

Emergency Response Oversight Committee

August 26, 2020 (Zoom)

Meeting Minutes

Facilitator: Jessica Verfuss, Deputy Director, Department of Emergency Response

Notetaker: Geri Lockwood, Department of Emergency Response

Virtual Attendees: Brian Robison, TC Department of Emergency Response (DOER)
John Halaychik, TC Department of Emergency Response
Greg Potter, TC Information & Technology Services (IT)
Jeremy Zigenfus, Tompkins County Sheriff's Office (TCSO)
Jerry Wright, Cayuga Heights Police Department/Village Police Chiefs
Tom Parsons, City of Ithaca FD (IFD)
Chris Jordan, Volunteer Fire/EMS
Tim Bangs, Commercial Ambulance Service, Bangs Ambulance
Henry Granison, TC Public Safety Committee
Julie Holcomb, City IT (CIT)
Jessica Verfuss, TC Department of Emergency Response
Jason Cease, NYS Police C Zone 3 (SP)
Erik Dauber, NYS Police C Zone 3
Geoff Dunn, TC Department of Emergency Response
Dan Maas, Cornell EOM
Terry O'Pray, Ithaca College (IC)
Brian Wilbur, TC Department of Emergency Response
Josh Tagliavento, Dryden PD
Tom Dunn, Ithaca College
Mark Bell, Volunteer Fire/EMS
Matt Van Houten, TC District Attorney
Mark Conrad, Cornell University (CU)
John Malysa, NYS Park Police
Loretta Tomberelli, City of Ithaca
"LocalAdmin" – Unknown Attendee

Call to Order: Jessica Verfuss called the meeting to order at 10:04 a.m.

Changes to Agenda (if necessary): Greg Potter requested "LETTS" be removed from 5e.

Old Business:

- a. Updates: DEK:
 - Brian Wilbur reported that all fire and EMS mobile radios with DEK heads have been updated by Jack Crance and Chris Saxon; we are waiting for Spillman CAD change to enable the ACKnowledge Call status to be swapped out for a new STaGeD status. Next steps include policy and procedure adoption and dispatch/user training. Current go-live date is 9/8/20. Once fire/EMS are back up and running, we will provide information to law enforcement about possibilities available to them through this new CAD-radio interface.
- b. Towing Committee:
 - John Halaychik stated that we are working on a policy at the County level, between law enforcement, Tompkins County, and the two services. He hopes to have it ready for approval at the November 20, 2020 EROC Meeting, with an implementation date of January 1, 2021.
- c. Microwave Upgrade:
 - Brian Wilbur announced that the 11-tower microwave upgrade project was completed earlier this month. The old system was at end of life; now we will be able to operate and maintain the microwave system into the foreseeable future. The tower DC power plant rectifier upgrade is also done, except for a small punch list. The microwave was changed to MLPS protocol needed for future system upgrades, as new devices will use that protocol.

- d. Dispatch Policies (discussed at 8/26/20 Law Enforcement Sub-Committee):
- Edits to be made to the following and sent out by e-mail to IPD:
 - MOU “Closes Car Concept”
 - 300.115 Emergency Button Activations
 - 300.126 Reopening CAD Incidents
 - 300.126 Bomb Threat
 - 300.126F Bomb Threat Form
 - 300.128 Status Checks
 - 500.110 Boating & Marine Policy
 - 500.112 Warrant Verifications
 - 500.123 Outside LE Agencies Operating Within County Limits
 - AAA Tow Requests – may be revised in draft document after work group review.

New Business:

- a. COVID-19 Enforcement:
- Brian Robison stated that 911 calls to the Dispatch Center are dispatched to the TCSO. A call code for Public Health has been established. Calls regarding concerns with social distancing, masks not in place, and/or large gatherings are dispatched to the Health Department (these calls for the IC and CU are dispatched to their safety officers). IPD does not respond to these calls unless they involve criminal or local law violations. With the upcoming opening of area institutions, students are being quarantined. For economic reasons, we want them to remain open, but if there is an increase in positive cases, they will be shut down again.
 - SP educates and documents situations, but they have not cited or enforced the issue.
 - CU does referrals, IC documents, and TCSO documents and works with CU and IC for patterns.

Standing Sub-Committee Reports (Members):

- a. Law Enforcement (LE):
- Discussed previously in meeting.
- b. Fire and EMS:
- Jessica announced that DOER’s Rehab Unit (trailer) is complete and available for use at long-term incidents (requests should be made through Dispatch). It is equipped with HVAC, seating, blankets, bottled water, coffee, snacks, etc.
 - Brian Robison stated a uniform code for EPD-type calls has been established, “Code 100”.
 - John Halaychik added that final edits for channel selection will be included in a final draft at the next Chief’s meeting. When this code is used, Dispatch will send law enforcement to the last known location and hold channel traffic for the situation to one channel.
- c. Dispatch:
- John stated that the Dispatch Center is on schedule for reaccreditation, which is a two-month process.
 - Due to attrition, a new Emergency Services Dispatcher is in the process of onboarding, hopefully in September.
- d. Training:
- Meetings have not yet been held.
- e. Information Technology Administration (submitted by Greg Potter):
- The County has doubled incoming and outgoing Internet bandwidth with our dual ISPs shortly after the COVID-19 pandemic to better support remote workforce and the substantial increase in virtual meetings. This enhancement will also lead to performance improvements for the remote Emergency Response community, since we rely on the same Internet connections for NetMotion traffic. The last phase of this effort will include the replacement of the Internet load balancing equipment. This has been tentatively scheduled for 9/10 at 7:00 p.m., with an expected short outage of 5-10 minutes. ITS will distribute notification of this outage in the near future.
 - ITS has recently replaced the switch/router located at IFD that connects the City and County networks.
 - ITS will be focusing their attention and scheduling the replacement of the Uptown core data center switch located at DOER in the next two months. This project will result in network outages, but it will be a coordinated effort.

- ITS currently has two FTE vacancies, one of which (Microcomputer Specialist) has received special permission to be filled under the County hiring freeze.
 - Kim Moore has not been as available to assist with County wide Emergency Response projects and work orders as she has in the past. Her resources have been shifted to internal County ITS support and projects. Hopefully, this circumstance will change soon. Greg thanked everyone for their patience.
 - A future Spillman patch needs to be run, but, based on past experience, ITS will need to dedicate a week to post patch cleanup and is not available to move forward with this patch until late September.
- f. Executive
- Meeting was cancelled.

Announcements (Personnel, Events, Projects, etc.):

- Jessica announced that the EOC is still open, led by Amie Hendrix, Deputy County Administrator, and that information changes daily.
- Dan Maas stated that CU now has a COVID test board on-site.
- Mark Conrad added that CU is upgrading consoles so that EH&S has them on them at all times.

Adjourn:

- Next meeting scheduled for November 18, 2020, 10:00 a.m. (Executive Committee at 8:30 a.m.), Department of Emergency Response Large Conference Room or Zoom – TBD.
- Jessica adjourned the meeting at 10:40 a.m.