

## SIRCOMM Joint Powers Board

### Special Meeting Minutes June 29, 2017

Those in attendance:

Commissioner Howell-Jerome County

Commissioner Bolduc-Gooding County

Commissioner Jack Johnson-Twin Falls County

Capt. Tim Miller-SIRCOMM

Hope Lindsey- Deputy Director SIRCOMM

Mariann Schiewe-Admin. SIRCOMM

**Commissioner Bolduc called the meeting to order at 1340 hours.**

**Commissioners Howell moved to amend the agenda as an executive session not necessary.**

**Commissioner Johnson second, all in favor motion carried**

- **Sunset Butte**

Commissioner Bolduc suggested that with the recent court ruling on the Sunset Butte Issue that it may be in SIRCOMM's best interest to acquire another appraisal on the tower site.

**Commissioner Howell moved that SIRCOMM move forward in attaining a new appraisal on the Sunset Butte Tower Site, Commissioner Johnson second. All in favor, motion carried.**

- **City of Ketchum Request:**

The board discussed the possibility of SIRCOMM dispatching for the City of Ketchum. The board members and the deputy director covered the pros and cons of the request. The Deputy Director shared that she had run the numbers with the reports of Ketchum's calls for service last year and feels that it would not be a burden on the dispatch center. With all of the current equipment in place it would not require any extra installations. The board shared many concerns and the discussion covered the issues at hand with the Deputy Director. She shared her opinion on the impact the change would have on the center with information required from APCO on standards practice and rules regarding such a change. The board also discussed the financial income perspective of such a move. The discussion was tabled and set for a decision at the July JPB meeting.

- **Revenue Increase to the Counties:**

The board reviewed the anticipated "A" budget proposal from Capt. Miller with suggested changes of one overtime line item (deleting the mandatory overtime line) and the 3% COLA increase in wages overall. It was questioned if the dispatchers, deputy director and the administrative assistant would be eligible for the 3% raise and the board unanimously agreed

they would. They also asked that it be confirmed with the CPA that the deputy director's salary comes out of administration in the "B" budget.

Commissioner Bolduc shared that the previous director would be requesting a 3% revenue increase from each county based upon the percentage each counties total of calls for service and the SIRCOMM "A" budget. The board reviewed and discussed the information presented from previous years and with the 3% increase presented the contribution for the counties as follows:

County	Total Annual Contribution	Quarterly Contribution
Gooding County	\$137,648.00	\$34,412.00
Jerome County	\$237,390.00	\$59,347.50
Lincoln County	\$63,232.00	\$15,808.00
Twin Falls County	\$384,381.00	\$96,095.25
Total County Funds	\$822,651.00	\$205,662.75

This information will be provided to the County Clerks for use with their annual budgets.

- Deputy Director Update:

The deputy shared that hoped to cut down on the overtime when she had twelve trained dispatchers and could go to the panama schedule. She also shared that she would like the board to review the pay schedule & change the extra additional monies paid to a trainer as a pay level to only being allowed when said dispatcher is actually training a candidate. This item will be discussed at a later date.

The Deputy Director shared that there would be no increase in tower rent as the current contracts were in place until the year 2024. The board suggested to the deputy director that it may be a positive to begin negotiations with each entity a year in advance for the anticipated increase coming.

The Deputy Director shared a recent emergency situation in Lincoln County where the CAD System was unable to verify an address after an EIS update even with the dispatcher on the phone. She noted that was unacceptable and now a public danger. She shared that the quote she received from Zurcher and Spillman and stated she will get a third quote and then possibly make a decision on moving forward with a change. She also shared that the rep from Zurcher had shared that from the beginning with installation, training and equipment change, the time frame of a new up and running CAD System was nine months.

Commissioner Bolduc requested that this item be put on the agenda for the next board meeting and be addressed at that time.

**Meeting adjourned at 1517 hrs.**

Mark Bolduc  
Chairman Mark Bolduc  
2/25/17  
Date

Hope Lindsey  
Deputy Director Hope Lindsey  
1/25/17  
Date

**SIRCOMM**

**Joint Powers Board Meeting**

**June 20, 2017 1330hrs.**

**SIRCOMM Conf. Room**

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

Those in attendance:

Commissioner Bolduc-Gooding County  
Commissioner Johnson-Twin Falls County  
Commissioner Howell-Jerome County  
Commissioner McConnell-Lincoln County  
Mariann Schiewe-Admin. SIRCOMM  
Hope Lindsey- Deputy Director, SIRCOMM  
Sean Tajkowski, United Communications Network  
Tim Soule, Chief-Twin Falls Fire  
Cliff Katona, Police Chief-Shoshone Police

- **1. Public Comment: None**

- **2. Correspondence:**

Letter shared on excellent and appreciated dispatch response re; accident Saturday, June 10<sup>th</sup> on Hwy 93 & the excellent teamwork & public service during the wind storm on Sunday June 11<sup>th</sup>.

- **3. Approval of the minutes from May 1, 16, 20 & June 5, 2017 Meetings:**

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

- **4. Executive Session:**

Call scheduled for 2:30pm. Meeting was ahead of schedule. Move to next item & return to this item at 2:30

- **5. Current Fiscal Report and Invoices:**

The Commissioner's reviewed the invoices presented for payment. Commissioner Johnson inquired about the invoice to Pettruzelli Electric. Mr. Tajkowski shared the paperwork for the Hwy. 93 project along with the invoice from Pettruzelli Electric for the crane used down at the site to install the equipment.

**Commissioner McConnell made a motion to accept the financial report as presented. Commissioner Johnson second, all in favor, motion carried.**

- **6. Ketchum City Update-Questions/ES Update, Sean Tajkowski:**

Mr. Tajkowski stated that he would contact Holly to touch bases with SIRCOMM regarding the SLA (Service Level Agreement) and the fees for ES Chat. He also reiterated that he would continue to handle issues and questions that SIRCOMM received regarding ES Chat and would continue to support new users. He noted once again, that although SIRCOMM carried the cost for the first year, agencies would start being billed for each phone at \$4.75 a month.

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Mr. Tajkowski moved onto the request from the City of Ketchum fielding questions from the Board.

Commissioner Johnson questioned if there was a relationship between SIRCOMM and the City of Ketchum or were they just shopping around, to which Mr. Tajkowski replied that he was the connection because of his relationship and faith in SIRCOMM. The current service was unacceptable and he felt SIRCOMM was the very best option for them there was a perfect path from Baldy to SIRCOMM, he knows the equipment that is available & the service has always been of the upmost standards. Mr. Tajkowski continued to share the information on the relationship and issues occurring in Ketchum and the urgency of finding a new dispatch center due to contracts currently in place.

The Deputy Director was asked to share her findings on the reports of CFS in the Ketchum area and the results from APCO on SIRCOMM's ability to handle the call volume if the services were provided by SIRCOMM. She shared at this time that according to APCO Standards, there would be no additional hardship for the dispatchers for the number of anticipated calls, however, the issue at hand is still the need for more dispatchers here at SIRCOMM overall.

Commissioner McConnell asked if there were still fifty applications on hand as reported by the previous Director, to which Deputy Director Lindsey stated, that of the fifty there were only six that she could move to the next phase. She stated that she does have scheduling issues, however there is one candidate moving to the next phase of training and a new one scheduled to start on the 23<sup>rd</sup>. With the current numbers of dispatchers, the formula from APCO still did not change with the call volume expected from the City of Ketchum.

Commissioner Johnson asked what the starting point of revenue would be to which Mr. Tajkowski stated that the ball was in SIRCOMM's court. He also stated that the contract was up in June; however they have until September to relocate. It was also noted that inquires had been made to Bonneville County as they are mirroring the SIRCOMM communications system.

Commissioner Bolduc suggested exploring the possibilities further, especially considering the current staffing issues, the deputy director having a full plate, and all of the transformations going on now, without the added weight of a new project. He shared that he did not want to cheat the current SIRCOMM agencies by taking on additional responsibilities. He asked the Deputy Director once more to review the actual data and logistics and consider the added mental stress to the staff and present it to the board before a final decision be made.

Commissioner Johnson asked if there would be an issue legally with the four counties to which the commissioners all agreed that there would not, as the City of Ketchum would be a customer not an entity and they would not have a vote on any SIRCOMM issues.

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Chief Kelley asked if there would be an issue with radio frequencies to which Mr. Tajkowski replied that all communications would be UHF not VHF. Four new channels would be added and the infrastructure would not be taxed in any way.

The Commissioners asked Mr. Tajkowski to request the figures from Ketchum and the item will be put on the agenda for July.

• **7. Fire/EMS Advisory Update:**

Chief Kelly, the chairman for the Fire/EMS Advisory Board shared several of the issues that the agency heads had brought for discussion at their meeting. TAC Channels that do not work when needed and the outstanding issue of the bleed over on RED1 on the Rock Creek, Wendell & Gooding radios was at the brought to the board. Frustration on the agencies part and lack of improvement on the SIRCOMM side left those involved at a standstill. Mr. Tajkowski suggested evaluating the system and a possible audit of all channels and address frequencies to find the problem. Commissioner Howell noted that this had been an ongoing problem for years. The Deputy Director stated that Teton Communications had been notified and were aware of the issue which was ongoing, however they had not directed to find a solution or repair the bleed over in the past.

Chief Kelly also shared that the text messaging situation had also not been solved and could not be depended on as the main source of notification. He noted that many volunteers as well paid employees were not receiving messages consistently and he was working with Mr. Tajkowski to put pagers in the hands of his team up in Lincoln County.

The meeting was suspended at 1435 hrs as the board went into executive session for conference call with attorneys Naylor & Hale per Idaho Code 74-206 (1) (f).

Meeting called back into session at 1455 hrs.

The Deputy Director continued with the issues being encountered with the CAD system and EIS. The texting messaging, multiple or none, remains one of the items still being encountered with EIS and no repair date available. EIS feels the new issues are due to the recent upgrade and they are unable to reverse the upgrade. ( It was also noted by EIS that a fee would be charged to come up with a fix for the current problem and feature requests.)

The board and SIRCOMM administration felt that EIS was not moving forward to repair the issues and that had been encountered for over six to eight months. Chief Seole stated that it may be a safety issue at this point and there was a delay when an agency assist was needed.

The Deputy Director stated that she had been impressed with the Zuercher CAD system demonstration and stated that the Zuercher rep had reassured them that the auto assist was a common practice, whereas EIS stated it could not be done. She stated that it was of her opinion it was that staying with the EIS system was not feasible. She also shared that the Zuercher rep had addressed every question posed to them and also a quote that she felt was

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reasonable. However, it was also noted that from the beginning of installation to going live would take approximately nine months with training and programming. The quote included hardware, software, maintenance, server and moving data. She shared that the current server here at SIRCOMM is outdated and that both Ben from Stephenson's felt that purchasing a new server would be a waste of money at this point in time.

The commissioners were in agreement that EIS has failed and suggested that the Deputy Director visit dispatch centers that are currently using the Zuercher CAD and see if can do what SIRCOMM needs and if it will interface with other systems being used by agencies in our counties. It was also noted the EIS would need to be willing to move data to a new system.

• **8. Law Enforcement Advisory Update:**

Once again attendance was light and there was not a quorum present. Issues discussed were communication and radio issues. Suggestions were asked to assist in getting a better attendance to the meetings.

• **9. Center Update:**

The deputy director reported that things were progressing with the changes in the center and Mr. Tajkowski shared a his opinion on the digital changes proposed to SIRCOMM and suggested it may serve well to attain a third party evaluation before moving forward.

• **10. Staff Report:**

There are 11 full time dispatchers, three part time, one in the second stage of training, one beginning training at the end of the week and two in background check and several applications to be reviewed.

The Deputy Director shared that her anticipated projects include replacing the old consoles, reviewing the daily procedures at the center and protocol for handling calls. She stated that her first goal is to bring the center up to national standards. She suggested added training and reviewing the SOP's in place and getting everyone on the same page. The deputy director shared her time frame for each project and stated that she would like to be a part of community and public events.

The Deputy Directors long term goal is attain accreditation with call guides in place; get the EMD protocols in place and all staff trained on using them. The Magic Valley Paramedic Trainer, Brenda Gully, has been contacted and will be coming in to do the training.

Commissioner Johnson asked if the issue of calls transferred to or from Twin Falls and been resolved, to which the Deputy Director stated that she & Tami Lauda from the Twin Falls Dispatch Center were working from both ends to find a solution. Dispatchers at both centers

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need to be retrained on how to handle the calls in question consistently on both sides as to not drop the call and lessen the chance of a delay for responders keeping their safety in mind.

The commissioners asked to be updated on this issue at the next board meeting.

Deputy Director Lindsey noted the Brian Murphy is going to work with GEO COMM in getting our mapping and new addressing up to date. He was sent to a GIS training seminar at ISU and will continue keep up SIRCOMM's onsite issues on track.

The guests were dismissed and the board went into executive session at 1600 hrs.

• **11. Executive Session:**

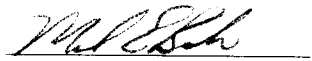
**Commissioner McConnell made a motion that the board move into executive session to discuss issues pertaining to Idaho Code 74-206 (1). Commissioner Johnson second. Roll call taken, vote was unanimous. The board moved into executive session at 1600 hrs.**

**The Board came out of executive session at 1623 hrs. A motion was made by Commissioner Howell to give a wage increase of \$1.50 per hour to administrative assistant Mariann Schiewe beginning on the next pay period. Second by Commissioner Johnson, all in favor, motion carried.**

• **13. Next Meeting:** TBD

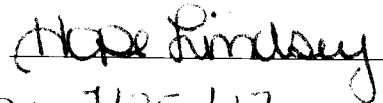
Meeting adjourned at 1625 hrs.

Chairman Mark Bolduc



Date 6/25/17

Deputy Director Hope Lindsey



Date 7/25/17



## SIRCOMM Joint Powers Board

### Special Meeting Minutes June 5<sup>th</sup>, 2017

Those in attendance:

Commissioner Howell (Jerome County), Commissioner Bolduc (Gooding County) via conference call, Commissioner Johnson (Twin Falls County), Commissioner McConnell (Lincoln County) Capt. Tim Miller, Hope Lindsey- Deputy Director SIRCOMM, Mariann Schiewe-Admin. SIRCOMM, Sean Tajkowski- City of Ketchum

**Commissioner Bolduc called the meeting to order at 1312 hours.**

**Commissioners McConnell & Johnson joined the meeting via conference call.**

- **1. Executive Session to discuss personnel Matter**

**Commissioner Howell made the motion to enter into executive session per Idaho Code 74-206 (1) (a) and (b) to personnel matter. Commissioner Johnson Seconded the motion. All in favor and roll call vote taken. The board entered into executive session at 1313 hours.**

The board came out of executive session at 1320 hours.

**Commissioner McConnell made the motion to accept John Moore's letter of resignation as discussed in executive session. Commissioner Howell seconded the motion. All in favor**

**Meeting moved into regular short session**

- **2. Sean Tajkowski-City of Ketchum Request:**

Mr. Tajkowski shared with the board that the City of Ketchum has chosen not to renew their contract with the dispatch center in their area due lack of quality service. The City of Ketchum is requesting that the SIRCOMM Board and Center entertain the notion of providing the 911 emergency services for their area. Mr. Tajkowski shared that the number of incoming emergency calls is extremely low, possibly fifteen to twenty calls per day, and that SIRCOMM already has the infrastructure necessary to do so. He stated that all that was needed for their end of service would be one channel with a second backup channel if necessary and that the fail over system was already in place. Mr. Tajkowski shared several examples of ongoing issues with the current system in place in Ketchum and PSAP standards not being met, noting that the city will not be staying with the current vendor as a matter of community safety for the area. Mr. Tajkowski stated that the only equipment necessary for the addition would be the installation of two VHF Antennas and two radios with the potential to engage transmission.


His request to the Board was an invitation to engage in a dialogue with the City of Ketchum officials regarding the possibility of SIRCOMM becoming their dispatch center in the near future along with revenue generated with the addition.

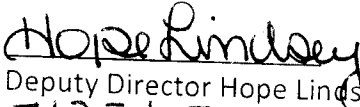
Commissioner McConnell inquired if services would be for the whole county to which Mr. Tajkowski stated that at this time it would be just Ketchum; however, other cities in the county have expressed their concerns also. Commissioner Johnson requested that the Deputy Director look into all aspects, both positive and negative, of such a transaction and allow her the time to become familiar with SIRCOMM's capabilities before moving forward.

A short discussion entailed on the issue at hand with the Deputy Director requesting time to look into the impact the change would have on the dispatchers along with information required from APCO on standards practice and rules regarding such a change and if additional staffing or equipment would be required.

Mr. Tajkowski shared that his familiarity with the SIRCOMM system, he feels that this may be the most favorable choice for the City of Ketchum and thanked the board for allowing him to present the information and request to them in such a timely manner.

The Board thanked Mr. Tajkowski and the meeting was adjourned at 1347 hrs.

  
Chairman Mark Bolduc  
4/23/17  
Date

  
Deputy Director Hope Lindsey  
7/25/17  
Date