SIRCOMM JOINT POWERS BOARD SPECIAL MEETING

ISP Region Office, 218 West Yakima, Jerome, ID   December 11, 2015

In Attendance: John Moore, SIRCOMM Director
                      Kristy Churchman, SIRCOMM Deputy Director
                      Cressly McConnell, Lincoln County Commissioner
                      Mark Buldoc, Gooding County Commissioner
                      Charles Howell, Jerome County Commissioner
                      Doug McFall, Jerome County Sheriff
                      Jack Johnson, Chief Deputy – Jerome County Sheriff's Office
                      Dan Kennedy, Lieutenant – Jerome County Sheriff's Office
                      Brent Hilliard, Captain – Twin Falls County Sheriff's Office
                      Donny Newman, Chief Deputy – Twin Falls County Sheriff's Office
                      Dave Fisher, Sergeant – Gooding Police Department
                      Rene Rodriguez, Sergeant – Lincoln County Sheriff's Office
                      Adam Missler, Vice President – EIS
                      Ron Harman – EIS
                      Rick Viola – EIS

Commissioner McConnell called the meeting to order at 0902 hrs, stating all were present to discuss issues and current problems SIRCOMM was experiencing with their CAD vendor, EIS.

Director Moore stated this was yet another meeting to discuss SIRCOMM's issues and concerns with EIS and what is being done to resolve those issues. Director Moore turned the floor over to Deputy Director Kristy Churchman.

Deputy Director Kristy Churchman produced a copy of EIS's Service Request Summary and proposed Action Plan, and announced that she was going to address each issue item by item, and she invited those who also had a copy of the document to follow along.

A lengthy discussion followed as Deputy Director Churchman addressed the items at hand. For each item discussed, Deputy Director Churchman expressed SIRCOMM's issue with the item, and Vice President Missler responded by answering questions and providing examples by utilizing a version of CAD on a projector. After the first two items on the list were addressed, Deputy Director stopped the conversation and stated that it was obvious to her that the issues at hand seemed to be communication and training issues between SIRCOMM and EIS. The version of CAD that Vice President Missler was running in the front of the room contained functions that were not familiar to Deputy Director Churchman. Vice President Missler was able to perform functions on his CAD presentation that would

seemingly rectify some of the issues that Deputy Director had with the system. Commissioner Buldoc agreed that so far it appeared that this was a training issue between EIS and SIRCOMM.

Deputy Director Churchman questioned Vice President Missler as to why SIRCOMM's version of CAD did not perform as adequately as his presentation version of CAD. Vice President Missler advised that many functions and features of CAD had been updated, and those updates were posted in EIS release notes, which they put out every 6-8 months. Deputy Director Churchman asked Director Moore if he was receiving those release notes or update notifications, and he stated that he did not. Deputy Director Churchman voiced her concerns to Vice President Missler regarding the lack of communication between EIS and its customers. EIS representative Rick Viola stated he would make sure to add both the Director and Deputy Director to the email list for the release notes.

It was decided that Deputy Director Churchman would discontinue addressing the Service Request Summary dissection until such a time after training had taken place between EIS and SIRCOMM, since it would appear that training would answer several of her questions. It became clear that the EIS CAD system was capable of performing functions that were not previously made known to SIRCOMM, and until all of those functions could be explored SIRCOMM would pause on making future feature requests.

At Director Moore's request a conversation then ensued regarding MDC mapping. Vice President Missler advised that the mapping system depends on each individual device connection to the internet. He showed examples of the current mapping system available on the MDCs, which Sgt. Rodriguez stated he did not know existed – functions such as call routing, and GPS indicators. Again, a training issue between EIS and MDC users was discovered. During the course of this conversation, Vice President Missler educated those in attendance about wireless internet connection types for mobile units, including a device with satellite connection for about $50 and could easily be placed on the top on a patrol car, which to his knowledge many agencies already use. This would enable that unit to always be connected to the internet, therefore engaging the call routing resource on the mapping system, as well as provide a constant GPS location for the unit. Many of those in attendance seemed very interested in this, and it was reiterated that this would be an individual agency decision whether or not to GPS their units.

Deputy Director Churchman asked Vice President Missler to address a specific issue – CAD address verification lag. The time it takes for the CAD to present with an address pick list for verification was sometimes entirely too long, and oftentimes never occurred. Vice President Missler could not speak as to why this was happening. Deputy Director Churchman explained that the circumstances surrounding this issue were not duplicable – it occurred at random times, with sporadic addresses, including common place names,

street addresses, intersections, etc. Vice President Missler believes this issue was explained to him differently in the past, and he stated he would get with Dave Hieb regarding this issue. In the meantime, SIRCOMM was to continue notifying EIS each time this occurs by calling the support desk and providing the time, workstation, and address in question so the logs could be pulled for review.

A lengthy conversation followed regarding regionalization, interoperability, and records management systems. Vice President Missler advised that the EIS product is already functioning in a regionalization capacity for other agencies, and it is certainly available to the SIRCOMM coverage area if that is what the users all agree upon. Sheriff McFall, Chief Deputy Johnson, Commissioner McConnell, and Chief Deputy Newman all participated in a conversation with Vice President Missler and Director Moore regarding regionalization and interoperability. Much information was shared regarding records management as well. It was decided as a group to move forward with the regionalization process, but only after EIS proved to SIRCOMM that their product is worth keeping in the dispatch center. SIRCOMM could house the regional server on site, but would not be moving forward with any other projects with EIS until the current training and communication issues were resolved.

Deputy Director Churchman stated that this particular meeting was very different from previous meetings, and Commissioners Buldoc and McConnell agreed. In previous meetings, EIS representatives Rick Viola and Diane Barclay did not have any of the answers that Vice President Adam Missler easily provided during this day's meeting. Deputy Director Churchman stated that the entire reason this meeting was taking place was to address issues that EIS had not yet been able to fix, and get answers to questions that EIS had not yet been able to answer. She explained to Vice President Missler that if he - or someone with like knowledge of the actual product - had been in attendance at previous meetings, the problems would have never progressed this far. Commissioner McConnell stated directly to Vice President Missler that EIS was up until this point in extreme danger of losing SIRCOMM's business. This particular meeting was that last opportunity that SIRCOMM was giving EIS to provide answers. Commissioner Buldoc stated that he was more optimistic after this meeting. Deputy Director Churchman stated she was both excited and very upset – if the assurances that Vice President Missler was making were indeed truthful and would become reality, then SIRCOMM would have no need to search for a different CAD vendor, however she felt foolish for not knowing what the current EIS product offered, which was a direct result of EIS's lack of communication, both internally and with its customer base.

Commissioner McConnell stated EIS and SIRCOMM would continue their relationship for the time being, provided that EIS could prove their product worthy in the near future, through training, communication, and real results. Commissioner McConnell stated that if

SIRCOMM dispatchers did not have a CAD product that they like, and that can keep officers safe, then SIRCOMM would search for a CAD that does.

Meeting adjourned.

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Chairman Leon Mills

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Date 1/19/2016

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SIRCOMM Representative

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Date 1-19-16