

SIRCOMM JOINT POWERS BOARD

September 13, 2018

911 E Ave. H

SIRCOMM Conf. Room

Jerome, ID 83338

Those in attendance:

Commissioner Rebecca Wood, Lincoln County

Commissioner Mark Bolduc, Gooding County

Commissioner Charlie Howell, Jerome County

Mariann Schiewe, Admin., SIRCOMM

Matthew Dorsey, Deputy Director SIRCOMM

Hope Lindsey, Director SIRCOMM

Susan Tenney, CPA

Jeff May, Idaho Central Credit Union

Angela Hickman, Idaho Central Credit Union

Jackie Frey, TWCO EM

Meeting called to order 0900 hrs.

1. Public Comment: None

2. Correspondence: Director Lindsey shared that Chief Foster from Gooding had reached out to her regarding a pursuit he had listened to over the radio. Gooding was not involved in the pursuit; however he felt the SIRCOMM Dispatchers had done an outstanding job and he wanted them to know.

3. Invoices presented for payment: After reviewing the invoices and a short discussion a motion to approve was made.

Commissioner Wood made a motion to approve the invoices for payment in the amount of \$60,175.15, Commissioner Bolduc second, all in favor, motion carried.

Commissioner Wood made a motion to approve the invoices from the payroll account, (Blue Cross, Delta Dental & LifeMap) for payment in the amount of \$118,29.73, Commissioner Bolduc second, all in favor, motion carried.

4. Approval of the Minutes from August 23, 2018: The Board stated that they had reviewed the minutes that were sent out by email and had no changes or corrections. Ms. Frey asked if the minutes were only sent out to the Board members

and the reply was, yes for review and corrections before approval. Once they approved they are made public.

A motion was made by Commissioner Wood to approve the minutes from August 23, 2018. Second by Commissioner Bolduc, all in favor, motion carried.

5. Policy & Procedures: The Director shared that the current policy and procedures for SIRCOMM are grossly out of date. She stated that when she first arrived a year ago the previous Director was in the process of updating the manuals and that they had been sent to Naylor & Hales for revisions. She recently contacted legal as to the status and was told that the previous director had not asked for a complete update, but only for items redlined. She has since gone through the manuals and asked Tyler to go back and review everything and contact ICRIMP on several questionable items. The issue is the use of several different copies of Policy & Procedures being used here at SIRCOMM and there have been some contradictions come up over exactly which ones are in place and it has not been updated completely since 2005.

A first draft was handed out to the Board and the Director shared that legal had wanted to do the whole manual at once, to which she asked for it to be done in sections so that it can be presented to the employees for review in small doses and not overwhelm them. Instead of having several manuals on the floor, she has asked to have them consolidated into one and be able to add inserts when changes occur. She asked the Board to look over and review this copy before the next meeting.

The issue came up when a subpoena was received at SIRCOMM for records. The request was sent off to legal to make sure we were handling it correctly. Mr. Naylor, who handles most of the SIRCOMM issues, is out of the country so it was given to Tyler to review. He did not feel comfortable with the current policy because of new legislation so the "Records Request" section will be the first to be revamped and then the plan is to move through each section until complete.

There was an inquiry as to what other manuals were used and available at SIRCOMM.

The Director stated that there were manuals for new hires on what to wear, how to act, confidentiality policies, records retention, procedures and protocol, code of ethics and so on. There is also a manual on call taking procedures and other separate topics which can all go into one manual and the old ones archived. It is a large project that needs to be done and doing it in steps will be advantageous to everyone.

Jackie Frey from the Twin Falls Office of Emergency Management shared that a protocol had just been issued for the call out of for the County Coordinators and would this be something that could be included in the new manual. The Director agreed that, yes that would something that should be added to protocols.

Ms. Frey also shared that ICRIMP has a templet that you can follow when setting up policy and procedure manuals and has worked great for the city.

6. Radio & Tower Systems Update: Director Lindsey began by saying that they were meeting with each agency regarding the programming of the radios and giving them the choice of SIRCOMM purchasing the software & teaching them to program their radios, having SIRCOMM program them or taking them to a dealer to be programmed at our expense. She noted that the best choice would be SIRCOMM to purchase the software and have Sean train them to program their own radios so that in the future they can continue to do so, however; it is their choice and we have two thousand radios to program, so teaching them to do the programming would also benefit us.

The next item the Director touched on was that over the past two weeks Law has been operating on Valley due to an issue with the Quasi Sync which is in need of replacing and the board has already approved. It is still about five weeks out. RACOMM will assemble and program the Quasi Sync and then ship it out. They will then fly their engineers to install it with Sean's assistance to have it up and running by the end of the month.

Director Lindsey went on to share that the AVTEC had gone down last week and even though we paid for the system to be backed up, it had not been done properly. Sean had come down to address the issue calling AVTEC because we pay for that support. Working on the issue Sean was able to reverse engineer the system to get it up and running.

Mr. Pennington from the Magic Valley Paramedics had a question regarding the programming of the radios. He stated that Rock Creek Fire had purchased the software and had been told by Sean that he could not assist them in the programming. The Director stated that the directive from the Board is that SIRCOMM will pay for or reimburse for all software or programming. Sean will teach all of those that want to program their radios. For those that want to take their radios to be programmed just send the invoice to SIRCOMM. The software will be purchased by SIRCOMM and the only thing you may need to purchase is the cable for the laptop. She also shared that there may be some miscommunication and that is

another reason why they are meeting with each agency one on one in these last two weeks.

Mr. Pennington also asked if a decision had been made as to what channel EMS was going to be dispatched out on. The Director stated that it entirely up to the EMS Director as to if they want to stay where they are and be able to monitor all calls or have a separate channel for EMS only. She also stated that she wanted to set up a meeting to discuss this issue before a final decision was made, however; she reiterated that it was entirely up to the EMS Director to choose how they want channels they want to be dispatched on. This is the reason each agency is being met with one on one.

Ms. Frey stated that she had been contacted by Castleford regarding assistance on acquiring new radios for their department and the individual shared that he had not been able to get in touch with Director Lindsey and had left several messages & had not heard back and was feeling frustrated. The Director stated that she had not received any voice mails from them that she was aware of and would reach out to them personally today.

So far SIRCOMM has met with Gooding, Filer, Jerome, and has a scheduled meetings with other departments.

Commissioner Bolduc questioned Mr. Pennington on MVP's purchase of the software and issues they had encountered. Mr. Pennington that after speaking with Cameron he had attempted to purchase the software from "All Wireless" and there were issues retrieving the codes and Sean had to intervene with "All Wireless". The Director stated that she recalled emails going back and forth on this issue. It was noted that Rock Creek did pay for the software and was this something that they would be reimbursed for to which Commissioner Bolduc stated yes, that it was the Board's intention to pay for the software from the beginning. He asked Mr. Pennington to forward the paperwork over to SIRCOMM and they would take care of it. The Director also stated she would reach out to Cameron and address the situation and clear up the confusion.

Approval of Maintenance Supplies: The Director shared that she had several invoices, one from RACOMM for Three Hundred Eighty Eight Thousand, which she would need clarification from Sean. She was not comfortable passing it on without clarification.

The Deputy Director stated, and asked Commissioner Bolduc, if this was the P.O. for the radio/tower overhaul project that had been presented to the Board while Ms. Lindsey was at the APCO Convention. Sean had at that time asked for the numbers to

be increased with an explanation. Commissioner Bolduc stated that, yes; this had been reviewed previously and approved.

The only other P.O.'s for supplies the Director presented was for the renovation of the Tait System and one other for reimbursement for Mr. Robert Hugi for the cables and supplies purchased from TESCO for cables and radio equipment out at the tower sites. One invoice for \$1300 and one for \$5765.20 have been received. She also shared that due to the anticipated increases due to a 25% increase in tariffs, many of the bigger items are being purchased ahead of time. Commissioner Bolduc asked that it would be in the best interest of SIRCOMM to stay ahead of this and ask Sean to prepare to purchase sooner than later on the big items. The Director agreed to set a plan into motion; however as planning the projects for the next year Sean feel we may be in need of finding a way to store the incoming equipment for the projects. Commissioner Bolduc also asked the Director to check with ICRMP on insurance coverage for the equipment on site.

Commissioner Wood asked the Director if she felt comfortable with the communication between Sean and the agency representatives and if she felt everyone was on the same page regarding the upcoming changes. Director Lindsey shared that she had been present at most of the meetings with Sean and she did feel they were all on the same page and that the meeting were open with all concerns and questions being addressed. She shared that she did have a few items she needed clarification on, and she would be meeting with Sean today on those, but yes she did feels everyone was coming together on the project. As far as the software and the programming all is well and that miscommunication may have been the biggest issue.

Ms. Frey asked if the agencies had been receptive to her and Sean or was there dissension, to which the Director shared that it had been good when kept simple and clear. There may have been personality conflicts, but when speaking to them, individually there are no issues. The miscommunication and confusion has been the big concern and only one individual seems to have an issue.

Commissioner Bolduc stated that he did feel having two SIRCOMM representatives at the meetings was necessary to prevent further miscommunication and that he appreciated her taking the time for the one on one meetings taking place.

8. Center Report: The Director shared that she had already covered the meetings set up with the individual agencies, and moved on to state the she had a conference call with Century Link the previous day for the dispatch renovation. It is going to be a big undertaking and the dispatchers are going to have to come off of the floor and

the logistics of what it is going to take. Century Link will need to be here, someone for the AVTEC for a quick transition with a short term relocation of the dispatch floor. It is planned to have this take place in early January and that at the same time the floor underneath and consoles will be replaced. We are working the logistics to have the right people in and equipment in place to make it a smooth and painless transition.

Commissioner Howell asked if a temporary facility would be set up and used onsite, to which the Director stated that, yes, that was the plan.

The Director shared that a representative from Senator Crapo's office had been on site last week. They were interested in how the center operated and how the federal level would or could be affected by the center. They actually had him put on a headset and listened to traffic for a short time. He was very impressed with how the Center operates and the volume of calls and different requests received. He was concerned with the issues of the throttling back of emergency services that occurred during the wildland fires.

The Director shared SIRCOMM's ability for recovery in an emergency situation with the system implemented by Sean, and he was very impressed. He also invited the Director to Washington DC to share concerns on being prepared in this type of situation with the Senator.

The question was asked by Commissioner Howell if it was the governments' job to prepare and train us, or if it is our responsibility to attend the tabletop training exercises offered if our area in order to stay informed?

A long discussion ensued on the current struggles and issues with staying informed and up to date on all requirements. Ms. Frey shared her struggles on the same issues and it has been a constant battle for her. Working with the federal government and finding the most current documents and requirements is difficult to do. She stated that Sean may be a good source as he seems to stay on top of current national standards and requirements. She also stated that being a part of the DIGB-4 group, that this issue was currently being discussed. She stated that it was her opinion that it appears to be a competitive situation between First Net (AT&T) and Verizon, AT & T doing so with the federal government's blessings even though Verizon covers most of the services, the feds seem to be backing AT&T. It was shared that the DIGB-4 group would be hosting a forum for users to hear both sides and find the correct information in order to make an informed decision and not let politics form the decision.

CAD System: The Director stated that Zuercher is at a standstill as she had sent a request out to each agency for updated information for each agent. The information is in form of a templet from Zuercher and all that is needed is each unit's number, complete name, and contact information if they cannot be reached. She stated that it had asked for the social security number but that she had specifically noted that a social security number was not required. The information is necessary for Zuercher to upload before moving on.

Director Lindsey stated she would be out of the area from September 14th-23rd and she asked the Deputy Director to share the findings at the Law Enforcement Meeting.

The Deputy Director shared that the first item shared at the Law Enforcement Meeting was Chief Hall's concern that the city's do not having representation on the board at SIRCOMM and have no input on the budget or how funds are spent. It was noted by the board that all sessions are open and everyone is welcome. We may need to send the agenda out next year ahead of budget time and invite them.

Mr. Dorsey shared that SIRCOMM had been invited to speak at the Jerome Rotary Luncheon and that went well. It is nice getting out meeting more people in the community. SIRCOMM also had a booth at the St. Luke's Safe Kid's Safety Summit. It was very successful with at least one thousand kids going through. He wanted to send out a big thank you to Tami, Shannon and Shannon's daughter for helping him out. Also, Chief Presnell has invited SIRCOMM to participate in their upcoming Pancake Breakfast and to join the Firemen as they go around to schools to do their safety presentation and we will talk about 911. SIRCOMM will have a table at the Hispanic Heritage Event Saturday in the park. He stated that getting out and getting involved with the community has been successful and the response has been great. The plan is to do two or three events a month and stay connected with the community.

The next item the Deputy Director shared was the upcoming EMS Conference in Twin Falls. He stated that one crew member was extremely interested in attending that event. Reaching out, we were able to get her a sponsorship through the Magic Valley Paramedics, which is much appreciated as we are at the end of our fiscal year and our funds for training are low and it is great to have that kind of support from the paramedics. She will be going on the 21st and 22nd. She is very excited.

Mr. Dorsey stated that they had viewed two demonstrations for the new recording system and have two more to go. Both had many features that would drastically lessen the time for making the recordings from the system we have now which can

take up to five hours a recording. He also shared that last week they were able to send most of the dispatchers a free PTSD course at CSI sponsored by POST and the class is accredited. It addressed the difference between an officer who deals with an event and then a dispatcher who deals with trauma for twelve hours, the effects on the brain and ways in dealing with it. Many of the dispatchers shared their surprise at the symptoms they display themselves and feel it was a valuable course. It was great that all of the new hires were able to attend as they will be prepared for when issues arise. The dispatchers that were unable to attend have asked to attend the course when it is offered in Nampa. Handouts on how to deal with mental stress were shared with the board. Addressing their mental health needs to be a top priority and we will watch for other courses in the future.

Four dispatchers will be attending the PSAP conference in Coeur D 'Alene the first week in October, as will the Director as she is part of the PSAP Committee. (The state will reimburse SIRCOMM for the Directors expenses.) There is no cost for the conference and of the four going, only one has been to a PSAP Conference and most of them have been here at SIRCOMM for about ten years and they are very excited to go. He shared that getting everyone to some type of outside training has been the goal and that starting with the senior dispatchers is a fitting place to start.

The Deputy Director stated that he is going to attend a conference on Mental Health in Boise the 4th and 5th of October. He shared that he is in hopes that this may be a class that can be brought to SIRCOMM rather than sending everyone if it will benefit our staff.

Reporting on the staff, the Deputy Director noted that the two new dispatchers have been moved into their next phase of training on primary and both have already been part of a vehicle pursuit, one on day shift one on night shift, and both received good response from responding agencies. The two new hires are now on the floor with their trainers and doing well. On the 19th we will have Staff Sargent Wright on site to share the active shooter (run, hide, fight) class condensed version for the staff.

Commissioner Bolduc asked how many full time dispatchers were on staff to which the Director stated fifteen, that there were sixteen, however, that did change and she wanted to hold off not bringing another one into training until these get a little farther into their training. Morale at the center has been good and positive and a very nice change.

Idaho Central Credit Union: Angela Hickman introduced herself and Jeff May from Idaho Central Credit Union. They were asked here to share information on the issue of credit cards for the center. The Director interrupted to explain the situation.

Formerly SIRCOMM had a COSTCO credit card that was used to buy most of our supplies for the center. They have recently done away with those cards and much of what is needed for the center has been put on the SIRCOMM credit card. We are also using this card for radio equipment/tower supplies being purchased along with the training expenses. Having only one card, it is often at the max, with admin having to use their personal cards and waiting for reimbursement. The Board stated that they were not comfortable with the staff doing this and therefore ICCU was asked to share some options for other cards.

Mr. May shared several different options that would work for the center and after discussing the options it was agreed to assign two cards with twenty five hundred dollar limit and card for radio/tower maintenance at a ten thousand dollar limit.

A motion was made by Commissioner Howell to approve Idaho Central Credit Union to issue two credit cards for general use at the center in the amount of twenty five hundred dollars and one in the amount of ten thousand dollars for radio/tower repair and maintenance. Second by Commissioner Wood, all in favor, motion carried.

The next item addressed was the two CD's that Sircomm has with ICCU will earn 3.75% interest. Ms. Hickman shared that funds may be pulled from a municipality account at any time once without a penalty. She stated that the information showed that the signers on the accounts will be Commissioner Mark Bolduc, Commissioner Charlie Howell, Commissioner Rebecca Wood, Commissioner Jack Johnson and Director Hope Lyndsey. She had the paperwork necessary for the changes. Ms. Hickman went on to explain how funds are insured and explained the title of "Custodian" of the funds. She will send more information and options available to SIRCOMM and offered to meet with SIRCOMM at any time.

City Frequency Update: Director Lindsey stated that over the past few months she and had been reaching out to the City of Twin regarding the frequency assigned to Magic Valley Paramedics that they had also been using as a law channel. It has come down to the wire and a group meeting was set up for the 12th and everyone was asked to come up with some solutions to the issue and no one was attempting to dictate a specific outcome. The Director shared that she had met with the City Fire Chief to discuss the issue and the meeting had been very productive for well for over an hour when the city administrator entered the meeting and verbally attacked Sean. At that time the Director and Sean ended the meeting and left. Ms. Lindsey did share that several Twin Falls officials had reached out after, and they agreed that we must still work together.

Mr. Pennington shared that it was his understanding that Twin Falls asked that if they received the med calls they dispatch the call and if SIRCOMM received the call they would handle it. However, the city has chosen to go to a new trunking/digital system which is not compatible with outside agencies at this point in time. There was concerns regarding safety issues and also that Twin Falls dispatch has not been trained on taking med calls. Mr. Pennington stated their end goal is that they have a common frequency when they are dispatched to a call.

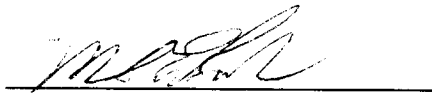
It was decided that the Director should make one last attempt to have the City of Twin Falls provide the requesting frequency information. She was to send a certified letter to the mayor and city council, along with emails to the city administration and officials.

Meeting Adjourned 1115 hrs

Next Meeting: September 27, 2018 0900hrs

Chairman Mark Bolduc

Director Hope Lindsey



Date _____

Date 9/27/18