

OFFICE OF THE CLERK
January 22, 2020

Jason Nettles, Emergency Communications Center Manager called the meeting of the Routt County Communications CBI Computer Oversight Board/ E-911 Authority to order. Garrett Wiggins, Routt County Sheriff's Office and Cory Christensen, Chief of Steamboat Springs Police were present. Karrie Littman took minutes of the meeting.

EN RE: ADMINISTRATIVE

Election of the Chair- The floor was opened for nominations and Jason Nettles was nominated for Chair and Cory Christensen for Vice Chair. Both carried by acclamation.

Approval of the Minutes- The meeting minutes of February 12, 2019 were reviewed. Motion was made, second was voiced and the minutes were approved.

Sunshine Law Resolution- The Resolution was read and adopted as written.

EN RE: OLD BUSINESS

2019 Projects

New E-911 Phone System-The installation, training and implementation of the phone system went very well last summer. The actual switch over was fairly smooth, with only a few configuration issues with the ALI/ANI information spill. For a short period of time this information was inputted manually and then this was resolved. Routt County pre-purchased 5 years of service and maintenance on this system.

Text-to-911- With the old/current system, this function is done manually by the dispatchers. Indigital is the vendor that will be implementing the new system which will be integrated into the Callworks platform. At this time the routers are being programmed and when we go live, the field officers or citizens will not see any change. In 2019, there were 14 real incidents originating with a text to 911.

Back up Federated Phone System- Grand County- The new phone system was configured in such a way that Routt and Grand Counties now serve as each other's backup for 911 calls. If a call is not answered inside of 25 seconds, it will roll over to the other PSAP. If needed a dispatcher could go to the other PSAP and conduct call taking as if they were at their home center.

Command Post- We currently have the capability to set up 4 telephone workstations in the field. Whether that is at the EOC or in the Communications Vehicle or at an ICP. This function is made possible by connections through Verizon, or other available wired network.

The Comm Center will be conducting trainings on the system this summer and it will be utilized during the Emergency Management's Full Function Exercise at the Airport this summer. We will also continue to train on the Everbridge Mass Notification System at that time.

Communications Center Move- The move of the dispatch center went well last summer. It was smooth and we were operational with only minimal delays that day. There was few punch list items waiting to be checked off.

Microwave System- Prior to 2019, Routt County maintained this system with the exception of the Orton on Emerald Mtn site. In 2017, The State of Colorado Office of Information Technology entered into a MOU with Routt County to replace this system and maintain it going forward. The State provides the highway for the system and Routt County now must only maintain the off ramps to the system. So in 2019, Routt County installed two paths from dispatch to Werner and dispatch to the new tower site on Emerald Mtn. Both of these sites have hot stand-bys for the traffic so dispatch should never lose their connection to the statewide system. The state's installation occurred over a 2 month period with only about a two week delay. Jason commended Chris Williams for his diligence during the Routt County installation of the system and the building of the Emerald Mtn tower site. He was successful in holding the vendors to a schedule and watching over all the details of these complicated projects. Emerald Mtn is the hub for the majority of traffic within Steamboat Springs. Sheriff Wiggins inquired whether a terrorist could take down the two sites and take down the system and although that is a possibility, there is a 6' barbed wire fence around the Emerald Mtn site and there has been discussion of cameras and monitoring system similar to the Farwell site which would deter this type of activity. We will look at requesting money for this in the 2021 budget.

Event Notification System- IamResponding is a cloud based system that will replace HipLink. This has been the project that is a thorn in Jason's side as it is not progressing as anticipated. There is an issue with the communication and how the data is sent to a 3rd party vendor. The original connection was designed and works well with Fire/EMS but will not work with Law- it is a CAD event Type issue. Routt County IT & Spillman are working on a solution at this time and are looking into an application called "Page Gate" which would provide the work around to the issue. When implemented the messages will be preprogrammed. Each agency has provided a list of which type of calls they want to be notified, and a contact person that will maintain the agencies data for personnel and contact info. These systems can be turned off by the app. This system should be implemented in a couple of weeks.

EN RE: NEW BUSINESS

Budget Review- Jason presented the power point presentation that is used in the budget process for the 2020 Communications budget. Here he illustrated that the revenues for the center are comprised of 80% tax and 17% Surcharges. The expenses breakout as follows: Personnel- 53%; Operations- 14%; Radio Tech- 4% and so on. The Communications programs are Call Taking- 47%; Radio Shop- 13% and so on.

ESINet- The traditional 911 system is designed with CAMA trucks and analog lines which is approximately 40 year old technology and was designed to handle land lines and has been forced to adapt to Wireless and VoIP services. The new NG911 Umbrella is geospatial routing, not a triangular tower pinging system. It is IP based and provided priority to all Emergency Services transmissions which will prove to be much more reliant. In 2019 the Public Utilities Commission awarded CenturyLink the contract to provide this service. Currently Routt County utilizes 8 - 911 CAMA trucks and 80% of the calls in 2019 were wireless. The cost of this service was approximately \$900 per month. The new system charges are based on sessions and it is anticipated that Routt County will need 4 sessions, each costing \$752 for a total of \$3008 per month. We will be submitting for a reimbursement grant for a portion of the 1st year non-recurring expenses of \$24,159. The first PSAP set for installation is Aurora, which occurred last week and Routt County is scheduled for the 3rd week of April. There will be no service interruption during the installation.

E-911 Surcharges- Each PSAP has a surcharge and can request an increase. Currently Routt County's surcharge is \$1.25 that was set in 2007. In 2019 there were 7 PSAP that submitted for and were granted increases. Grand County holds the highest surcharge at \$2.75. The Board of County Commissioners has requested the Comm Center research funding models and now that the move of the Comm Center is complete, it is time to begin this project. We have done some at this time but will reach out to more counties for options. The line of thought is that the E-911 surcharge should pay for call takers, training and the phone system, among other items related to the 911 phones. The Sheriff and Chief stated that they have been encouraged by their respective profession peer group to support these efforts. Mr. Branson of the Colorado 911 has proposed a state-wide surcharge to be used for trainings for smaller PSAPs. The Chief said he would be in favor of an increase to be used for personnel and that the community needs to be informed about the increase- details such as what it is; where is it going. The idea of doubling the Routt County current surcharge would not be supported from his department stating that we would need to figure out the need and the amount to service that need. The issue of no tourist paying this surcharge but using the dispatch services seems like an issue, without a resolution. The Sheriff also stated that his department would support an increase and mentioned fees for the users. It was brought up that the surcharge is attached to the phone bill, but the billing address on the phone bill is where the surcharge goes, not necessarily where the phone actually resides. Audit abilities are slim to none as there is push back by the service providers. The thought of remitting where the tower that is being pinged by the phone, but that is problematic also. It was thought a meeting this summer after acquiring good numbers and more research around the state would be beneficial. User fees to agencies have been discussed and research to continue with the definition of a call for service as a major milestone for consistency sake.

Jason asked the Sheriff and Chief the desired amount of involvement in the upcoming funding research and discussion and both do want to stay informed but not engaged in the mechanics of the process. They thought attaining good data and having good discussions with the stakeholders, town councils, BCC and other agencies is good. The PUC approval process for requesting a surcharge increase takes approximately 45-90 days.

Staffing requests- The trainee in dispatch was released from the training program, so the application process has started again. Based on call volume increases of 7-8% annually for the last few years, Jason is preparing to request 3 new FTE in the 2021 budget process.

This is supported by the APCO & NENA standards.

Steamboat Springs Police Department has a Capital Improvement Project to install new radio in their vehicles, a dual band of 800 Mhz/VHF. They are also issuing new phones to their officers which will be 1st Net ready. The list will be provided to dispatch.

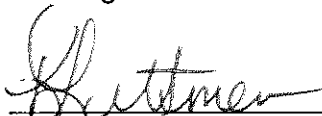
EN RE: OPEN DISCUSSION

None

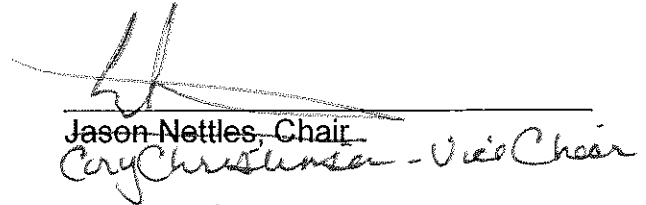
EN RE: ADJOURNMENT

At 10:42 A.M., a motion was made to adjourn the Routt County Communications CBI Computer Oversight Board/ E-911 Authority meeting. The motion was seconded; the motion carried unanimously.

No further business coming before the Communications CBI Computer Oversight/E911 Authority, same adjourned sine die.



Karrie Littman, Administrative Specialist



Jason Nettles, Chair

Cary Christensen - Vice Chair

1/13/21

Date



Colorado 9-1-1 Resource Center, Inc.

Next Generation 9-1-1

What is Next Generation 9-1-1?

Next Generation 9-1-1 (NG9-1-1) is a system comprised of Emergency Services IP networks (ESInets), IP-based Software Services and Applications, Databases and Data Management processes that are interconnected to Public Safety Answering Point premise equipment. The system provides location-based routing to the appropriate emergency entity. The system uses additionally available data elements and business policies to augment PSAP routing. The system delivers geodetic and/or civic location information and the call back number.

The system supports the transfer of calls to other NG9-1-1 capable PSAPs or other authorized entities based on and including accumulated data. NG9-1-1 provides standardized interfaces for call and message services, processes all types of emergency calls including non-voice (multi-media) messages, acquires and integrates additional data useful to call routing and handling for appropriate emergency entities. NG9-1-1 supports all E9-1-1 features and functions and meets current and emerging needs for emergency communication from caller to Public Safety entities.

What Are the Primary Reasons for Migrating to Next Generation 9-1-1?

1. The legacy 9-1-1 network was never designed to handle anything other than landline voice calls. Everything that has been added to it since then, including location information, wireless, VoIP, and text-to-911, has been accomplished by building on top of a foundation that can no longer be expanded on.
2. The IP platform will allow the 9-1-1 community to choose and prioritize future feature enhancements, such as delivery of statewide text-to-911 service, geospatial routing, automatic crash notification data, medical data, pictures, video, building plans, etc. The ESInet Users Group will help prioritize and decide which of these features to pursue. This could also include hosted phone, CAD, or recorder systems to relieve PSAPs from the burden of having to each purchase their own.
3. All telecommunications nationwide are migrating to Internet Protocol. Unless 9-1-1 does the same, it will become more difficult over time to maintain the equipment and find skilled technicians.
4. IP networks are more reliable and resilient than traditional switch-based networks.
5. Over half of our outages are ALI-only. The ESInet will deliver ALI over the same network path as voice, which means that all those ALI-only outages should stop.

