

**STATE OF COLORADO
COUNTY OF ROUTT**

**ROUTT COUNTY COMMUNICATIONS ADVISORY BOARD
January 27, 2005**

Chairman Bob Struble, Steamboat Springs Fire and Rescue, called the meeting to order. Faith Mendoza, Routt County Communications Director; Krista Check-Hill and Tim O'Brien, Routt County Search and Rescue; Jody Lenahan, Hayden Police Department; Doug Monger, County Commissioner; Tyler Whitmore, Yampa Valley Regional Airport; Dan Taylor, Sheriff's Office; Guy Farnon, Oak Creek Police Department; Scott Delto, Yampa Fire District; Linda Ekblad, FirstCall 211; and Cheryl Dalton and Chuck Vale, Emergency Management, were present. Bob Reilley, North Routt Fire Protection District, was present via telephone. Dee Bolton recorded the meeting and prepared the minutes.

EN RE: INTRODUCTIONS

Those present introduced themselves and stated their affiliations.

EN RE: FIRSTCALL 211 PRESENTATION

Ms. Ekblad, FirstCall 211 Program Manager, described the FirstCall 211 program and discussed the ways in which law enforcement could partner with 211 to better serve the community. She said that information referral systems had existed for ten-to-twenty years but only recently had the 211 number been attached to the system to enable people to readily find information regarding services available. Routt and Moffat Counties had been added to the Fort Collins system in September, 2004; twenty-nine states currently have active 211 systems as do several countries internationally. Colorado has been divided into seven regions; currently 84% of Colorado is covered by five active centers that serve approximately 5,500 families per month. She said that 211 has a comprehensive data base that connects individuals as well as service providers with non-profit agencies that help with such concerns as domestic violence, food distribution, rent assistance, drugs and alcohol, health and dental care needs, virus and flu shot information, legal assistance, support care, donation centers, and volunteering opportunities. She said that people often do not access assistance because they do not know where to go due to the vast number of programs in existence. FirstCall 211 can be accessed by dialing 211 on a telephone, by cell phone, or by calling toll-free 1-866-485-0211. FirstCall also has a website: www.firstcall211.org. Hours have recently been expanded to include weekends, and the goal is to be available continuously. Information is provided in English and Spanish.

Ms. Ekblad said that the majority of calls since September in the Routt area were healthcare related. Locally 211 is funded primarily by United Way. Other supporting agencies include Yampa Valley Partners, Cooperative Extension, Human Services, Visiting Nurse Association, and the Town of Yampa. A 211 Advisory Board has been

established to provide input and help with the marketing of the program. Other marketing strategies would include providing information in the newspaper and on the radio and the training of youth who would speak to non-profit organizations regarding the program's services. Ms. Ekblad said that one goal of the program was to provide three-way connections to 911 as well as absorb non-emergency calls currently being made to 911. The training for responders emphasizes active listening techniques incorporated into the specific standards and procedures established by the Alliance of Information of Rural Systems (AIRS) and the use of technology.

Mr. Vale suggested that FirstCall access Homeland Security grant funds to make available a list of those interested in volunteering in case of a disaster event. Ms. Mendoza noted that Memoranda of Understanding had been developed with some Colorado State Patrol divisions.

Commissioner Monger said that as the County was a funder of the system, he was concerned about the applicability, the cost, and the need of the program. He said that although the County had contributed to the program, it was essential that quantifiable information regarding the program be continually provided to the County. Ms. Mendoza noted that use of the service would probably increase after more information had been disseminated. Ms. Ekblad said that the 211 Advisory Board would meet periodically with the County Commissioners to keep them apprised of the program's establishment and use in the area.

EN RE: REVIEW OF MINUTES

Mr. Reilly joined the meeting at this time.

MOTION—APPROVAL OF MINUTES

Ms. Check-Hill moved to approve as submitted the minutes of the Communications Advisory Board for August 11, October 14, and December 23, 2004. Mr. Taylor seconded; the motion carried unanimously.

EN RE: COMMUNICATIONS ADVISORY BOARD REPRESENTATIVES

Ms. Mendoza reminded all agencies that the names of their representatives and alternates needed to be submitted as soon as possible to Sue Heineman in the Communications Department. Mr. Struble noted that appointment letters were due January 5, 2005.

EN RE: COMMUNICATIONS ADVISORY BOARD MEETING SCHEDULE FOR 2005

Ms. Mendoza noted that Board members had discussed the meeting schedule for 2005 at the last three meetings, but no action could be taken due to a lack of a quorum. She reviewed the options: monthly, quarterly, alternating months, or

coordinating the Communications Advisory Board meetings with the dates of the Wildland Fire Council meetings, which are held the fourth Thursday of every third month.

MOTION—2005 COMMUNICATIONS ADVISORY BOARD MEETING SCHEDULE

Mr. O'Brien moved to change the monthly Communications Advisory Board meeting day from Wednesday to Thursday and to meet quarterly on the fourth Thursday of January, April, July, and October, or on the same months and weeks as the Wildland Fire Council meetings were held, from 3:30 p.m. to 5:00 p.m. Mr. Struble seconded; the motion carried unanimously.

EN RE: RESOLUTION FOR POSTING OF MEETING NOTICES

Ms. Mendoza presented a resolution regarding the posting of Communication Advisory Board meeting notices for the Board's consideration.

MOTION—ADOPTION OF A RESOLUTION DESIGNATING PLACE OF MEETING NOTICES

Mr. Struble moved to adopt Resolution 05-001, A Resolution Designating Place for Posting of the Notices of Meetings of the Routt County Communication Advisory Board in Accordance with C. R. S. § 24-6-402. Mr. Taylor seconded; the motion carried unanimously.

EN RE: COMMUNICATIONS REPORT/RADIO SYSTEM AND EQUIPMENT UPDATE

Ms. Mendoza reported that the radio system was working well. She stated that the Steamboat Springs Police Department had agreed to the Routt County channel guide numbering system so equipment monitoring was becoming more consistent.

She reported that the Communications Center was short two operators and one supervisor. The positions were being advertised nationally; applications were due January 31, 2005. She noted that a new job description for the supervisor position had been approved by the County Commissioners on Tuesday, January 25, 2005.

Ms. Mendoza said that the telephone system, the netclock, and the recording system had all been installed at the Communications Center. She noted that the recordings were on CD and were of higher audio quality than the tapes had been. She then reviewed the December, 2004 Call Report by type, date, and time of day. She said that the average daily number of calls to the Dispatch Center was 244; 911 calls totaled 697 for the month.

Mr. Taylor asked about the 211 system's capacity to deal with suicide calls. Ms. Mendoza thought that the system could be helpful in making referrals and noted that

suicide calls could be made to either 911, 211, or not at all. Mr. Vale said that during the recent Florida hurricane events, the 211 system was an incredible help in directing people to appropriate agencies. He felt that the system would also lessen the burden on the 911 system. Ms. Ekblad said that a national advertising campaign was in progress regarding calling the appropriate number and would include examples of topics—including suicide.

EN RE: FIRE DISTRICT MAPS

Ms. Mendoza presented the fire district maps. She said that the fire district boundaries and the outside boundaries were critical information for the Dispatch Center to have. Mr. Taylor noted that fire chiefs were providing information from the Call Guides to the Dispatch Center that did not correspond to the maps used at the Center. He said that areas outside fire districts were an issue as agencies did not know which agency should be sent. Mr. Vale said that several major arteries had signage indicating fire district boundaries that were all agreed upon by the fire districts, but 500,000 acres of Routt County was not within a fire district. One challenge was whether a district had a responsibility to cross into another district or a non-district area, such as Wyoming assisting in a Moffat or Routt County event. Mr. Struble said that mutual aid agreements should be developed. Mr. Vale said that existing mutual aid agreements needed to be updated. He said that mutual aid during an event was less an issue than which organization to legally dispatch and which resource to use to optimize response time. Mr. Struble said that the Wildland Fire Council should determine that. Mr. Vale and Ms. Mendoza will meet with GIs to develop maps of the areas in question and present them to the Wildland Fire Council.

EN RE: NEW BUSINESS

Mr. Vale praised Ms. Mendoza and the Communications Department for their overall good work. He said that during the two recent air accidents, the Dispatch Center had performed the best communications work ever to come from the Center.

Mr. Vale said that the Homeland Security funds were in the 2005 budget cycle. He said that \$7,200,000 in requests had been submitted; \$300,000 was available for the region. He recommended that no purchases be made in anticipation of receiving funds. He added that the replacement of the communications mobile vehicle was still the top priority, and 800 digital trunk radios for the command staff—sheriff/undersheriff, fire chiefs, police chiefs, and the Communications Director—were the second priority.

He said that the establishment of an Incident Management Team was in progress. He anticipated that an agreement would be presented to the Communications Advisory Board (CAB) member agencies for approval of the document at the next CAB meeting.

Mr. Vale announced that the tabletop air incident exercise scheduled for Thursday, February 3rd, might have to be changed since no airlines could attend. He would e-mail all agencies as to the new date of the exercise.

Regarding the 800 interoperability, Mr. Vale said that Moffat County had received \$853,000 to convert to the 800 system, projected to be completed by June 1, 2005. He said that that conversion raised the question as to how Routt and Moffat Counties could communicate during mutual aid incidents. He said that since that situation created a safety issue, the Bureau of Land Management had created an agreement that stated that Moffat County must ensure that duplicate radio systems remain operable in all equipment in perpetuity.

Mr. Vale said that ICS205 had been completed in Routt County and was nearing completion in the region. Three RETAC interoperability channels, which provide the opportunity for triage, treatment, and transport frequencies on-scene, have been added; reprogramming of existing equipment will begin in approximately two months.

Mr. Vale announced that the largest disaster event to ever be held in Colorado was slated to occur in Vail May 21 through May 23, 2005 and would last for four twenty-four-hour days. Routt County would have one day to practice any function desired. Agencies that wished to participate should contact Mr. Vale.

Ms. Mendoza noted that she and four dispatchers would be trained on incident dispatch and would participate in the upcoming aircraft tabletop exercise.

Mr. O'Brien asked whether the Search and Rescue repeater should be wide band, narrow band, 800, or VHF. Ms. Mendoza said that the Search and Rescue repeater would need to be VHF to allow Routt County users to access the channel. Mr. Vale noted that wide band/narrow band VHF was distinctly different from 800. He said that Routt County's old frequencies were wide band, which was FCC-regulated; new frequencies would be narrow band. By 2007-8, everyone would have to be digital.

EN RE: NEXT MEETING

The next meeting of the Communications Advisory Board will be held on April 28, 2005, from 3:30 to 5:00 p.m. in the Commissioners' Hearing Room. Agenda items should be submitted to Sue Heineman.

EN RE: ADJOURNMENT

MOTION—ADJOURNMENT

Mr. Taylor moved to adjourn the Communication Advisory Board meeting. Mr. Farnon seconded; the motion carried unanimously.

No further business coming before the Board, same adjourned sine die.

Dee Bolton, Recorder

Bob Struble, Chairman