.

State Revenue and Expenditure forms were submitted to the State 911 Program Office. These are due by March 1. Copies were sent to all political subdivisions of the county in compliance with ORC. This year, I sent them directly to the fiscal officers or finance directors.

House Bill 144 – Keith's Law

Enables responders to have information shared by people with communication disabilities.

Individuals with disabilities can complete a form that is signed off by their physician and submit the form to the state. This creates a note on the BMV record that the individual has a communication disability. However, it does not detail what the disability is or provide any further information.

Because fire/EMS does not have access to LEADS data, a separate database can be searched to determine whether an individual has a communication disability. We are working on training our staff on this law and getting them access to the database.

MARCS Agreement – Meeting scheduled for Friday with the MARCS director to discuss our agreement regarding the Riverview tower site at Dublin/Home. State legal finally got around to reviewing the agreement that expired in October of 2024. The director also wants to discuss some MARCS coverage issues and co-location at the fairgrounds.

Annual Reporting:

- a. Risk Management – No BWC, risk management, or liability claims for 2025.
- b. Complaint Review – Zero formal complaints.
- c. Recruitment Plan - Reviewed recruitment efforts. Efforts were made through community events such as First Friday, firehouse open houses, etc. Additionally, increase social media presence and posting. Working with Olentangy for direct-to-workforce graduates and attended multiple events.
- d. Grievances – 2 Grievance for Calendar year 2025 – Nguyen and Carson
 - Nguyen – Regarding mandates on her Monday. Conclusion that DelComm supervisory personnel acted in accordance with the contract. No further action.

- Carson – Regarding denial of leave. Conclusion that there was no violation of contract articles cited, but a supervisor did improperly approve leave of another telecommunicator.

Staffing/Hiring:

Interviewed four experienced candidates last week. Made an offer to one. He declined because he couldn't be guaranteed he wouldn't be on second shift. Discussed hiring and staffing needs with HR and decided to post for experienced dispatchers again, as well as a supervisor.

Two of our five trainees recently finished training. A third is still in progress, and the other two are expected to be finished at the end of May.

We have six open spots, plus two dispatch supervisor positions.

2026 Goals:

See goals sheet.

911/988 Interoperability – 988 staff have come in for observations in 911, and currently, 911 staff are doing their observations of 988. We are working on the MOU development. A direct dial number to 988 has been established for 911 to do transfers to them. We have decision trees in place and need to work on policy development.

Generator – the new 911 generator is in place and functional. There is a coolant leak that BPS will repair.

Committee Reports

- Administration – Nothing to report on.
- Standards Protocol– Nothing to report on.
- Technology– Nothing to report on.

New Business

- 2026 Officers –

Chairman: A motion was made by Mr. Merrell, and seconded by Sheriff Balzer, to appoint Chief Adam Moore as Chairman. A voice vote was called. All voted aye.

Vice Chairman: A motion was made by Sheriff Balzer, and seconded by Chief Moore, to appoint Chief Marvin McIntire as Vice Chairman. A voice vote was called. All voted aye.

Secretary: A motion was made by Sheriff. Balzer, and seconded by Chief Reardon, to appoint Director Jeff Fishel as Secretary. A voice vote was called. All voted aye.

- OLSD Safety Director Radio: Discussion will be tabled until the next meeting on April 14, 2026.

c. Tyler CAD: Given the historical issues with Tyler and the recent Fire Chiefs' Association's involvement, I wanted to ensure the 911 Board was up to speed on the current status of the CAD software and what efforts are underway to get us updated.

We are currently on CAD version 23.2, which was implemented in 2024. We always stay one version behind the current CAD version. While CAD is undergoing Beta testing before release, many bugs and issues will be discovered during broader implementation after full release to user agencies. Therefore, our practice has been to stay one version behind the latest CAD version so that any issues are resolved before our implementation. My notes from a September 2024 meeting with Tyler indicate that we received the 23.2 upgrade in 2024 because 24.1 was still in pilot at the time of our upgrade. They advised at the time that we would be able to go from 23.2 to a 25 version in 2025.

At this time, we are three versions behind where we should be. We do not have 24.1, 24.2, or 25.1. We would not be on 25.2 at this time.

The Fire Chiefs' Association recently met to discuss the status of CAD. They believe upgrading CAD will benefit CrewForce. However, we have no indication in the release notes for the new CAD versions that this will be the case. CrewForce and ShieldForce, which run in the responder's vehicles, should be

on the most current versions of that software. These are updated independently of CAD. Updates are handled by each agency.

The holdup has been Tyler's failure to provide us with timely quotes.

In April 2025, we had a call with Tyler and asked them about when our next CAD upgrade would be scheduled. Tyler informed us that we needed to determine whether to move to the cloud or stay on-premises, and that, from there, we would need to proceed with a server migration if we stayed on-prem. Our servers are running an operating system that will reach end of life in January 2027. Tyler wanted to complete all upgrades at one time. Tyler was to get me quotes for going to the cloud and for a server migration.

In September, Tyler provided the quote for moving to the cloud. The cost of the cloud migration and report-writing implementation was over \$596k.

We continued asking Tyler for the server migration quote. Tyler did not provide this quote until December 22. The quote included report writing and server migration, totaling just over \$132k. The server migration itself is \$44,650. On December 23, Tyler provided an updated cloud quote that was \$100k lower than the previous quote. However, our current annual fees are just under \$100k, while annual fees for the cloud are over \$300k.

On our January call with Tyler, our customer service rep advised that he pushed to get us on the schedule for an upgrade this year, but was not given the green light to tell us when that would be. I've worked with the finance director to determine how we will fund the server migration. I've engaged the IT director to discuss standing up new virtual servers for Tyler to migrate to. I've requested an updated quote from Tyler that includes only the server migration, excluding report writing. However, they need to know what version of Red Hat Linux we are running on the servers. In working to determine this, we found out that although I renewed our Red Hat subscription in 2023, two weeks after I started, the latest subscription to Linux was not loaded onto the three servers running it. Matt reached out to Tyler last week about the Red Hat version, and I reached out to them this morning to follow up and find out how they plan to get our current subscription loaded on the servers.

As things stand, I am continuing to work on the server migration and CAD upgrade. CAD is fully functional, and we are not experiencing any issues that make day-to-day operations problematic. There are some open ticket items in Tyler support regarding CAD reports that will be resolved with the upgrade. Once the IT director gives me an idea about what costs pertaining to the migration that he expects us to cover for their department, Red Hat is sorted out, and Tyler can produce the updated quote for the server migration, I will be able to work with our finance director to get an appropriation done at commissioner's session.

Adjourning into Executive Session (if necessary)

There was no need to meet for Executive Session.

Good of the order

Ms. Davies will have a discussion with Legal Counsel about researching past agreements with Tyler.

Adjournment

There was a motion made by Chief McIntire and seconded by Chief Sallows, to adjourn the meeting. A voice vote was called, all voted aye. Meeting adjourned at 2:06 p.m.

Next Meeting: April 14, 2026 at 1:00 p.m.