

Marion County 911 Board Minutes
November 1st at 6:00 pm
Marion County Court House

1. Chair Marcia Slycord called the Marion County 911 Board meeting to order at 6:00pm.
2. Melissa Poffenbarger took a verbal roll call and the following members and guests were in attendance:

City of Bussey	Absent
City of Harvey	Dennis Seibert
City of Knoxville	Dan Losada
City of Melcher	Terry Fisher
City of Pella	Marcia Slycord
City of Pleasantville	Bill Moore
Clay Township	Brice Loonan
Indiana Township	Absent
Knoxville Township	Kenny Thompson
Lake Prairie Township	Doug VanGorkom
Marion County BOS	Jason Sandholdt
Pleasant Grove (Pleasantville)	Absent
Red Rock Township	Absent
Washington Township	Absent
<i>Also present</i>	
Marion County EMA/911	Jeff Anderson
Marion County Sheriff's Office	Martha Dykstra
Marion County Zoning/911	Melissa Poffenbarger
Pella Police Department	Robert Bokinsky
Pella Police Department	David Beukelman
Pleasantville Police Department	Tim Cox

3. *Approve agenda for regular session of 11/01/17:* There was a motion by Losada and a second by Thompson to approve the agenda as presented. All members were in favor and the 11/01/17 regular session agenda was approved.
4. *Approve minutes of 09/27/17 meeting:* There was a motion by Thompson and a second by Fisher to approve the 09/27/17 meeting minutes. All members were in favor and the minutes were approved.
5. *PSAP Grant Update:* Chief Bokinsky and Anderson met with Mike Miller on October 13th and laid out the status of project and their frustrations. Miller did not make any excuses and Racom is being very accommodating to the departments. The Excel 200 will not page, so Racom has given the option of EF Johnson radio or a pager to the departments at no cost. The scan issue is due to a firmware issue and they think it can be corrected with an update. Racom through Zetron will be the State wide vendor through the 911 network. They will be the single vendor for CPE's through the next three years. Anderson advised the Knoxville Township mounting of radios is in the process. Sheriff Sandholdt wants to know if re-programming to the state radio system is free with the grant radios or if E911 board will pay for it? Slycord advised it has not been discussed yet and until the tower is here it won't be. Sandholdt stated the tower will be up before

the next meeting. Anderson explained the SWIC told them every department that wishes to access the tower will have to do the Memorandum of Understanding, the letter of intent and the application. Sandholdt states he was told that his would cover them. Anderson advised they asked specifically when they did an about face at the board meeting and were told that each department, even if it was one radio they want to have access, would have to do the MOU, letter of intent and the application and the answer to that was yes. Sandholdt asked what board Anderson was referring to. Anderson advised the Interop Board and part of that answer was before those radios is entered into the master controller for the system all of that has to be checked and approved. Sandholdt said there is more follow up that needs done. Anderson advised Sandholdt was told his would cover everyone, but then at that meeting they changed it and changed the application process on their website. Dykstra asked how long ago the meeting was, Anderson advised it was 3 months ago. She then advised she just filed last month and was told it was approved. Sandholdt advised we should just be prepared for those that do want to use it. He advised he'll look into it and if they have to do it. Sandholdt then had a follow up question if it is decided that they can use the counties talk groups then who is responsible for the programming, the agency or the Board. Slycord advised per the documents they signed it will be up to the agencies, but they will clarify it with Duane. Anderson advised they need to cross that bridge anyway due to building out the Pella site and Jasper County changing.

6. *By-Laws Update:* Anderson advised he wanted to have conversation on a couple of the items in regards to the by-laws. For clarity, items highlighted in blue/green are new additions or changes. Starting with 3.3, it should say that Marion County Emergency Management Commission shall be entitled to voting membership on this Board per the legislative change last session. Next in highlighted in yellow, official board representatives shall be empowered to designate by proxy another individual to represent them before the Board. Anderson stated this is contradictory to what the Board stated they wanted last month and is in some ways contradictory to how the Board has been operating. He advised he needs clarification from the Board on whether to strike that, change it, leave it, what do they want to do with it. Slycord asked if they go that route is there a proxy form or is it verbal. Anderson advised it makes it extremely difficult for Kim to keep track who can officially represent someone. Anderson stated we have a manageable process right now where it requires a signature and a designee for the alternate and this contradicts that. Sandholdt asked how this contradicts that. Anderson advised the way we've been operating we don't allow a proxy. Sandholdt asked how we define a proxy, somebody that's here or somebody that's designated. Anderson advised that needs clarified, essentially we allow a proxy with a written signature. He advised it needs clarified in the manner of the proxy, it's not a verbal proxy, it requires a written proxy and it should be updated to say that. Losada stated currently we have a primary and an alternate, so is the proxy allowing a 3rd or 4th person. Anderson advised he was interoperating it that the form we are using now is a form of proxy where the designee is allowed to choose one alternate. If they choose to open it up to multiple alternates then that's their prerogative, but the 911 staff would need to know that and it should be clarified in the by-laws so in the future we don't have these questions. Sandholdt asked what the concern is and if for example Mark or he can't make it and wants to send someone else from the Sheriff's office why does it matter who the vote comes from? Anderson advised it doesn't, but it's contradictor to what we are currently doing. We require the form to be filled out by the designee and signed with the alternates name of their choosing. With a proxy you could choose someone 5 minutes before the meeting.

Slycord advised they are just wanting it clarified here. Losada advised he doesn't have an issue with proxy as long as it's been communicated to the Board by the primary or alternate designee. Slycord asked to confirm if that is in writing or verbal? Losada advised he thinks verbal would work as long as it comes from the primary or alternate designee. Sandholdt asked if it needs to be someone from that agency? Losada said no. Anderson and Slycord advised they think it should be and there is a future section where this will be discussed. Poffenbarger asked the Chair if she has concerns about this not being in writing in case there is controversy about a vote. Slycord advised the reason they bring this in front of the Board is if there is a vote that someone challenges that they are able to show that this particular person was eligible to vote. Losada asked if it could be reflected in the minutes to show that someone has chosen a certain proxy to vote for them and if that person votes differently than they are instructed then the designee has to take ownership of that. Anderson advised the future section is 8.8 where each member is allowed one vote. He feels that this one should stand as is. He does not have an issue with someone filling in as a proxy as long as it is done in the manner in which they have brought forth. Losada advised he thinks proxy is an important function and it should be allowed as long as the Chair person is made aware of it before the meeting. Next is 8.6 where the Board wishes to change the quorum from 8 to 5, there is no other change than updating the number. The next change is in 8.9 and comes from conversation with Blake and how the State 911 council operates. Electronic participation can be allowed, but if that person is to obtain a quorum then they need to be present for the entire duration of the meeting. Sandholdt asked if 8.9 was a new section and why if it's not currently in the by-laws why it's being discussed. Anderson advised it's been added because if you don't specifically address it in your by-laws Robert's Rules of Order automatically allows or disallows, so Blake's guidance was to address it and reflect it one way or the other. Section 12.1 is a formality if you change the by-laws it will require 2/3 vote and the Chair person has to send out written copies at least 30 days before that can happen. No action needed at this time.

7. *Board approval of 911 plan:* Anderson advised the plan is not done and that he has sent four questions to Blake and is waiting for a response. Anderson will get the answers from Blake, make changes if needed and he will send it out as soon as it's done and before the next meeting. It has to be submitted by January 1st, 2018. No action needed.
8. *Board discussion regarding outside legal council:* Anderson asked Chief Bokinsky if he has any thoughts or direction on this. Bokinsky advised Mahaska County has hired legal counsel to guide them and their Board to navigate legal problems. He advised it has been pretty eye opening and beneficial. It has professionalized their operation and as they work their way in developing their communication plan it is assisting them in open and closed meeting laws and what can and can't be discussed. He advised there is a lot going on here that we could benefit from having outside counsel. Slycord advised they are the experts and we are not, so it has been a good thing for Mahaska. Bokinsky advised some of them specialize in this area and they represent a number of Boards. Sandholdt asked on what he charges Mahaska County. Bokinsky advised the bonding attorney is around \$300 per hour and the council specifically representing the Board he believes was around \$125. Sandholdt asked if they come to every meeting and charge for that as well. Bokinsky advised the Board decides on that ahead of time. Sandholdt then asked if we know how many other 911 Boards across the state do this. Anderson advised he didn't have the exact number with him, but he advised they had polled all of the Board across the state and all of those that have taken part in a large plan/change have used outside

counsel. Anderson advised he added this back to the agenda to find out if there is anything the Board wants him to be doing with it. Losada made a motion to get a cost estimate from at least two attorneys and find out from Mahaska County how many hours they have invested in theirs in the last year. Sandholdt seconded the motion. All were in favor.

9. *Communications Consultant RFP:* Anderson advised per direction at the last meeting he was able to get Mahaska County's document package and printed three documents that he felt were relevant to where our Board is in the process. He was tempted to take their RFP and change out the Mahaska's for Marion, but he wanted additional direction on how they want this RFP process to go. Sandholdt advised there was a lot of discussion at the BOS meeting on why the 911 Board would move forward with an RFP without giving the state tower a chance. He would like to have a discussion on why the 911 Board would waste money and move forward without giving the tower a chance. Losada advised this process will take some time to get the RFP's out and back, so we would have the chance to have the system up and running before it's completed. That way if system does work well we don't have to go forward with the RFP's and if it doesn't we've already started the process. Sandholdt advised he didn't know the time frame, he just wants to give the state tower a chance and he doesn't want to waste money. He understands the timing of the process now. Slycord advised they want to give the tower a chance and the RFP process is going to take several months. The Board made the decision to move forward with this to be prepared. Bokinsky asked if they have ideas on how to move this forward should information be sent to Jeff? Sandholdt advised the tower should be up in December, others are projecting June/July for everything to be up and running. Sandholdt made a motion, but there was additional discussion and argument on time frames and wording of the motion. After discussion Sandholdt made a corrected motion that the Board does not accept a proposal from a consultant until 30 days after the statewide system is up and running or July 15, 2018. There was a second by Moore. All were in favor and the motion passed.
10. *MCSO proposal/presentation - Racom:* Dykstra advised this is for a 911 system UPS in the amount of \$4,938.68 replacing an existing system. Slycord asked if the 911 board originally bought this. Sandholdt advised it would have been John McCoy. Poffenbarger asked if it was the original one. Sandholdt advised it was and Poffenbarger advised it the office would still have the original receipt. Thompson asked if this was something that just came up or if it's in the budget. Anderson confirmed this is for radio dispatch, not 911 call taking equipment. Slycord asked if the system goes down does it also support Pella PD. Dykstra confirmed it keeps the radio system up and running. Sandholdt advised if someone calls 911 everyone is dispatched by the radio, you have to have the radio for 911 to work and he believes it is both. Anderson asked because we have a different vendor that supplies the 911 call taking equipment, so he was puzzled why we have a different vendor providing a UPS backup for equipment from a different vendor. Dykstra advised that when the building was built in 2006 between Emergency Management and E911 they pretty much furnished the communication center, they pretty much paid for all of the equipment in communications and the back room. Bokinsky advised Pella PD just paid for their own UPS out of their own pocket. He would just ask that they be reimbursed for their cost. Dykstra asked how it compares price wise to what they want. Slycord advised they did a UPS for the entire facility at \$20,000. Bokinsky stated they would not ask for that entire amount back, just a comparison to what Marion County is asking for. Dykstra advised John always tried to

keep everything from one department to the other. Sandholdt advised if it's a necessary piece of equipment, whether it be for Marion County or Pella, he thinks it should be covered. We have to have it to continue to working. Losada asked if the price is within the right ballpark not knowing what a UPS is or costs. Bokinsky described what a UPS does. Slycord advised she would be curious to know how long it will run their equipment. Loonan advised he had been pricing them for work and one that runs for about 8 minutes is roughly \$8,000, so he feels this price is okay. Sandholdt made a motion to approve the \$5021.60 for the 911 UPS backup. Van Gorkom advised the motion should be amended to include Pella PD if they paid out of pocket for their own. Sandholdt amended his motion to pay for \$5021.60 and supplement Pella PD the same amount for the upgrade to their system. Loonan seconded the motion. There were 8 ayes, 1 nay and 5 absent. The motion was approved.

11. *MCSO proposal/presentation – Shield:* Dykstra advised this proposal is for their Shield RMS CAD Disaster training license and SQL database for \$6,750. Slycord asked what it does. Dykstra advised it will allow them to properly train new employees without using their real CAD system. It is training software. Sandholdt advised it allows the dispatcher to have training without having to take a real 911 call. Van Gorkom asked if this is something new or if they have done it in the past. Dykstra advised they currently do not have it, but years ago they did have it and no longer have it due to licensing issues. Slycord confirmed it's not a maintenance support and that they have a training module based on maintenance and support. Losada asked why it was allowed to lapse. Dykstra advised they didn't allow it to lapse, it's just now they have to purchase it in order to have the disaster recovery training. Losada asked why they need it at this time. Dykstra advised it would speed up the process of their training and it serves as a disaster recovery. In the event of a disaster they could pick it up and take it with them with no time lost. Slycord stated included in the terms of purchase order is the first year support maintenance is included at no cost, the 2nd and subsequent years support maintenance is calculated at 15% of the unit price, total paid software will be \$1,012. Slycord asked if the Sheriff's office intends to pay that maintenance or if they will continue to come back to the Board when that's due? Sandholdt advised they haven't discussed that, but he would plan on picking that up. Slycord asked if they are able to delete records from Shield, so they could use their Shield record as a training system? Sandholdt advised either they think it benefits the dispatchers and makes them better or they don't. He asked if people feel that this isn't part of the 911 side of things or are they comfortable with paying for it? Fisher advised this is a budgetary item and he feels like it should be added on to budget side of things, so they don't come to the Board in the middle of the year and ask for money. Sandholdt asked Dykstra if she feels like it's something that needs bought right now or if it could wait until the budget time. He asked for pros or cons of having it now. Dykstra advised the sooner and better we can get someone trained the more efficient they will be. Van Gorkom asked how many dispatchers they might go through between now and the end of July. Dykstra and Sandholdt advised there is now way to tell. Slycord asked if they could give Van Gorkom a historic idea of their turnover. Van Gorkom advised if this is something that they've had in the past and have been without it for two years he also feels they should come to the Board during budget time. Sandholdt asked if Van Gorkom feels if this is a 911 expense. He advised he doesn't know right now. He needs more information on it. Sandholdt advised if they don't feel like it's a good expense then he'd like to know so he can purchase it. Fisher would like to know if there is a presentation that they can see so they know what it does. Dykstra advised she would check with her vendor. Bokinsky advised he has previously

been a PSAP manager and knows how valuable training is, with that being said Pella PD just went live with new CAD and RMS and paid for their own training module. Slycord asked if they will match what Pella PD just paid for theirs. Sandholdt advised he is going to withdraw their request, although he believes it is needed and should be covered by the 911 Board, but understands that coming in the middle of the year and asking and with several valid questions and points, because he feels it is important enough for his people, he will just pay for it. He stated however when he goes under budgetary he's going back to the Board to ask for the \$7,000. Discussion was closed due to the withdrawal of the request.

12. *MCSO proposal/presentation – GeoComm*: Dykstra is requesting funding for a 3rd position mapping. They currently have a 3rd position for 911, but not the mapping that goes along with the 911 call taker equipment. Losada confirmed this would allow the 3rd dispatcher to access all of the mapping that goes out over their consoles, so when a call comes in they know where it's coming from. Slycord asked if the 911 Board paid for the 3rd position. Dykstra confirmed they did and up until 2014 they had the mapping for the 3rd position. Anderson advised that John McCoy recommended at that time when the new equipment was bought that for cost they would go down to two positions and at that time that is was decided. They would purchase for two 911 call taking positions at Marion County and one at Pella. Losada asked how many dispatchers Pella has at one time. Slycord advised they have one 911 call taking position, but for sometimes 40 hours a week they have two people there, with the exception of when someone is on vacation or sick. Slycord asked how often the 3rd position is used. Dykstra advised once they are up to full staff it will be utilized 24/7, at a minimum of 8 hours a day. Losada asked if the cost is total cost or ongoing cost? Dykstra advised she believed it was total cost. Anderson advised \$1,000 ongoing maintenance. He advised we pay \$12,264 annually to GeoComm for maintenance right now, so it would add \$1,000 to that. Anderson stated his comment for the Board is he was asked to be a part of the RFP panel for HSEMD. He got to sit and evaluate proposals, vendor's and products for the statewide 911 system. They are going to make call taking equipment available at no cost, which would save us roughly \$2,500 a month in charges we currently pay. He advised he was privy for two days to see presentations of different equipment and he is not sure we'll still be using GeoComm for call taking equipment in 2 years. He advised our call taking equipment goes out of contract in about two years and it's his belief that if they put a panel of users and Board members together to look at other equipment and where we go in the future he is confident that in two years they may decide to go with a different vendor. It was asked if this is because there are better vendors. Anderson advised, yes there are better vendors and like Zetron has built in mapping and some of it makes our current call taking equipment look archaic. The GeoComm mapping is just a map, it doesn't offer anything else. In other equipment's it's built in. Sandholdt asked if GeoComm was selected by us. Anderson advised yes, it was selected by John McCoy and the Board, when we bought the current 911 call taking equipment. Losada confirmed that what Anderson is saying is that GeoComm is not keeping up with the latest technology. Slycord advised that through the text to 911 project she was enlightened to find out Solacom have ten PSAP's that they support/manage out of 113, so it's kind of telling where the trend is going. He advised he is bound by none disclosure agreement so can't elaborate much more, but it was mind blowing how much the better the technology is with some of the other products versus what we are using. Losada confirmed that going back to the proposal presented that they are looking at \$8,000 and \$1,000 a year after that. Slycord asked if this would be matched for Pella PD if they would consider a 2nd

911 position. Losada advised he understands things change, but feels again like this is something that shouldn't come up in the middle of the year. Dykstra advised it's because their call volume has changed and she has been by Chief Mitchell several times if they have the means necessary to designate one person to an incident and the answer is no because we don't have the equipment needed to do that, this would be part of that equipment. She doesn't feel she can justify sitting a dispatcher at a work station that is not fully functional. Sandholdt advised the hard part of this discussion is sometimes we don't make all of our purchases at the beginning or end of the fiscal year, it can be hard to project things during budgetary time. He stated the real question is whether it is a 911 expense or not a 911 expense. If it is he believes it should be paid for, if it's not then it's up to him to figure out how to do it. He asked if the 911 Board is hurting where this \$8,000 expense is going to put them over for the year. Slycord advised it will be what the Board decides. Sandholdt made a motion that it's paid for by the 911 Board for the 3rd position mapping for \$8,003 due to call volume in Marion County. Slycord asked if there is a second on the motion. The motion died due to a lack of a second.

13. *Establish next meeting date:* The By-Laws and 911 Plan have to be submitted by January 1st. Anderson advised he would try to have a draft budget for them to review. Anderson advised Terry Edwards will be retiring effective this Friday and that the EMA/911 office will most likely be moving some time between Thanksgiving and Christmas to the East County Annex at 3017 Main Street. The next 911 Service Board meeting was set for Wednesday, December 13th at 6:00pm.
14. *Adjourn meeting:* There was a motion by Van Gorkom and a 2nd by Thompson to adjourn the meeting. All were in favor and the meeting adjourned.

Respectively submitted

Kim Pettyjohn