**MINUTES**

**Board Members Present:**

- **County Government Representatives:**
  - Jack K. Wheeler, County Manager

- **County Legislature Representatives:**
  - John V. Malter, Legislator, District 4
  - Frederick G. Potter, Legislator, District 10

- **Fire Service Representatives:**
  - Brian J. McCarthy, Painted Post

**Law Enforcement Representatives:**

- James L. Allard, Sheriff
- Chief Jeffrey Spaulding, Corning PD
- Chief Chad Mullen, Bath PD

**Others:**

- David Hopkins, 911 Director, Ex-Officio
- Tim Marshall, EMO Director, Ex-Officio
- Tina Goodwin, Deputy 911 Director
- Ken Forenz, Deputy EMO Director
- Christopher Brewer, Deputy County Manager
- Carol A. Ferratella, Legislator, District 13

**Absent:**

- K. Michael Hanna, Legislator, District 5 (County Legislature Representative)
- James Webster, Chief, Bath VA (Fire Services Representative)
- Joseph J. Dick, North Hornell (Fire Services Representative)
- Frank Brzozowski, Hornell City Fire Chief (Fire Services Representative)
- Rick Andrews, Woodhull (Volunteer Ambulance Representative)
- Gregg Learned, Hammondsport (Volunteer Ambulance Representative)
- Alan Lewis, AMR Ambulance (Paid Ambulance Representative)
- Captain George DelNegro, Bath Zone Commander (State Police Representative)
- John Buckley, Hornell City Mayor (City At-Large Representative)
- Mark L. Ryckman, Corning City Manager (City At-Large Representative)

I. **CALL TO ORDER**

Mr. Wheeler called the meeting to order at 3:00 p.m. and asked everyone to introduce themselves.

II. **GENERAL BUSINESS**

Mr. Wheeler stated it has been a number of years since this Board has met. We met more frequently when 911 was new. The purpose of this Board was to provide feedback relative to the 911 system; successes, lessons learned, project updates, etc., and to recommend new ideas relative to policies/procedures. This Board has more of a coordinating function. He stated he would like to start today by having 911 and EMO provide updates on major projects.
A. 911 Update

- Mr. Hopkins stated we are about to replace servers and back room equipment. We are also looking at a regional system with Chemung and Schuyler counties, but that will take some time. This will be a good leverage of the fiber network that we have.

- Mrs. Goodwin stated we received approval early this year for an automated secure alarm protocol. The CAD vendor is in the process of being certified for that. This will provide two-way communication between 911 and the alarm systems which will now take seconds versus minutes to process an alarm call. We are looking forward to being able to implement this. Broome County went live with this a couple of weeks ago and Monroe County has been live for a year. From those that have the system, there has been nothing but praise.

- Mrs. Goodwin stated they have been working on CAD on Android. This was something that we were just starting to roll out the last time the Board met. This is a cheaper version of the mobile CAD that law enforcement has been using since 2008. The fire and EMS departments can now create jobs, change their status and add notes. This has been working really great, although the biggest challenge is finding money for the internet connections. She commented both of the cities are now utilizing this.

- Mrs. Goodwin reported in 2018 they took in 95,045 calls of which 72 percent were cellular as compared to when they first started in 2005, when 70 percent of calls received were landline. We are seeing better location data with text messages, but it is not consistent. The carriers have until 2021 to provide accurate location data on text calls. In 2018 they entered 115,959 jobs into the CAD. That breaks down to 81,393 law enforcement, 12,946 EMS and 7,674 fire. The balance remaining would represent duplicate calls. They also processed 110 new address approvals. There were also 59 landline telephone errors that we corrected in the master street address guide. We review that yearly for any obvious errors.

Mr. Malter asked do you have any measure of the increase or decrease in the categories of calls? Mrs. Goodwin replied law enforcement jobs were down 10,000 from 2017 – 2018, but there was also a decrease in the total number of 911 calls received. Also, the law enforcement jobs include those that law enforcement themselves facilitate. The number of jobs for fire and EMS remained pretty steady.

- Mrs. Goodwin informed the Board that Eagle View Connect (previously known as Pictometry Connect) now has 94 users. She stated they recently renewed with Pictometry to cover the next six years, which will be three flights in total. They were unable to fly last fall given the weather. They were able to fly this spring, however, they do not believe they got the entire county before there was 30 percent leaf coverage.

- Mrs. Goodwin reported the County now has the ability to join with other counties in the State to start collection of a surcharge on prepaid devices. That came down from NYS Tax and Finance.

B. EMO Update

- Mr. Marshall announced we are in the end state of the fire VHF simulcast project. This will take 45 departments from low band to VHF. With the simulcast system we are looking to building one tower site in Cohocton to connect to the fiber run there and then the system is ready to go in place. There has been a slight delay as NYSEG owns the Meeks Hill tower site and they are doing a major overhaul to their system. They are hoping to have that work done in August. This will put us a couple of months behind. With that, we have bought radios for the local fire departments and are securing additional tactical channels.
• Mr. Marshall stated they are upgrading the microwave system with new technology and a redundant backup. Everything runs on the fiber network with microwave redundancy. This is grant funded through the Homeland Security Interoperability Communications Grant.

• Mr. Marshall stated they are working on a redundant primary. This system will model what we have in the 911 building at an additional tower site so that if this building goes down, we will have a seamless transition. He stated that they have been working on a general UPS upgrade. There have been a lot of ongoing issues with the UPS system and we are taking the existing generator and UPS and upgrading it.

• Mr. Marshall informed the Board that they have added additional tower sites. This will allow us to communicate with Livingston, Ontario, Allegany and Tioga, PA. We will have dedicated base stations in each of these areas. We are already doing this with Ontario County. With the fiber network, it allows for a network connection for an easy transition of those sites. He commented Televate has been helping us keep our projects on a manageable scale.

• Mr. Wheeler stated last year we saw significant efforts to decrease the response times and three-minute tones for EMS and fire. Chairman Hauryriski had wanted us to look at that again. We met with outside agencies fairly quickly. Some counties are looking at countywide EMS. For a county this big, that is not easy and is also not necessarily something that we want to get into. In trying to coordinate this, agencies have stepped up. They are now letting 911 know their status. More box alarms are coming in and there are more mutual aid agreements. Mr. Marshall explained the major thing was getting the ambulance corps to adopt the box alarm system that fire is using. If help is not available in a specific time frame, now we have a guide for where to go. In Woodhull, they want four agencies dispatched for a lot of the calls in that area and that is working for them. Mr. Marshall stated with the simulcast project, once we migrate to high-band, he is looking at giving that group one tone.

C. UPS/Generator Update

• Mr. Wheeler stated a lot has been happening. One of the other things to discuss is relative to the replacement of the UPS and generator. Staff has done a great job keeping the system up and running. Unfortunately, we had one outage that was caused by human error. Mr. Marshall explained an employee accidentally hit a switch which tripped the breaker, and that was the cause of the problem. Once we identified the breaker, the system was back up and running within a fairly reasonable time. Mr. Wheeler commented now we are making sure that switch is being protected. Mr. Marshall explained we looked internally in our department and documented the incident and the corrective actions taken. In the future, we will have a step process that we will have to go through. The redundant prime project is part of that fix and is being engineered through Motorola. Mr. Malter asked what is the time frame for that? Mr. Marshall replied this has been in the works for six to eight months for engineering. We have not been presented with a design or options yet. He is assuming that will be coming soon.

• Sheriff Allard asked does this give you the option of going anywhere and setting up a stand-alone? Mr. Marshall replied we have asked them to allow us the capability to continue system operations on the network. Mr. Hopkins explained this is a split process and we could have more than one site. Motorola could choose to do virtual. Mr. Marshall stated he has been talking with other counties about the ability to partner with one another to back each other up, share resources and place components in other parts of the network or in another building or facility.

D. Open Discussion

Mr. Wheeler opened the floor for open discussion.
- **Higman Hill** - Mr. McCarthy asked is there any agreement in place for access to Higman Hill? He noticed there is now a gate across the road. Mr. Marshall replied yes, we are on Higman Hill and have access going up to the site. Chief Spaulding commented there is posted property and they are putting up gates. Mr. Marshall stated he would send the Radio Technician, Mr. Marvin, to check on it. He was unaware that was happening.

- **Tower Site Warning System** - Chief Mullen asked do you have any warning system when one of the tower sites goes down? Mr. Marshall replied yes. We have a network monitoring system that monitors all of the tower sites. Chief Mullen asked how does 911 know when a site is down? Mr. Hopkins replied we get an indicator on our consoles. Mr. Wheeler asked how does the alarm go to Mr. Marvin? Mr. Hopkins replied it sends him a text message. Mr. Wheeler asked should we add someone else to that?

Chief Mullen stated the monitoring of the radio towers is a safety issue. Mr. Marshall stated 911 knows when something goes wrong and the first person they call is Mr. Marvin, then me and then Mr. Forenz. With the simulcast system, we don’t lose all of the tower sites at the same time. If, for example, we lose a link between Hornell and Cameron, then the Cameron site will route back through Corning instead of Hornell. If there is a complete fiber cut, then the microwave system picks it up and takes it. There are multiple redundancies.

- **CAD/Impact Records Management** - Sheriff Allard asked are you upgrading the CAD system again? Mrs. Goodwin replied not that she is aware of. Sheriff Allard stated there was discussion about it at the Public Safety & Corrections Committee meeting. Mrs. Goodwin stated that discussion was relative to the replacement of servers. Sheriff Allard stated that with regards to records management, there are currently two agencies using Impact, with the possibility of a third. With the interoperability with Chemung and Schuyler counties, this would be a good opportunity to move to Impact to line up with CAD, especially with the new discovery requirements that the District Attorney is mandated to do. This would seamlessly work with Chemung and Schuyler as both are using Impact and then information would push directly to the agencies. It might be a good time to look at putting it all together. Chief Mullen stated with law enforcement having 81,000 calls in 2018, it makes sense to have everyone on one program.

Mrs. Goodwin stated we are good with our current CAD system until 2022. Mr. Wheeler stated we have been working with STN (Southern Tier Network) on sharing information. We had a discussion 10 years ago to try to get the counties on the same platform. We are under contract with our CAD system and are looking at an update. To completely replace the CAD would be a monumental task and we do not know the cost. Sheriff Allard stated he is just asking to look at it.

Mr. Malter asked is this new software? Mr. Wheeler replied yes. Changing CAD would be a significant, multi-year effort. We have talked about what happens in 2021/2022 and we can look this option. Mr. Malter asked have you done a workup on the cost analysis? Mr. Wheeler replied we will do that as we get closer.

Chief Mullen stated he has been to both Chemung and Schuyler counties to look at their system. Chemung has the older Impact II and Schuyler has the newer Impact III. It is an overall countywide system and it makes sense, but again, it is a lot of money. Mr. Wheeler stated it would be a huge amount of money to do an all new CAD system. We have $500,000 set aside. We can all work together to look at and model what those options can be. This might not integrate as seamlessly as we want. Mr. Malter asked can we look at one of the counties who already has this to see what kind of transition time they had putting it in? Mr. Wheeler replied yes.

Mr. Hopkins commented a 200 square mile county compared to us is a huge transition. Mr. Wheeler stated we can work together to examine this. Mr. Marshall commented the other part is the
integration with the radio system. That is a big step as well and a major amount of money. Sheriff Allard stated they are doing it in 30 other counties and he is sure we can do it here. Mr. Wheeler stated we can examine it. Discussion followed.

Meeting was adjourned at 3:45 p.m.

Respectfully Submitted by

Amanda L. Chapman
Deputy Clerk
Steuben County Legislature