

Marion County 911 Board Minutes
January 30th, 2020 at 6:00 pm
3014 E. Main St., Knoxville, IA

1. Chair Marcia Slycord called the Marion County 911 Board meeting to order at 6:01pm.
2. Jeff Anderson took a verbal roll call and the following members and guests were in attendance:

City of Bussey-Absent
City of Knoxville- Cal Wyman
City of Melcher- Terry Fisher
City of Pella- Marcia Slycord (Chair)
City of Pleasantville-Steve Marsh
City of Harvey- Dennis Seibert
Washington Township- Absent
Knoxville Township-Kenny Thompson (Vice Chair)
Lake Prairie Township- Doug Van Gorkom
Marion County BOS- Mark Raymie
Pleasant Grove Township- Absent
Red Rock Township- Absent
Clay Township- Brice Loonan
Indiana Township- Steven Watson

Also Present

Marion County Sheriff's Office- Michelle Kingrey
Pella Police Department- Robert Bokinsky

3. *Approve agenda for regular session of 1/30/2020:* Slycord advised an approval for the regular session on 1/30/2020. There was a motion by Raymie and a second by Brice. All members were in favor and the motion carried.
4. *Approve minutes from 11/14/2019 meeting:* Kenny made the motion to approve the minutes from 11/14/2019 and a second by Dennis. All members were in favor and the motion carried.
5. *FY 2020-21 Budget Public Hearing-* Marcia opens the fiscal year 2020-21 budget public hearing. Anderson states they have received no comments via written or otherwise in the office regarding the budget that was published. Marcia asks if there is a motion to close the public hearing. There is a motion by Raymie and a second by Cal. All members were in favor and the motion carried.
6. *Discussion and action as necessary regarding the department vacancy-* Marcia shared a PowerPoint for everyone in the room and thanks everyone for their commitment to the citizens of Marion County and for taking the time to attend these meetings. Marcia asks if the vacancy should be filled and covers some responsibilities of the Service Board, what we are here to do, and what our responsibilities are to the citizens of Marion County. From Iowa code 34A we are responsible for submitting a listing of service board members to the Iowa Homeland Security and Emergency Management. We are to maintain bylaws and submit to the state of Iowa Homeland Security and Emergency Management, those need to be approved and submitted.

Maintain a 911 service plan for the entire county and submit that to the Iowa Homeland Security and Emergency Management. We should designate a single point of contact to facilitate the communications, needs, issues, or concerns regarding emergency communications, interoperability, and other matters applicable to the emergency 911 communications and migration to the next generation 911 network. We shall coordinate planning with each contiguous county joint 911 boards: Jasper, Lucas, Warren, Mahaska, and Monroe. We are to prepare a budget and submit it to the Iowa Homeland Security and Emergency Management. We are to receipt revenues. We are to prepare warrants on behalf of the board, we need to pay bills. Addressing and accuracy of addressing is the boards responsibility. And finally, we own the 911 call taking equipment and the data street addressing guide, mapping, automated location information, automated number information to supported the call taking system to make an educated operational decision at the PSAP level (public safety answering plan). When an assistant was hired 4 years ago it created what we thought at the time was an efficiency in the department, and it's my understand that there is other counties that are more jealous of Marion County being able to work in that capacity. We also made that decision the single point of contact is the Marion County Emergency Management Coordinator and 911 Coordinator Jeff Anderson and due to having two PSAP application the coordinator position has always been the back contact to streamline any concerns, address issues, manage the budget, and help us to keep our responsibilities to the Iowa Homeland Security department. So, they help us fulfill our responsibilities. At previous 911 meetings Jeff has presented what the duties of the assistant were, at 30 hours per week they assisted with the financial receivables that was Kim, she helped with the board minutes and administrative duties, she assisted with 911/GIS data maintenance, she assigned new addresses in planning for the future, she created and maintained 911 sign workorders, she completed required reports pertaining to the board, the minutes, the agendas, she assisted with the budget, and she also led in correcting address errors, and currently that is being handled by 3 individuals that can access the database Jeff Anderson, Missy Poffenbarger, and Bill Buttrey. What's appealing about the assistant position is that the hours can be flexed between EMA and 911 and I know were not here to talk about EMA duties but it was a great help for Jeff to flex those hours, and it also enhanced the skill set of that person to work between the two departments. It's my opinion that I think since July 19th, 2019 that we've taken him for granted, and do we really think that the 911 coordinator needs to do clerk type duties? So the 911 portion of the Assistant position is funded by its entirety by the 911 board, I know Jeff had a hand out a couple meetings ago that detailed what I have up on the board, the salary, the health insurance, dental insurance, vision, FICA, and IPERS. I'm sorry the star things indicate that those things mirror Marion County costs, what other Marion County employees pay for health insurance and dental insurance. The only Marion County contribution for the 911 assistant was the workers compensation premium and I don't know how much that was. It's my understanding that EMA and 911 staff assisted with the Safety Committee, and the county say \$125,000 decrease in workers compensation premiums for the entire county. The Iowa Homeland and Security and Emergency Management regularly offers funding opportunities for each PSAP, and in 2016 MCSO, and Pella Police Dept. received \$200,000 in grant funding with matching funds. And I don't recall what MCSO purchased with that grant funding, but they received \$200,000 and then they put \$200,000 with it. The Pella Police Dept. purchased radio infrastructure computerized dispatch, and then assisted other departments in the county to get some mobile and portable radio equipment to enhance their interoperability and communication, and 911 so what Pella PD didn't use, 911 provided the matching funds for the radio equipment. Pella Pd, the City of Pella paid the matching funds for the computerized dispatch and radio infrastructure that we purchased. I just want to make a little bit of a point

that at a previous Marion County 911 board meeting there was a little bit of discussion and concern that there was no communication between the 911 department and PSAP'S, and I am sorry that that occurred but I feel that if there is an assistant and were allowed to hire an assistant that those communications can be better between the PSAP and the 911 office, and that can be meted by having meetings where they can discuss concerns, share workloads if that's what we want to do and we can properly report 911 related issues to the 911 coordinator. I feel as a board that we can't expect the 911 coordinator to be responsible for anything they don't know, or any concerns or what is going on. They need to know that if there is concerns at either one of the PSAP'S that they are made aware of that. If something goes down if something doesn't work. So best practice I think in communication that at the PSAP the PSAP employees should be expected to contact vendors without 911 coordinator knowledge. So therefore, knowing what the Marion County 911 board is responsible for, there responsible for data, not the operations of each of the PSAP'S what is your goal as the 911 board? Thank you. Doug states: I think in looking at that, and we've talked in depth at the last meeting about kind of what we felt, and I know that several of us feel that Jeff needs help. I personally feel he needs help, so I (Doug) am going to make a motion right now that we hire somebody to fill Kim's position. That's my motion and I'm speaking to the 911 service board. Marcia states we have a motion on the floor to fill the vacancy. Cal seconds the motion, followed by a roll call vote by Jeff: Knoxville Township- yep, Lake Prairie Township- yes, City of Knoxville- yes, Marion County- No, City of Melcher-Dallas- yes, Pleasant Grove Township- absent, City of Pella-yes, Redrock Township- absent, City of Pleasantville-abstain (just because I don't know what's going on), Clay Township-yes, Washington-absent, Indiana Township- yes, Marion County Sheriff- no, Pella Police chief- yes. The motion carries.

7. *Discussion and action as necessary regarding MSAG management:* Jeff states: briefly we currently pay NG911 what use to be Ramsey Communications, we pay them 6.5 cents per phone record per month, so it averages about \$850 a month. We've talked previously about transitioning not only the 911 call taking equipment to the state shared services network, but now the state is standing up a statewide ALI contract where the ALI information will be kept and pulled from for our calls. When we break away from NG911, when we switch our call taking equipment, and because we're going to be switching to the statewide ALI we will be discontinuing having NG911 maintain our MSAG. MSAG is a master street addressing guide where all the addresses are kept, it's just one piece of it. You currently are paying like I said in the range of \$850 a month which is 6.5 cents per phone record per month. So that will go away. We were on a conference call Friday morning; it wasn't clear to me before that conference call that somebody was still going to have to maintain that. So that kind of came about in the 11th hour, but Marcia wanted to put that Infront of you as board members to determine where and who is going to do that, so I am confident that we can do that for far less than \$850 a month. I also don't think that it's a long-term thing. We have been paying- Missy as long as you've been here we've been paying NG to maintain our MSAG as we transition from using ALI records to route 911 calls to GIS data to route 911 calls the MSAG will become less and less important, and less and less used. And eventually when were completely switched over it will essentially go away; it will all be in GIS data. I view this as a 2-3-year thing, but we need some direction, I need some direction on what do you want me to do? Do you want me to do that in house? Previous agenda item says we will fill the vacancy, I can plug that into the scope of work for that person if that's the direction you want to go? But when we were on the conference call on Friday nothing had been determined so Marcia said you've got to put it on the agenda and put it in front of the board. Did I mis represent anything? Either one of you? Marcia states- I don't think so. Jeff states- it would be my recommendation then that we make this scope of work part of the

assistant. Doug makes the motion and Kenny Seconds. Marcia asks if Jeff would like a roll call vote and Jeff states sure: Jeff starts with roll call- Knoxville Township- yes, Lake Prairie Township- yes, City of Knoxville- yes, Marion County- no, City of Melcher-Dallas-yes, City of Pella-yes, City of Pleasantville-yes, Clay Township-yes, Indiana Township-yes, Sheriff-no, Pella Police Chief-yes. And that motion carries.

8. *FY2020-21 Budget discussion*- Jeff states- no real significant in this budget from over the last couple years. They changed the form, they changed not only the input form, but they also changed the form you receive so it doesn't look anything like what you've seen in years past. Currently we had \$600,000 set aside, there is no place on the new form for me to designate that so that 600 after talking with the Department of Management that \$600,000 will carry forward and at the end of this current fiscal year, you as the board will determine how much of the cash that you have on hand, that you want to put in that fund. It's fluid money, it's not incomed, you can access it at any given time, it's just basically set aside marked here for projects. And you previously determined that that was for radio communications. So we will just have to see where your fund balance is at the end of the fiscal, in June or July and then you can designate what you want to show in that column as we prepare this time next year's budget. Does that make sense? My estimation is that it's going to be, you should be able to move that to \$700,000. You currently at 600,000 you should be able to move that to 700,000 if you want to continue doing what you've been doing. So, you're looking at the revenue side of things, I plugged in 24,000 for the GIS grant same as what we have in the past. The BOS have been working with Michaela county Treasurer, she has actually moved quite a few of our accounts including your account to an account that bears significantly more interest probably doubles or almost triples what you were receiving in the past. That number that I had of 1,000 is probably going to be low, Michaela got with me after this was submitted and published so that number could easily be 2,000, otherwise those are the revenues and are essentially mirrored from years previous. I'm just pointing out that it has made a difference in things when 2 years ago when the board upped the application for a new address, we transitioned it up 2 notches, Missy states- it went up to 80 in July, 90, and 100 July 1. Jeff states- So we are getting closer to covering our costs and you can see that in that line item. Here is your expenditure page, and again I apologize, I was not able to change any of these. I had to plug our expenses into an area of their form where I thought it would work. I will point out the other line is where a lot of it went. So you're looking at a decrease in that because we've been telling you that one of the benefits of switching to the state shared services the 911 call taking was that we wouldn't be expending as much money every month on phone trunks with Century Link, MSAG with NG911 and that's the reduction right there. Once everything is cut over on that system, we will expend quite a bit less money every month. Otherwise here are the total expenses, I put \$50,000 in there for consultants same as it had been. Last year it was under legal fees, this year we just put it under consultants carried that forward. As with any of these budgets, you as a board can lower any of these amounts without republishing and having another public hearing but we can't raise them, so if you want that lowered we can lower that but I also feel like that was a decent contingency with going into a cut over of a 911 system without knowing necessarily all of the expenses that were going to be looking at. You already saw that happen at your last meeting where you approved interfaces for the Sheriff's office CAD and Pella PD's CAD zurker, so we hadn't anticipated those interface costs prior to that, so there is a little contingency in there but anything major will require a budget amendment but I do not anticipate that being an issue. We don't have any big projects assigned, I kept the sign budget where it was Randy's been able to do about 5x the amount of signs that were done prior and do it with less money so I saw no need in moving that. Any questions on the budget? I don't want to belabor something,

it's straight forward. Bokinsky stated on the sign expense that's all encompassing that's I don't know if we pay for locates, but that's all supplies and material? Jeff states- that's all the hardware, posts, materials to make the signs, all of that. Kenny Thompson- his labor too then? Jeff replies- his labor doesn't come out of there, his labor would in the personnel expense up here, and that went down. So for wages in this budget, I did the same as I did the Emergency Management Commission Board budget, I put \$20,000 in here as basically a place holder for wages for an assistant so that's been budgeted, so that's the way it is here, that's the way it was published. Questions and/or comments? Bokinsky- do we pay for locates? Jeff answers- no. Marcia states- I entertain a motion to except the budget as it's prepared/presented. Terry Fisher makes the motion, and a second by Kenny. Followed by a roll call vote by Jeff: Knoxville Township-yes, Lake Prairie Township-yes, City of Knoxville-yes, Marion County-yes, City of Melcher-Dallas-yes, City of Pella-yes, City of Pleasantville-yes, Clay Township-yes, Indiana Township-yes, Sheriff-yes, Pella Police Chief-yes. And the motion carries.

9. *Board update regarding 911 Shared Services Network cutover-* Jeff states- just a quick update for you, I'm not sure if we've mentioned in prior meetings when we would make the cut over to the new system, if we did mention those I need to give you new dates because they changed this morning. As it stands right now it looks like everybody's agreed to turn the circuits on for Pella on February 26th, 2020 with an actual cutover on March 4th, 2020. On April 29th, 2020 they will then turn the circuits on for Marion County and an actual cutover a week later on May 6th, 2020. So, my question for you two is, is that the week of Tulip Festival? Marcia states- yes. Jeff states- do we want to see if we can change so you're not both dealing with cutting over to a new system with that big event going on? Michelle states- you'll be done cutting over, and that we don't really dispatch much over tulip time. Marcia states- if it wasn't Pella going through that, and Pella would be completed. I would anticipate that during your cutover though your calls will be routed to us, but I do have additional staff that works so I think we would be willing to move forward with those dates if it works for Michelle. Michelle states- I agree and if we don't agree with their dates, I feel like they will just do it anyways. Jeff states- so the biggest reason that it changed this morning was because we are continuing to go through some issues with the way our calls are currently routed, with Century Link we were asked, the two PSAP's were asked to provide a PSAP boundary shape file, so basically a map of the PSAP boundaries, and when we pulled our data this is what our map looked like, a blank sheet. That's a problem when you're talking about routing 911 calls. What we found out yesterday is Century Link auto assigned a four-digit ESN to all our ESN's, instead of taking our two-digit ESN's and using them they assigned a four-digit ESN to them. Well when you plug that into the GIS system to create a shape file for these two ladies, it blew the system up, almost literally. We are working through that, have several more calls today on the subject, I think we have a path forward. It's going to take a significant amount of work. Were somewhat unique here because number one we have two PSAP's but also our two PSAP's both dispatch Marion County services into other counties. So right now, your 911 landline calls are routed essentially by prefix to the local exchanges, but when we go to GIS based routing, what that's going to mean is we will have to provide Warren County's GIS, our ESN's for the roads and the parcels in Warren County that the Marion County Sheriff's office dispatches for then they will have to maintain them, but it's our data. Where Marion County Sherriff dispatches Bussey fire in Mahaska County it's the same thing. Where Jasper County dispatches Monroe fire and ambulance, Prairie City fire and ambulance into Marion County we will have to give our ESN 911 data to Jasper County to maintain. So there is a lot of information exchange that is going to be going on here in a very short time and were to have a PSAP boundary that looks different than that, so that's what yesterday and today have been. We're going to be the first in the state, well be the first ones in the state to go through

this, she was hesitant to call us a guinea pig she said because once in a while guinea pigs die, but she felt like we have a path forward so that's as good of a report as I can give you at this point in time. Marcia states- good luck. Jeff states- there is a lot of information going back and forth between Michelle, Marcia, and I in the last two days. Marcia states- any questions for Jeff? It will be a busy two months, few months, more than two. I'm glad for his work.

10. *Updates to by-laws-* Jeff states- Chief Wyman mentioned the other night that if we are going to go into the by-laws lets open them up and see if there is anything else that needs to be taken care of while we are here. I did add the two things that we know of that need to be added to the by-laws, I did print enough copies that I hope you all will take them home. We are required by our by-laws, before changes are made that we notify all board members 30 days in advance, so when you are all comfortable with any changes or adjustments with corrections that have been made, let me know and I will make that notification and then you can act on them presumably at your next meeting. I had communicated with some of you that I intended to make that notification during Christmas break, but then reality set in and we had several current board members that were going out and several new that were coming in that we hadn't met with and they hadn't had their chance to make these designations in fairness to them so that we didn't have a future problem I opted not to start that process during that changeover time. And as Mark pointed out earlier in the meeting the law has already gone into effect, the admin rules are in effect, its housekeeping on our part to get these added and be done with it. Any questions for me? Is it acceptable the way I have them written? I will just ask one more time that you review the entire document, if there is anything else that you want changed, corrected, etc. let us know and we will get started on the process.
11. *Pella Pd request for EMD for Administrative Services Manager-quality assurance only-* Marcia states- this is the software for my computer in my office to conduct the quality assurance assessments. Unlike Michelle who is in the dispatch center most of the time and you have three 911 positions, Pella PD only has two, and what I failed to realize was if I want to do quality assurance on my folks I don't really want to do it in dispatch where they are sitting there while I'm reviewing the calls. I'm asking if the board would consider paying the \$800 to have just the software, my office wouldn't be a call taking position, just the software for dispatching quality assurance. Jeff states- I'll just say that this is exactly why I put some contingency money in the budget for next year. We got word from Mahaska County last summer at the training at the high school that they have already made this transition, and Josh was a little bit upset that there were some costs that weren't made completely transparent, and a lot of them dealt with quality control/quality assurance on the back end where these two operate and Mahaska has had to spend some additional money over what they thought to address the quality control for quality assurance. In my opinion this is in line with what we're hearing from other counties. Kenny states- So what does this software do? Marcia replies- It's loaded on my computer so I can quality assure, I can check dispatch is answering the call within a certain amount of time, that they are asking all the questions per script, and how they handle the call, how they give pre arrival instructions, to have a quality assurance program to hold them accountable and have benchmarks. And as a matter of fact, the folks that came in and trained us on emergency medical dispatching strongly encouraged the quality assurance didn't start on the call taking until six months into the program. Marion County's folks were trained in September ish and Pella Pd personnel were trained in December so we are a couple months behind Michelle, but as administrators what we will do is there is no national benchmark for the answering the call in this amount of time, there are standards, but the benchmarks will be up to the administrator to decide. Bokinsky- This is actually part of the EMD, to keep the certification and I think one thing that you didn't say is that for you to work out of dispatch, you are going to displace a dispatcher.

You're going to kick a dispatcher out of dispatch to do supervisor work. Marcia states- we were thankful to get the second position for call taking, so that's why I don't need that in my office at all. Jeff states- Can you give me the amount again. Marcia responds- \$800, I have the quote here. Jeff states- I will convey this to the board, neither one of the PSAP's asked to change 911 call taking systems, the EMD was a piece that was offered by the state. You as a board accepted that, I feel that this is in line with that and no matter which of the PSAP's this request came from this is in line with something that this board should cover. It's clearly squarely dealing with the taking of a 911 call. Kenny makes a motion to approve. Brice seconds. Followed by a roll call by Jeff: Knoxville Township-yes, Lake Prairie Township-yes, City of Knoxville-yes, Marion County-yes, City of Melcher-Dallas-yes, City of Pella-yes, City of Pleasantville-yes, Clay Township-yes, Indiana Township-yes, Sheriff-yes, Pella Police Chief-yes. And the motion carries. Jeff states- and you will supply that to me to pay? Marcia responds- yes sir.

12. *Old business discussion*- Doug states- I just want to report back Mark asked if we would go out and check the state tower to see how it would perform and Greg Higginbotham, myself, and Cal did that. Over in the area that I must cover in Lake Prairie Township we had good reception in places, mediocre reception in other places, and absolutely none in other places. Therefore, I've been doing some research, talking to some people. That state tower will not take care of all of Marion County and the surrounding area that Marion County first responders need to cover. We have totally no, I was asked if I would check into if the radios would jump over to the other state tower which is at the prison farm, those radios were set up that way that they would and it didn't. It will not work. This is going back to old business, to answer the question, I don't feel secure with my firefighters or law enforcement going into those remote areas and that state tower not covering them period. Cal am I saying this correctly? Cal states- there was parts of it when we did our radio tests that he was crystal clear, like we were sitting in the room talking. Then there were parts where he was in a submarine or tin can, and then there were times when we absolutely... Doug states- we had to call each other on the phone and ask are you really talking to me? Ya I'm trying to get ahold of you, and I wasn't. So, we did a tire kicking system is all we did. I still think that this board needs to hire a consultant and we need answers. None of us in this room or anybody else in this county that I know of knows about radio communications the way we should know about it. It's a very vital and important part of being first responder safe, and we aren't doing that. I feel that we hire a consultant, get answers in here as to what it's going to take. If it's going to take 3 towers from the state to get it so it gets everywhere, we need to get, then that means county must buy two towers. Because one tower or 911, somebody's going to have to put up towers. In Mahaska county Motorola came in and said that they needed three towers to cover the county safely and completely. Either Warren or Dallas, they have the state radio system and they have five towers so they can cover that area that they have to cover. So until we know that, we can go test here and there but I'm not a tester, all I know is that when I push that button I'm going to be able to talk to somebody on the other end and I want them to understand what I'm saying. That's all I care about as a firefighter, or for my guys. But we as fire chiefs in this room, and Sheriff's dept, police dept, whatever it might be, I think we need to know what it's going to take whether it's the state system or the SARA system, what it's going to take to make this county, and the surrounding areas that we have to cover safe for us. Because I didn't even go clear into the eastern part of Mahaska county because there was no need to, there was nothing showing up on the radio, there's a deal on there that shows a tower and it wasn't even showing a tower. It wasn't picking up this tower at all. So, going back to the basics, no it doesn't work. Mark states- I appreciate you testing that out. Doug states- I'm not saying that I tested it the right way, we tested it the way we felt that we

were going to use it, and what that means so I'm clear on this, that's handhelds. And handhelds are what we need, and I have been told if we get a repeater in the truck that will take care of the problem, well no it won't. Let's say that I were anybody and I have a firefighter that lives close to Pella, we get a call in the middle of the night that there's been a 10-50 roll over. What he's going to do is he's going to go to the scene because EMA's going to want to know how many injured there are, what the situation is etc. we're going to want to know stuff, so that firefighter is a very vital part of knowing what we have to bring to the scene. And if I must put a repeater in every pickup, on every firefighter, that isn't a good system. So I think whether that's now or in the next meeting we have, but I think we need to hire a consultant, get somebody in here that knows something so they can come back and tell us what it's going to take to get at least 98% portable coverage. Marks asks- is that the standard? Doug states- from what I've been told in Jasper County because they have the SARA system that they have over 99% portable. That's fantastic. Followed by discussion by multiple people discussing in building etc. Mark states- that needs to be on the next agenda, or we need to have that discussion. We probably need to at least have someone come in and educate. Marion County is not a money printing machine, there is going to be a limitation on what we're able to do, unless these towers come with grant money or the state has some other funds or something. There is going to be a discussion on cost benefit, there has to be that discussion. I want someone to tell me definitively what that is, so I agree with you. Doug states- cost benefit is keeping the responders safe, that is part of the counties job, to keep them safe regardless of how you have to get the money or we have to help get that money through grants etc., I think we need to work together. We can't just say "can't do it" we can't get the money it isn't going to work, not happening. Bokinsky states- you just described the RFP that I put together for Pella. Essentially do we need it. If so what's the best solution at these standards whatever.

13. *Establish next meeting date*- First week of April, April 9th at 6pm at 3014.

14. *Adjourn*- Doug makes a motion to adjourn, Kenny seconds. All in favor.