

Clayton County 911 Service Board

Minutes

February 8, 2024

Call Meeting to Order

Meeting was called to order at 1731 by Chair Joe Zittergruen.

Members Present

Samantha Rumph (911 Coordinator), Marcus Kahrs (St. Olaf), Nioka Schroeder (Garber), Darren Nading (Volga), Joe Zittergruen (Chair, Guttenberg), Doug Reimer (Board of Supervisors), Dean Courtnage (Vice Chair, Strawberry Point), Jeremy Schmelzer (Garnavillo), Robert Millin (McGregor), Ken Hoeger (Elkader), & Sarah Moser (EMA).

Others present: Ryane Quadrato (Powerphone/Total Response) via Microsoft Teams

Approval of Agenda

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

Minutes of Previous Meeting

Meeting minutes from the previous meeting were sent out prior to the meeting for review. Approval of past minutes, motion made by Sarah. Second by Marcus. Motion carried unanimously.

Budget hearing fiscal year 2024-2025

Budget figures explained line by line, including the county's contribution to the operating fund.

Surcharge Fund:

- Fund balance as of December 2023 = Approximately \$416,000 per auditor Garms
- Wireless surcharge revenue the same as last year & reduced landline wireless surcharge based on FY23 actual figure.
- Increased other phone expense line from last year due to adding outbound lines to the 911 Zetron phone for 911 call backs.
- Sign expense line was reduced from \$33,000 FY23 to \$8,000 this budget. No large sign order needed for FY25.
- Radio Equipment repair/maintenance was increased from \$80,000 to \$100,000 to cover tower rent for two P25 sites on the new radio system.
- \$36,000 was added to consultant fees for MCM to project manage on the dispatch remodel project.
- All other surcharge fund expense lines were left the same as last year's budget.

Operating fund: approved by Board of Supervisors December 27, 2023.

- Salary \$73,130 (includes salary, FICA, IPERS, & health insurance)
- Office supplies \$400 (same as last year)

Clayton County 911 Service Board

Minutes

February 8, 2024

- Other (mileage) \$1,000 (increased from \$600 to cover additional travel related to the radio project)
- Cell phone/desk phone \$2,100 (reduced from \$2,520 to reflect actual phone expenses)

Motion made by Marcus to close public comment on the budget at 1744. Second by Sarah. Motion made by Ken to approve the proposed budget. Second by Jeremy. Motion carried unanimously.

Total Response:

Samantha presented Total Response EMD software.

- 30 agencies in Iowa currently use it – AHA, NHTSA, & DOT approved.
- Used for questions & information gathering by dispatch in multiple call types spanning law, fire, and medical disciplines. The recorded questions & responses are then transferred to the call for service via integration with Shieldware.
- Total Response provides the medical director. Local medical directors are welcome to participate if they would like but are not required to.
- Also includes an online training portal for both certification in EMD, EFD, EPD and continuing education reducing staff shortages and expenses related to in person training off site. The training portal is unlimited and self paced and allows admins to assign & monitor progress in training courses.
- Certification requirements; prerequisite; 2 hours 10 minutes.
 - EMD 6 hours 25 minutes
 - EPD 2 hours 10 minutes
 - EFD 2 hours 45 minutes
 - Complete within 30 days. Test at the end, 75% required to pass.
- On site training would also be provided approximately one month after kick off & enrollment.
- IT will put EMD on its own virtual server, only cost will be minimal Microsoft licensing.
- Cost; 1 yearly service plan fee with no limit on users and 2 workstations to use concurrently.
 - Year 1 \$15,630.47 (includes both the software cost \$10,830.47 & Shieldware install/training fee \$4,800)
 - Years 2-5 \$11,505.47 per year (includes both the software cost \$10,830.47 & Shieldware annual maintenance fee \$675).
 - TOTAL 5 year cost of software \$114,846.43
 - 911 board pays \$54,152.35 over 5 years
 - Shared Services pays \$60,694.08

Clayton County 911 Service Board

Minutes

February 8, 2024

911 Board asked questions both Samantha & Ryane answered. Ryane stressed the importance of protocols in call taking as freelance call taking is dangerous for responders, opens the county up to liability, and is no longer considered best practice. The board members also discussed how this program would create consistency in dispatching, dispatching of the proper resources, & how this would be helpful for not only seasoned dispatchers, but especially new hires and hopefully reduce the turnover related to stress.

Motion made by Sarah to purchase & implement Total Response. Second by Marcus. Motion carried unanimously.

Radio Project Discussion:

Samantha presented updates on the radio project as follows;

- FAA has approved the 250 ft tower on Eagle Drive. The archeological dig is tentatively planned for mid March with the hopes it can be moved up due to above average temperatures.
- The ground space plan for the Guttenberg water tower site was reconfigured at the request of the water authority. We switched from an LP generator to a diesel generator to eliminate the standalone LP tank in the compound. No change in pricing & the diesel can arrive much sooner than an LP generator. The water authority approved both the construction and ground space plan on 2/7/24.
- Construction modifications for the NEIT tower were planned to start mid January. NEIT is covering those costs and managing that project in its entirety.
- The sheriff's office fleet and Elkader PD cars are scheduled to have their new radios installed by 10-33 Vehicles July 8-13 this year. 10-33 is the installer for those two agencies and RACOM agreed it would be fine for them to do the radio installations for them. This is what worked best in 10-33's schedule and these agencies will have a program set in their radios for both the current and new system. When cutover happens, they will just turn to the new program set and be ready to run on the new system.
- Samantha met with county engineer Casey Stickfort 2/8/24 regarding the options of secondary roads staying on the old system and all that entails vs coming onto the new system. Casey decided it would be most beneficial and cost effective to come onto the new system. MCM is going to assist in getting competitive pricing options that meet the needs of the secondary roads department. The goal is to have secondary roads onto the new system before July 1, 2025 and Casey will work towards splitting the cost between FY25 and FY26 to accommodate budgetary concerns for secondary roads.
- The paging project continues to encounter delays due to lack of documentation on our current system, how it functions, and the schematics for each site. We are currently waiting for RACOM to climb each site and run line sweeps to identify what each antenna is for as Comelec has not been helpful in providing that information.

Clayton County 911 Service Board

Minutes

February 8, 2024

- There was an issue at the Monona water tower with the heater, as well as an issue with the heater at Garnavillo. Comelec put a temporary heater at Monona overnight to heat the equipment back up and restarted the unit the next day and the problem resolved without replacing any parts, this was not covered in the maintenance contract. Moser Mechanical replaced the unit at Garnavillo last summer. Moser Mechanical inspected the unit and called tech support to get the unlock code to access the unit's settings. Upon accessing the settings, it was discovered someone had turned the heat setting down to 10 degrees. This will also not be covered under the maintenance contract, but Samantha has not received the bill from Comelec for Garnavillo yet.
- Next fleet mapping meeting is 2/16/2024.
- Detailed Design Review is 2/20/2024, which is also the next milestone for payment on the project.

Comelec Maintenance Agreement:

Samantha presented the proposed maintenance agreement Comelec sent in January. The first proposal they sent increased the contract from \$4,288.35 per month to \$5,366.50 per month. There were no additional services or equipment added to the contract. Samantha requested a reason for the increase, Comelec stated "age of equipment and support". Samantha removed the second PM check from the contract since we are working towards a new system in the near future, bringing the proposed cost down to \$4,956 per month. Samantha requested additional explanation from Comelec for the price since no additional equipment or services were added and has not received a response. Board members asked about RACOM taking over maintenance on our current system while working towards the new. Samantha advised MCM had brought that up as an option to look into as well as looking at other Motorola shops like Com-Tech to take over in the interim. MCM is gathering those costs and if RACOM would be willing to take that on. The Comelec increase is not due to start until May first. Samantha will gather this information and report back to the board so a decision can be made. No action taken on the Comelec Maintenance Agreement renewal.

911 Updates:

Samantha gave a brief update on the progress of projects already underway. Dispatch had their medical criteria training for autolaunch in January and are scheduled to have their second in March. Gundersen Air will be presenting autolaunch at Clayton County EMS Day and will present at the County Fire meeting in May. Go live is anticipated to be spring/early summer. Equature installation is planned for spring sometime. There is a lot of preparation and items for IT to be involved with that need to be in place before full implementation can be done. The command van decals are currently being designed. Rapid SOS was implemented in 2023 and on site training received in November. July 2023 usage by dispatch was 0%. December 30 2023-January 28 2024; usage was 62% logging in and 75% utilization of the program once logged in. This is an improvement, but Samantha would like to see those numbers increase. Chris Scott will be putting out a policy requiring dispatch log into the program at the beginning of every shift.

Clayton County 911 Service Board

Minutes

February 8, 2024

Dispatch Center Remodel:

Samantha explained after meeting with MCM & RACOM in December, it was discussed if any plans to do any remodeling in dispatch were in the future, it would be best to do that when the radio consoles were getting replaced during the radio project. Palmer Electric, IT, and technicians for both phone and radio have expressed the concerns they have with the wiring, electrical needs, and state of the dispatch equipment. All have said if the room could be redone (wiring/wire management, technology storage, electrical capacity needs, etc) that would be best. The 911 Board asked if the admin phone system had been integrated into the Zetron phone yet, Samantha advised the sheriff's office was responsible for pursuing that work as they agreed to at the September 2022 911 Board Meeting and that had not been done. Samantha requested designs and quotes from multiple console companies for new dispatch consoles and flooring and received quotes back from four companies. Evan's design did not fit the measurements & omitted a flooring quote and the proposal from Xybix did not meet the needs of the dispatch center. Both were presented and decided against. Russ Bassett and Watson submitted designs that met the needs of the dispatch center, fit within the measurements given, submitted flooring quotes, & both gave in person or virtual presentations of their product. Samantha also confirmed with all companies who submitted a proposal, the payment could be split between FY24 and FY25, meaning there would be no need to increase the equipment line item above past years budgets.

Motion made by Robert to spend up to \$100,000 to purchase new consoles & flooring for dispatch from Watson or Russ Bassett, with the company to be determined by Samantha after more meetings and discussion and to have Samantha request the building maintenance costs (electrical work & painting) be paid for by the sheriff's office. Second by Jeremy. Motion carried unanimously.

Open Session/New Business:

None.

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

Meeting adjourned at 1917.