

**SIRCOMM**

**Emergency Joint Powers Board Meeting**

**July 25, 2017**

**SIRCOMM Conf. Room**

**911 E Ave. H, Jerome, ID 83338**

Those in attendance:

Commissioner Bolduc-Gooding County  
Commissioner McConnell-Lincoln County  
Commissioner Johnson-Twin Falls County  
Commissioner Howell-Jerome County  
Hope Lindsey-Deputy Director-SIRCOMM  
Capt. Tim Miller  
Mariann Schiewe-Admin. SIRCOMM

**Commissioner Bolduc called the meeting to order at 1330 hours**

- **Approval of Minutes:**

After reviewing the minutes and asking for typing/spelling error corrections, a **motion was made to accept the minutes from June, 20 & 29th by Commissioner McConnell, second by Commissioner Johnson, all in favor, motion carries.**

- **Current Fiscal Report:**

The board reviewed current reports and a short discussion entailed.

**A motion was made to accept the fiscal report by Commissioner McConnell, second by Commissioner Howell, all in favor, motion carries.**

- **Ketchum City Request:**

Commissioner Bolduc asked for the Deputy Director's findings and thoughts regarding the request from the City of Ketchum to dispatch their 911 calls. She shared that the studies she has conducted revealed that the number of calls from

the City of Ketchum was so minimal that it would have no impact on the current staff. However; there is an issue of short staffing currently at SIRCOMM that she feels will improve with new candidates coming into training.

The commissioners agreed that the added income would be an asset, but would like a formula put into place as to regulate fees and the possibility of a retainer fee.

Commissioner Johnson shared his concern for the needs of Agencies currently being served and felt the influx of calls from Ketchum would add more issues for the current staff. Commissioner Bolduc added that with the added income it may offset the fee of hiring someone for on-site technical support, to which the other commissioners agreed. The question arose if the service would be for all of Blaine County and The Deputy Director clarified it would be for the City of Ketchum only.

Commissioner McConnell asked how the dispatching was done offsite & the Deputy Director shared that it work the same was as it is done for in Jerome with Twin Falls, Gooding & Lincoln Counties, dispatching their personnel per information provided by the calling party, to which the commissioner asked if dropped calls could be an issue. The Deputy Director stated that national standards require dispatchers to stay with a call until it is picked up and that she asks her dispatchers to stay with a call after transfer to ensure the information is passed on correctly. This procedure is per the standards set up by PSAP.

Commissioner Howell suggested moving forward with the issue by asking the City of Ketchum for a formal proposal. Commissioner Johnson stated that he was not in favor of the idea and asked that more investigation be done. Commissioner McConnell shared that he remembered that Blaine County had approached SIRCOMM years ago regarding dispatching for them. It was suggested that the information be forwarded to the lawyers for review and possibly add a thirty day opt out clause.

**A motion was made by Commissioner Howell to proceed forward, requesting a proposal from the City of Ketchum to be assessed by the board. Commissioner McConnell second, three in favor one against, motion passed.**

- **EIS Update/Situation:**

The Deputy Director shared that a server had gone down on Friday, however Ben was available and moved everything to the second server, will have a new one on site early next week and he felt he could find one for under \$10,000. She also shared that Diane Barclay from EIS had been on site two days last week and they had been focusing on the texting and felt real progress had been made by the end of the first day. Several issues had been uncovered and some addressed entity by entity. Each agency has been contacted with a plan put into place to get the text messaging back on track. It was shared by all that the double texts were not as serious issue as the no text received at all.

The Deputy Director also approached Diane on the GIS mapping issue and was assured there were possible solutions, however there were “fixes” she did not have the authority to perform without permission from EIS/Adam and that he was out of the country and he will be contacted as soon as he returns. It was also shared with the board that several dispatchers stepped forward to assist in addressing the CAD issues and were excited and pleased to be included in the discussions to resolve some of the issues.

Commissioner Johnson asked if they were reconsidering the possibility of changing CAD Vendors to which Commissioner Howell shared that he felt that the customer service/support from EIS was not acceptable and he did not foresee them improving in the future. Commissioner McConnell asked if it was possible to visit a dispatch center where the other CAD systems that were being considered were in use, to which the Deputy Director shared that she had researched the issue and found a similar center to visit and that she would like to take one or two dispatchers to see the system in action.

The board discussed the issue of sole sourcing the CAD system and agreed it did not fit into the category to be sent out for bid as it was a brand specific item being sought out. Commissioner McConnell asked if there were any centers in Idaho that had the system they were interested in, to which the reply was no, none that are regional centers and require the needs such as SIRCOMM has.

Commissioner Bolduc asked for suggestions on how the board wanted to proceed as time is of the essence as once a decision is made, there will still be a six to nine month period before a new system could be up and running. The Deputy Director stated that she will move forward with this project.

- **CAN System:**

Ms. Lindsey shared that she had been in touch with Jackie Frye and all is in place until the last day of March 2018 and she has made contact with Everbridge and that she has quotes for a new contract and has passed the quotes onto Capt. Miller for the next year's budget. Commissioner Bolduc asked if it was possible that when a message is sent out so as not to be liable, could it be sent out in both languages to which the Deputy Director stated that she would be happy to ask that question.

The issues of local jails requesting the use of SIRCOMM's language line service was brought to the board's attention. Commissioner McConnell shared that he felt that assisting an officer on a call was much different than jail personal calling to ask for assistance. If SIRCOMM is billed for the service, then those charges should be passed on to the jails. The deputy director stated that she would notify the jails of the new policy immediately.

- **Hagerman Tower Site Issues:**

The Deputy Director shared that there was complete failure at the Hagerman Tower Site last weekend and that Teton Communications was notified to put a backup plan into place only to find that there was no such plan.

A brief discussion entailed regarding the confrontation with the two techs that currently service the SIRCOMM Tower Sites. The Deputy Director shared what had happened and that when Teton Communications had no resolution for the emergency situation that United Communications was contacted and Mr. Tajkowski came from Ketchum and worked until a temporary solution could be put in place until Teton Communications could come from Idaho Falls to repair the Tower Issue on Site. It was suggested that an outside assessment be sought and possibly check into finding a permanent technician to employ. Commissioner McConnell asked if there were any suggestions as the SIRCOMM system is very complex. The Deputy Director stated that she had been given several names and she has made contact and was hopeful to have someone on site within the month. The board asked that she move forward quickly and there may be a possible interest from Twin Falls for a similar evaluation of their system. The discussion covered issues with the previous vendors and charges incurred when a vendor has to come from out of the area. The charges for travel time, housing,

meals and cost of labor can add up. The suggestion was made that the Deputy Director investigate the possibility of SIRCOMM bringing a technician on board to assist in maintaining the current system inside & outside. The Deputy Director stated that she had been in contact with Brian Pike from Twin Falls on the same issue and the possibility of partnering together in finding a solution that would work for both sides of the canyon. Commissioner Johnson stated that if a tech. consultant were hired that they could oversee the work and issues with the current vendors and get feedback on the current status of the equipment and issues. Commissioner Howell stated that he felt it was two different issues being addressed and Commissioner McConnell felt that with SIRCOMM having the TAIT system in place that it would be necessary to stay with the vendor that understands and services that system. The Deputy Director stated that she had been in contact with a Mr. Robert Hugi that would possibility serve as an outside consultant/advisor and assist in current and future projects. He was familiar with SIRCOMM; however he is employed by the government and is getting clearance to be of assistance to SIRCOMM. Commissioner Bolduc encouraged the Deputy Director to move forward on this matter.

A short discussion entailed on the previous vendors and issues that brought about the changes leading to the current vendors. Commissioner Howell once again stated that there were two issues at hand, the first being the need for an outside consultant & evaluation and the second being the need to find local radio/microwave/tower technical support. His suggestion being to get the evaluation complete before moving on to the search for a technician. Commissioner Bolduc agreed and stated that the consultant could possibly assist in the search for a technician and assist in mapping out the needs of the SIRCOMM system and prioritize the issues at hand.

**Commissioner Johnson made a motion to have the Deputy Director move forward in finding/hiring an outside consultant to evaluate the current SIRCOMM Systems/Towers/Suggested Projects as soon as possible. Commissioner McConnell second, all in favor, motion passed.**

- **“B” Budget-Captain Miller**

Captain Miller handed out copies of the “B” that he had been working noting that he had used less line items as the former budget was highly detailed and he felt it

was not to the boards or the accountants advantage as main line items were empty and not used annually.

The Board discussed the current budget issues including the funds for a new CAD system, Hagerman Tower Project, the new Microwave System, the dispatch floor remodel, the CAN System, the SIRCOMM vehicle, health insurance options, and monies in reserve.

Captain Miller stated that he would meet with the CPA and Commissioner Bolduc and inquire into the options for insurance and the Deputy Director's fees as administration, before finalizing the numbers on the "B" budget. There was also a question as to the carryover from the previous year.

- Deputy Director/Staff Report:

Ms. Lindsey reported that she had listened to 200 recordings on the calls and call transfers and it was discovered that the CAD system was not consistent on a regular basis and she was having Ben sync the systems for a more correct report of times. On the transfers she stated that the time delays reported were minimal and that in the instance that a dispatcher was doing CPR she would not ask them to stop the CPR in progress to transfer the call. She also shared that she had been in touch with Twin Falls Dispatch regarding the possibility of an intercom system between the two centers that would eliminate the issue altogether and be very useful in the event of a pursuit.

The board asked if it was possible to link the two centers to which the Deputy Director stated that she had asked Diane from EIS and yes it was possible. Commissioner Johnson stated that he felt that Twin Falls Dispatch should dispatch their own med calls, rather than transferring them to SIRCOMM. Commissioner McConnell asked if money was the issue, to which Commissioner Howell replied that it was not as each agency is billed by Kristina Glascock for each call. Commissioner Johnson stated that he felt the issue was the dropped calls in emergency situations to which all of the board agreed. Commissioner Howell asked if Magic Valley Paramedics had submitted a proposal or letter of intent to which Commissioner Johnson stated they had not and that there was no written request. Commissioner Howell suggested that further research be done as it was the Magic Valley Paramedics that originally requested SIRCOMM dispatch all medical calls. The Deputy Director inserted the note that she had listened to 90%

of all transferred med calls and there was no documentation for excessive call delays, however she would evaluate how transferred calls are handled.

The Deputy Director shared her concern with the shortage of staff and was hopeful with the upcoming board interviews and applications in the background process. The new trainee is progressing favorably and the second will be able to move back into training after the vacation schedule is complete.

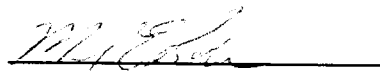
Commissioner Johnson suggested reaching out to past employees inviting them to reapply, to which the Deputy Director stated that she would do so.

It was suggested that an "Eclipse" game plan for August 21<sup>st</sup> be put into place and it should be on the agenda for the next meeting regarding cell phone disruption, collisions, traffic and a backup plan.

A motion to correct the numbers for local agencies was made by Commissioner Howell, second by Commissioner Johnson. All in favor, motion carried.

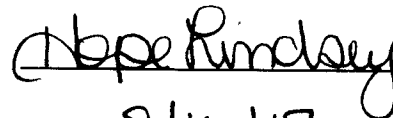
Meeting adjourned 1602 hrs.

Chairman Mark Bolduc



Date 8/16/17

Deputy Director Hope Lindsey



Date 8/16/17