

Hertford County Emergency Communications Governance Board Minutes
Meeting Date: October 1, 2014
Time: 10:00 A.M.
Location: Hertford County Emergency Service EOC

Topic: Governance Meeting

Attendees: Chris Smith – Emergency Management Director/Fire Marshal, , Raymond Eure – Hertford County Sheriff Department, Hal Thomas – Murfreesboro Town Council, Darrell Rowe – Murfreesboro Police Chief, Major Jimmy Asbell – Ahoskie Police Dept., Bryant Cook – Hertford County Firefighters Association, Penny Deanes – EMS

Board Members Not Present: James Broglin – EMS Director, Joe Murray – Citizen-at-Large, Maurice Vann – Ahoskie Town Councilman, Ken Dilday – Ahoskie Fire Department, Ronald Gatling – Hertford County Commissioner

Other Present: Loria Williams – County Manager, Sara Turner – GIS/Land Records/E911 Addressing, Eric Koss - IT Director, David Brown – E-911 Director, Davey Gaston – Facilities Manager, Ernie Olds – Architect, Steve Watt – Kimball Consultant, Joe McCausky – Kimball Consultant

10:03 A.M. Chris Smith called meeting to order. Minutes from last meeting were presented. Motion was made by Darrell Rowe to approve minutes as is and motion was seconded by Penny Deanes. No discussion, all in favor, motion carried.

Old Business:

User Committee Updates

- Postponed to review under E911 Director Updates/Comments and Report.

New Business:

Becker & Morgan Update:

- Ernie Olds briefly commented on the process and announced that the construction team is about half way through the construction documents.
- He emphasized the importance of the 911 phone system vendors, technology committees, and other scheduled meetings that will fill in the gaps of information to complete the timeline.
- Ernie Olds also mentioned that the overall size of the building could be reduced due to an over estimate of the size of the data room needed. The team will look at the benefits of resizing or leaving like it is before a final decision will be made.
- Chris Smith asked Ernie Olds if there was anything needed, in which Ernie replied “that everything is falling in place nicely.”
- Steve Watt met with David Brown and the Sheriff and Police Chiefs to discuss RMS, and do internal assessments and needs within the PSAPs to answer some questions about the processes in place.

- Steve Watt indicated that David Brown had now attended a conference in where he made contacts with several vendors leading to a meeting with Century Link (potential vendor) following this board meeting.
- Steve Watt introduced Joe McCausky with Kimball, who also met with David Brown and Chris Smith to discuss acquiring equipment/systems. It was pointed out that the timeline is driven by systems and technology and emphasized that while it was very close, the realization that final dates may need to be adjusted as we get closer to the end of the project.
- Steve Watt brought up that there are still unanswered questions on things like administration phone lines, how to handle emergencies that come in on the 10-digit admin lines, and how to get that information into CAD, etc.

Board Appointments:

- Chris Smith announced that Joe Murray, the citizen at large member, has resigned from the board. Request for applications for new appointment will be posted on the website immediately.
- Chris Smith reminded Hal Thomas that his appointment will expire in December 2014 and he needs to go back to the town council and ask for reappointment or a new designation by the November meeting, so that it can be presented to the Board of Commissioners in the December meeting.

E-911 Director Update – David Brown

- Staffing: Have been shorthanded since August 4th, have recently had a full-time position resign. Hopefully will be making an offer soon, and if accepted will be fully staffed for the first time since August.
- Part-time staff: All seem to be working well (6 on roster if needed). David has been contacted by the citizens inquiring about hiring more positions after the consolidation.
- Received advice/ideas from the field and new leadership on adjustments and changes and they are slowly being worked into routine.
- Changed from auto text paging to free text paging within the CAD to give better information to responders.
- Having 3rd staff meeting in 60 days to go over training/information/changes with employees.
- David has made himself available to his staff 24/7 – and they are taking full advantage of that.
- Training: Have completed 3 hrs with Southern Software on CAD training via a ‘gotomeeting’ that was of no additional cost to the county.
- Met with Century Link – received a tutorial on 911 systems and where the calls come from/where they go and the processes involved. Half of the training/tutorial was about Next Generation 911 which incorporates information in the ‘cloud’
- Visited the County PSAPS and worked on scheduling.
- Currently talking to console and headset vendors – who will be sending more information and test models to try at no cost to the county.
- Currently developing a SOP and are moving forward with protocols and revisions and keep the employees informed about the processes of the new facility and consolidation while trying to keep morale and attitudes upbeat and positive.

- Chris Smith emphasized the importance of agencies/responders who get the incident reports to review them and look for errors/inconsistencies and report those to David Brown so that they can be addressed and resolved before consolidation.
- Sara Turner also extended the invitation to bring and addressing discrepancies to her attention so that they can be corrected in the GIS database and subsequently the CAD database and MSAG.

User Committee Reports – David Brown

- Fire User Committee: Had a meeting where approximately half of the chiefs attended. David Brown gave out the current protocol documentation and asked the chiefs to take it back to their departments, review and discuss it and bring back issues/comments at a meeting to be set in the future.
- Law Enforcement Committee: Met at the conclusion of the last 911 board meeting. Discussed vehicle locators, CAD, portable radio capabilities. Are trying to ensure that everything will still work once the building location is moved to Winton.
- Rescue User Committee: Hasn't met proper – however much discussion and review of current protocol is taking place daily and being revised if needed.
- Technology Committee: Have met several times – Hertford County is now dispatching the night shift for Murfreesboro from midnight until 8:00 a.m. Chief Rowe had to update a few things with his systems, but otherwise everything seems to be running smooth, and this is giving David an opportunity to train dispatchers on adding information in CAD, dispatching a new jurisdiction and be knowledgeable about the public works and other town information numbers and contacts if needed.
 - David indicated that Murfreesboro needs a DCI agreement for Chowan University – in Which Chief Rowe replied he would get resolved.
- Loria William requested that from this point forward to ensure that all user committee meetings document any changes or discussion that occur pertaining to protocols for the benefit of the Board of Commissioners and the E-911 Board. There needs to be records of existing protocols and then records of any proposed changes to those protocols.

Other – none

Bryant Cook motioned to adjourn, seconded by Darryl Rowe. All in favor.

Chris called the meeting adjourned 10:53 A.M.