

**STEBEN COUNTY 9-1-1 ADVISORY BOARD**

*Thursday, February 16, 2017*

*3:00 p.m.*

*Steuben County 911 Center*

*Bath, New York*

**\*\*MINUTES\*\***

**Board Members Present:**

County Government Representatives:

Jack K. Wheeler, County Manager

County Legislature Representatives:

John V. Malter, Legislator, District 4

K. Michael Hanna, Legislator, District 5

Fire Service Representatives:

Chief Dan Smith, Hornell City

Brian McCarthy, Painted Post

Law Enforcement Representatives:

Chief Chad Mullen, Bath PD

Cpt. Eric Dauber, NYSP

Jim Allard, Sheriff

Lt. Jeff Heverly, Corning PD

Volunteer Ambulance Representative:

Gregg Learned, Hammondspport

Paid Ambulance Representative:

Jim Neary, AMR Ambulance

**Others:**

David Hopkins, 911 Director, Ex-Officio

Tim Marshall, EMO Director, Ex-Officio

Tina Goodwin, Deputy 911 Director

**Absent:**

James Webster (Fire Service Representative)

Joseph Dick (Fire Service Representative)

Rick Andrews (Volunteer Ambulance Representative)

Shawn Hogan (City At-Large Representative)

Mark Ryckman (City At-Large Representative)

Aaron Mullen (County Legislature Representative)

**I. CALL TO ORDER**

Mr. Wheeler called the meeting to order at 3:05 p.m.

**II. APPROVAL OF MINUTES**

**MOTION: APPROVING THE MINUTES OF THE APRIL 14, 2014, MEETING MADE BY MR. LEARNED, SECONDED BY MR. MALTER AND DULY CARRIED.**

**III. NEW BUSINESS**

A. **Updates of 911 Projects** – Mrs. Goodwin reviewed performance statistics with the committee. During 2016 they received 102,691 incoming calls and of those, 64 percent were cellular calls. There has been a dramatic shift since we opened 11 years ago where at that time 60 percent of all calls were made from landline phones. We continue to accept text messages to 911. We were the first county in New York State to implement that. The drawback with texts is that they do not give us accurate location information for the messenger. We ask that callers only use texting when they cannot speak or it would be unsafe for them to speak. The cellular carriers have until 2021 to provide accurate location data for text messaging.

Mrs. Goodwin stated 128,011 jobs were entered into the CAD system in 2016. This includes calls received for services as well as self-initiated calls. Of these, 91,496 were law enforcement, 12,633 were EMS and 7,327 were fire. The balance of the calls were for general information or duplicate calls. We assigned 132 new addresses and corrected 64 landline telephone errors in the MSAG. With regard to Pictometry Online, we helped manage 90 users with 100 licenses. This includes emergency personnel, assessors, town/village officials and county personnel. During 2016 new Motorola IP radio consoles were put into service. We have worked with the Emergency Management Office on this project and it is going well. We have been using the I Am Responding program and they company will be rolling out more features. Many of our fire and EMS agencies are participating. She stated they are planning on a complete hardware replacement for the dispatch positions this year. Everything was purchased in 2011 and most of the equipment is being used 24/7. This year is also the renewal or change-out year for the CAD system. We will synchronize both as one project.

Mrs. Goodwin stated the EMD was recently updated to EMD13 and the staff have been trained. We will be making change in our CAD system as to how we code medical calls. There is an update every four years or so. The EMD had several thousand changes and we will look at going to a different way of doing the general response types and make it less labor intensive. With regard to staffing, in 2016 we had one employee leave and one retire. Turnover has not been an issue for us over the last several years.

**B. Fiber Network** – Mr. Hopkins informed the committee that the Southern Tier Network (STN) is a municipal not-for-profit dark fiber project involving Chemung, Schuyler and Steuben. Each of these three counties are now connected along with Yates. There is still a project pending to connect to Ontario and Livingston. They are doing build-outs in Broome, Tompkins, Tioga and Allegany counties. Public safety is getting the benefit as we connect the counties through our radio towers. By the end of this year, 20 percent of the State will be on our fiber network.

Mr. Wheeler commented this has been an effort for a number of years. Both 911 and EMO have been involved in this project. There is also an economic development aspect. Being able to connect PSAPS and radio towers is a huge benefit. This is a great project.

**C. IP Radio** – Mr. Marshall informed the committee that they have been working on the IP Radio Console Project. This will change the whole control electronics bank that we used to use for the radio system. The original system was installed in 1995 and now is being update. This is a \$3.16 million upgrade which includes the fiber connects to all tower sites. We will be using the microwave system as a backup. With the next round of funding, we will be bringing the fire system from low-band to VHF and then everyone will be on the VHF platform.

**D. Albany Update** – Mr. Wheeler stated there is a proposal in the Governor’s budget to apply a surcharge on prepaid cellular devices. The prepaid devices are a growing portion of the market share. It is anticipated that this will generate \$260 million in revenue. The downside is that the Governor’s budget does not divert any funding to 911 or interoperability grants. The State should be giving a larger portion to the counties. He asked that when they do their advocacy to let your representatives know that we support the surcharge, but we want the State Legislature to appropriate more funds into the grant program for municipalities.

**E. Coverage Issues** – Mr. Marshall stated that they are still having coverage issues in the Village of Bath and that they could possibly put a repeater up on the County Office Building. Sheriff Allard commented he has concerns about coverage in the County Office Building. Chief Mullen stated that he had asked if it would be possible to put something on the tower at Mossy Bank. He has issues because they are on the same frequency as Corning and Hornell. He would like to get his own frequency and that might benefit the entire village. Would that be something that we could look into. Mr. Marshall stated the issue is the connectivity to the tower. We can connect to microwave or to fiber and that is the biggest hurdle. There is also a cost to lease the space. Chief Mullen stated they have new portables and new radios. The issue is in the building. Mr. Hopkins stated there is no in-building coverage. Mr. Marshall stated we have 95 percent mobile coverage in 95 percent of the County.

Mr. Marshall stated we do have issues in Cohocton. They are not operating on the same frequency and are working off the primary law enforcement frequency. We are looking at additional tower sites. With the coverage issues in the Village

Bath, we will need to sit down and look at what you ultimately want to do. If you are looking at separate frequencies, that is something that we could include in our next round of funding.

Mr. Hopkins asked can we explain the dead spot issue in the village? There are no dead spots with the mobile. Sheriff Allard asked what was the outcome of the study that was done? Mr. Marshall replied we made adjustments to the antennae on the towers. We have some problems on the I99 coming out of Pennsylvania and are looking at another tower site and to partner with Tioga County. We are also looking to partner with Schuyler County on Sugar Hill and with Ontario County for Hunt Hollow and Livingston County on County Line Road which should cover the issues in Wayland and Cohocton. We also turned the antennae at Perkinsville to cover the I390 area.

F. **Case Management Systems** – Chief Mullen stated that Corning, Hornell, Hammondsport and the Village of Bath have PD Manager and it is no longer user friendly. In the Village of Bath, we have a dispatcher Monday – Friday days and evening. We are looking for a Records Management System (RMS) that will connect with 911. Now our officers are tasked with taking information from the CAD system and inputting into our system and that is very time consuming. The CAD program does not coincide with PD Manager. Sheriff Allard commented we also want an RMS that will work in the cars.

Mr. Hopkins commented the solution is a countywide solution. Any job that is created in the CAD would automatically create a corresponding job. If that is done correctly, a copy of the record will be in the RMS. Chief Mullen stated that is what we are looking for. He doesn't want to have his officers coming back to the office in order to do the paperwork. He stated along with the Sheriff, they have been researching different systems. Mr. Malter asked what is the cost for a new system? Sheriff Allard replied between \$60,000 - \$600,000 per agency, depending on the system. Chief Mullen stated Impact is what Chemung, Schuyler, Allegany and Tioga counties use. The cost is \$36,000 per year for my agency with a one-time fee plus annual maintenance.

Sheriff Allard stated the same system for the Sheriff's Office is \$70,000 up front based on the number of users at any one time. Mr. Malter asked what do we have to lose if we change to a new system? Mrs. Goodwin stated the County does not pay for this right now. Sheriff Allard stated currently we are using the State SJS. Undersheriff McNelis commented the future of SJS is very bleak. An RFP was put out for a new system by DCJS and then was removed from the State budget. They anticipate a new system within five to seven years, but he does not anticipate that happening. The New York State Police are also using SJS. What the NYSP see and what we see are different and the ability to customize to RMS is non-existent. It is creating paperwork bottlenecks. We need to get out ahead and get into a system that works from the police records management system.

Sheriff Allard commented the version we have never records unless it is significant incident. Once the record is closed, it is gone. Chief Mullen commented with Impact every County can see information from other counties. Mr. Hopkins commented Chemung and Schuyler counties share their CAD system. Undersheriff McNelis stated you can customize how you want to share your information and it will auto populate into the CAD. Mrs. Goodwin stated the CAD system is not meant to be an RMS.

Mr. Wheeler asked what is the prospective for the jurisdictions being able to budget for the upfront costs of a new RMS? Chief Mullen replied for him, the cost for a new system would be the cost of a car. If we purchased Impact, there would be an annual maintenance fee of \$3,500. Undersheriff McNelis stated there are 200 agencies on SJS. Mr. Wheeler stated if you can get a consensus among the group and if the vendor is on State contract, then we have options. Chief Mullen stated he spoke to Oneida County and they are using TriTech and they think that program is terrific. That RMS is an older version and is not web-based.

Mr. Malter asked if each agencies installs a new RMS, what savings would be realized. Chief Mullen replied for his department, it would be significant. Mr. Malter stated he thinks that is a selling point. Sheriff Allard stated now the deputies are spending one-third to one-half of their time doing reports.

Captain Dauber commented the statewide RMS does not work with other agencies, however, we do not have any issues in this county. Our only issue is that we cannot see TIMS. Mr. Hopkins stated that is something that can be corrected. Sheriff Allard stated they are trying to find out what is available and find out what will work best for our situation. We are getting quotes from different companies. Chief Mullen stated his issues are the same as the Sheriff and they are both looking at a web-based system.

Mrs. Goodwin stated our CAD will push data to any RMS. Chief Mullen stated Impact has been in the State for a number of years and the changes are always in there. Mr. Malter asked how many agencies are we talking about? Sheriff Allard replied 14. Discussion followed.

#### **IV. OPEN DISCUSSION**

A. *Radio Frequencies* – Sheriff Allard asked with the upgrades to the Fire and EMS channels, will we be able to hear and talk? Mr. Marshall replied yes. Those frequencies will be on the VHF band. You should have the EMS channel now. The Fire channel will be similar to EMS, so you will be able to hear countywide. A lot of the departments have not upgraded to digital and as part of the process, we are asking the departments to upgrade to P25 equipment when they schedule new purchases so they can be on the digital frequency. The cost of digital radios is significant different and a lot of the departments want to purchase non-P25 devices. We are doing this in preparation of the FCC telling us that we have to go to digital. With the new Fire frequency, when it is up and running everyone should be able to talk to one another.

B. *Dispatching Issues* – Lt. Heverly stated that they have been experiencing shortcuts from the 911 dispatchers when they are speaking to law enforcement. He doesn't have a specific date or time, but during in car communications, they are leaving off a portion of the call code. He would just like to see them acknowledge the entire call code.

C. *Request for Phone Location Services* – Lt. Heverly commented that recently they had a suicidal subject and wanted to ping the phone. In the past that was done by 911. Mr. Hopkins replied the program is not what it used to be and now there are security issues that limit the use of that to requests from law enforcement. Mrs. Goodwin stated we are not law enforcement and can no longer request that.

#### **MOTION: TO ADJOURN MADE BY CHIEF MULLEN, SECONDED BY SHERIFF ALLARD AND DULY CARRIED.**

Respectfully Submitted by

Amanda L. Chapman  
Deputy Clerk  
Steuben County Legislature