

Emergency Response Oversight Committee

July 18, 2018

Meeting Minutes

Facilitator: Lee Shurtleff, Director, Department of Emergency Response

Notetaker: Geri Lockwood, Department of Emergency Response

Attendees: Christina Dravis, TC Department of Emergency Response
Greg Potter, TC Information & Technology Services
Brian Robison, TC Sheriff's Office
Kelly Daley, NYSP Troup C Zone 3
Tom Parsons, City of Ithaca Fire Chief
Mark Bell, Volunteer Fire/EMS
Henry Granison, TC Public Safety Committee, County Legislator
Julie Conley-Holcomb, City of Ithaca IT/PIO
Lt. Michael Daddona, NYS Parks Police
Jessica Verfuss, TC Department of Emergency Response
Brian Wilbur, TC Department of Emergency Response
Dan Maas Cornell University EOM
Matt Van Houten, TC District Attorney
Loren Cottrell, TC Information & Technology Services
Tim Williams, Groton Police Chief

Call to Order: Lee called the meeting to order at 10:05 a.m., and explained that in October 2017, the previous Emergency Communications Review and Oversight Committee (ECROC) was re-constituted as an "Emergency Response Oversight Committee (EROC)", and that due to retirements, there are new committee representatives and support staff (including Chris Strizack being replaced by Geri Lockwood). He also gave an overview history of committees and mentioned the many committees that Brian Wilbur has been/is a member of and thanked him for his years of service as Chair, Vice-Chair, and member. On August 3, 1997, the E911 Task Force completed its work with the implementation of enhanced 911 services. Also, records management merged into the shared systems. A Summary of designated membership (attached) was distributed, and Lee mentioned that there are 17 voting representatives on EROC, an expansion of disciplines, including County and City IT, the District Attorney, and TCCOG.

Introductions: Introductions were made by attendees.

Review Committee Charge:

- Governance & Policy – Interoperability & Shared Resources
- Committee Structure – Technology & Procedures
 - Law Enforcement – TBD, Chair
 - Fire & EMS – Tom Parsons and Tim Bangs – Co-Chairs
 - Dispatch – Christina Dravis, Chair
 - Training – Brian Wilbur, Chair
 - Information Technology Administration – Greg Potter, Chair
 - Executive – TBD, Chair

New or revised Committee Membership – appointed and assigned from agencies throughout the County, and these six (6) subcommittees will meet on a regular basis and forward their minutes to EROC.

1st Group: Three Colleges (Cornell University, Ithaca College, and TC3) – representatives from each group encouraged, one voting member to be determined – Lee to contact.

2nd Group: Community-based Ambulances (Groton, Dryden, and Trumansburg), one voting member to be determined.

3rd Group: Village Police Chiefs. Tim Williams agreed with Lee that a Law Enforcement subcommittee is necessary, and a new voting member to represent village police administrators.

In addition to 17 voting members, the meetings are open to more. The Law Enforcement Subcommittee will be scheduled soon to name voting participation representatives for the Police Chiefs. Lee will contact Ken Lansing and Pete Tyler for the Law Enforcement Committee.

Officers: By-laws call for elections in January, and a Chair, Vice-Chair, and Secretary will be elected.

Meeting Schedule: Lee suggested meeting quarterly, Greg Potter made a motion to approve, Matt Van Houten seconded, all in favor, no opposed, and the motion carried. The meetings will be held the third Wednesday of the month, at 10:00 a.m., at the Department of Emergency Response, with the next meeting scheduled for October 17th (moved to November, then February to allow for re-organization in many departments).

Reports:

- Christina Dravis
 - Dispatch, Staffing (16 Dispatchers and 6 Dispatch Supervisors, with 4 Dispatchers replaced in the past year.)
 - Training- QA/QI (A “TOMPSStat” report, Statistics and Activities for June 2018 was distributed – Attached.)
 - Text-to-911 (On the “QT”: Dispatch Supervisors are trained, and Dispatchers will be trained at August 2nd Staff Meeting. An official public announcement will be made in January 2019, but minimal use is expected.)
- Brian Wilbur
 - Locution Update (Locution is the vendor, and the grant-funded project is close to completion – Spillman will be interfaced with Locution. It’s in final testing now, with a schedule to be usable and testing. This will convert dispatch text to voice and will automatically call the correct agency – tone/voice will be activated by voice, which will be sent out while the Dispatchers are still on the phone. It’s currently building automatic response plans to correct agencies, including mutual aids. Dispatchers will no longer manually select agencies to be toned out on routine first activations. Dispatchers can override or offer supplemental information.)

- Jack Crance (not available)
 - Systems (Lee stated that the uninterrupted power system, UPS, batteries at the 911 Center are being replaced, at a cost of \$22,000. They are good for 5 years, and the batteries can carry the systems load for up to 8 hours in the event the generator fails to activate.)
- Greg Potter
 - Data Center Project (There are currently 3 data centers in the County – the Courthouse Complex, Public Health, and Emergency Response. The one at Public Health is being merged with the one at Emergency Response, and the server and equipment will be housed at Emergency Response. Fiber relocation with FirstLight, formerly Finger Lakes Technologies Group, is complete, and Spectrum, is expected to be complete in September 2018. Fiber replacement in the County building is in-process and expected to be completed in September 2018.
 - Addressing (The CAD server is being upgraded between Spillman and GIS. A project for the ITS subcommittee will be to find a better way to keep up with address changes in Tompkins County. Julie Conley-Holcomb requested that the gorge markers that have been installed be added to the system. She and Greg will discuss this at another time.
- Lee Shurtleff
 - Renewal & Replacement (On Tuesday, July 17th, the Public Safety Committee and Tompkins County Legislators formalized an ongoing account to fund this. We are now at the 10-year mark for the communications (radio) system.
 - Future Activity (The database was set up in the 1990's with 50,000 addresses attached to telephones. With wireless phones, there are now less than 5,000. The database is updated daily. A cell phone grant for Phase II was used to enable input of caller location coordinates and map with the GIS system. It is dependent on wireless carrier accuracy. Currently, Dispatchers are asking to verify location and determine response agency. There was a discussion regarding addresses – physical versus mailing, etc. The preference is that address changes are submitted from one source. NYS changed the methodology on grants from block grants to maintenance grants with upgrades of radio communication systems – now a reimbursement program. A recurring line item in the Capital accounts will be drawn from for replacements. Replacement needs will be provided to the Legislators in future budget processes.)
 - NG911 (Text photos and streaming videos will be available in the future. This group will develop Policies and Procedures, which will include who will have access/maintains the videos and photos, etc.)
 - Public Safety Broadband (AT&T is developing a nationwide carrier for 911. This will be an ongoing discussion.)

Updates – Committee: To be discussed at a future meeting.

Adjourn: The meeting was adjourned at 11:25 a.m.