

Clayton County 911 Service Board

Minutes

September 1, 2022

Call Meeting to Order

Meeting was called to order at 1800 hrs by Vice Chair Sarah Moser.

Members Present

Samantha Rumph (911 Coordinator), Nioka Schroeder (Garber), Sheriff Mike Tschirgi (CCSO), Darren Nading (Volga), Ken Hoeger (Elkader), Marcus Kahrs (St. Olaf), Sarah Moser (EMA), Joe Zittergruen (Guttenberg), Sharon Keehner (BOS - via phone), & Daniel Torkelson (Farmersburg).

Others present: Chris Scott, Steve Holst, Tammy Sylvester, & Robert Millin.

Approval of Agenda

Motion made by Ken. Second by Marcus. Motion carried unanimously.

Approval of Past Meeting Minutes

Motion made by Dean. Second by Ken. Motion carried unanimously.

Election of 911 Board Chairperson

Fred Schaub contacted Sarah Moser today and advised he will be stepping down as 911 Chairperson effective immediately. Nominations were taken for new chair. Nioka nominated Joe Zittergruen. Second by Dean. Dean made a motion to cease nominations, second by Marcus. Vote for new chairperson - all in favor for Joe, none opposed.

911 Update

Additional reduction to Centurylink bill from \$144.53 to \$33.95 per month - additional savings per year of \$1,326.96. New total 911 trunk savings per year - \$52,768.92. The state committee Sam is on is now compiling information to make recommendations to the legislature to prevent 911 vendors from making these types of charges.

911 sign back log is completely caught up and orders for new signs will be placed once per quarter. The board of supervisors approved ARPA funding to pay for the last batch of green road name signs in total \$2,485.25.

Electricity to the Acre St cabinet has been disconnected. Joe is handling the tear down and removal of the shack. Payment for the city of Guttenberg's portion of the cabinet came and check deposited in the amount of \$5,394.32.

MCM gave a discount to their price as the Board of Supervisors decided to make the full payment in advance instead of spreading out payments over 18 months. New total \$208,537.50. \$4,255.87 discount from original price. On track for RFP release in early

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September sometime. Reviewed MCM answers to questions submitted from the July 911 Board Meeting. Discussed cross band scanning and that need was added to the RFP.

Reviewed information sent to 911 board via email regarding the generator/power test done at the sheriff's office and changes that needed to be made to the equipment to ensure dispatch would not lose equipment during power outages anymore.

Nioka had requested an updated coroner list at a previous meeting. Sam spoke with Dr. Thompson and he said he'd get the updated list the state has on file. He's also looking to certify more Death Investigators and utilize them like they do in Delaware County.

Dispatch asked for additional Geocomm map training – Sam reached out and got a recorded version that can be utilized for future new employees and sent Chris Scott the contact info to request an in person refresher.

Justin completed the interface/dispatch computer upgrade.

Next year's budget & PSAP expenditure report are being worked on currently. Waiting on additional figures needed from the auditor's office that have been requested. Also discussed email Sam received from the State Auditor's Office requesting information about 911 funds being spent on Chad Werger's wages in the past. Sam responded to them and has not heard anything further.

Discussed the Zetron phone installation and integration of existing admin phone system to the Zetron phone. Sheriff's Office staff was present to inform the 911 Board they will be undoing the integration as the admin side of the building is not satisfied with how its functioning for them.

- At the point it was decided to undo the integration, the following items were not complete; switch over to headsets per dispatch vote, volume balancing for radio integration, and KVM installation to get one mouse/keyboard for everything (\$13,983.58).
- Zetron phone will stay and handle inbound 911 calls only. The admin lines would be separate and be handled by the old Panasonic phone like they did before. They would also use it to make all outbound calls.
- Some features were lost during the integration due to an outdated admin phone system including analog vs SIP capability. The two systems are not working together in a way that is acceptable for the sheriff's office.
 - Dispatch could not do an all page over the intercom from the Zetron phone - the solution was for them to still utilize the Panasonic phone to do this if they needed to.
 - They cannot direct transfer to voicemail. They used to be able to choose to send a call to a deputy's desk or directly to voicemail without it ringing at their desk.

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Now they can only send to their desk and then if the call goes unanswered voicemail will pick up.

- To eliminate a 3 way calling issue, the following lines were separated; 245-1414, 245-1412, and 245-1540 to be dedicated lines to dispatch. So no one in the building could inadvertently pick up those 3 lines and then accidentally barge in on a call dispatch is on. This left 3 other lines available for the admin phones throughout the building to make outbound calls on. Sam was advised the admin office wanted 245-1412 to be their number as its a number they've always given out to attorneys. Choices for 245-1412 being with admin was to either leave it as a dedicated dispatch line and then when an attorney called in on it asking for the admin office, dispatch would transfer the call to the admin office or have NEIT move it to a dedicated admin line in which it would only ring into the admin office so if it were after hours or weekends, no one would answer it because it would not ring into dispatch or look at making it a "shared line" where it rings into dispatch then rolls over to admin if no one in dispatch answers. Additional admin lines could be added to give them even more dedicated admin lines and see if the two old 911 lines would work since they are already punched in. Those were old lines that had no activity on them in years. There were always 6 total lines for the entire building, No changes were made to total number of lines during this implementation - making 3 of the lines dispatch dedicated lines was the only change.

Changes once the integration is undone:

1. The Zetron phone will handle INBOUND 911 calls only. Dispatch will not be able to call a 911 # back from the Zetron phone by clicking on the number.
2. Dispatch will not be able to make any outbound calls from the Zetron phone, they will go back to making outbound calls by dialing the old Panasonic phone.
3. With no outbound calls on Zetron- the address book Sam built and the ability to call by clicking a number in it not useable.
4. The radio will not be integrated, therefore dispatch will not have headsets and will conduct dispatching the way they did prior with 2 handheld phones and the radio separate.
5. They will not be able to transfer admin calls to a deputy's cell phone.
6. Inability to 3 way call (911 call or admin).

Discussed bills that have not been received yet for the project and initial order cost from Zetron (listed below).

Admin Lines: \$11,592.71

Hardware - \$3,951

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Install - \$5,841.71
Maintenance - \$1,800

Radio Integration: \$2,927.84
Hardware - \$84
Install - \$2,843.84
Maintenance - \$224

Headsets: \$6,666.76
Hardware - \$5,731.80
Install - \$710.96
Maintenance - \$224

Sharon advised the county is looking at upgrading/updating the admin phone system for the county buildings and this may be an opportunity to get new technology into the sheriff's office. 911 Board and sheriff's office agreed they would pursue integrating the 911 and admin phone systems again when an admin phone system is in that works well with the Zetron and the sheriff's office would be interested in/open to being part of this county phone system upgrade to make that happen.

Board Membership Form 2023

This form is due to the state January 1st, Sam will be submitting in early/mid December. A primary and alternate board member need to be designated. Sam sent an email out to the cities to complete the resolution and contact information sheets. Get info back to Sam by November 1st. Nioka requested the board be sent the same sheets.

Meetings will be reduced to quarterly soon unless a specific need for a meeting arises.

Open Session/New Business

Sarah spoke about the current command trailer's condition (it leaks badly & is over 20 years old) – looking at new one thru 10-33 Emergency Vehicles. Also spoke about the School Safety initiative by the governor and there is a portion of funding for schools to get a radio. Sarah has requested schools hold off on ordering a radio so we can get something compatible with our new system once we choose which one to go with. Also needs to determine where the panic button goes when pushed and what channel they need to be set up on.

Motion to adjourn by Dean, second by Mike. Motion carried unanimously.

Meeting adjourned at 1956.

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