USERS COMMITTEE MEETING
AGENDA

MONDAY, September 12, 2016   SCR911 Conference Room
1345 hours   495 Upper Park Road, Santa Cruz

1.0   CALL TO ORDER

2.0   ROLL CALL/INTRODUCTIONS

3.0   CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

4.0   APPROVE MINUTES OF JULY 11, 2016 MEETING

5.0   PUBLIC COMMENTS – Any person may address the User's Committee during its Public Comments period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Public Comments. All Public Comments must be directed to an item not listed on today's Regular Agenda. Users Committee members will not take action or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Users Committee Agenda.

6.0   REGULAR AGENDA

      6.1   Systems Division Update - Status Reports (Uchida)
      6.2   Coordination on Major Events Involving Fire and Law – Discuss (All)
      6.3   CAD/RMS/MDC Long Term – Update (Kidd)
            6.3.1   CAD Comparison

7.0   OTHER ISSUES

      7.1   Long Range Radio Infrastructure Management Planning Group – Update (Kidd)
      7.2   Watsonville Alternate Dispatch Site - Update (Kidd/Uchida)

8.0   CORRESPONDENCE

9.0   ROUND TABLE

10.0   ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **November 14, 2016** at 1345 hrs, immediately following the Law Users Subcommittee meeting.

USERS COMMITTEE MEETING
MINUTES
July 11, 2016

1.0   CALL TO ORDER

Chief Rickabaugh called the meeting to order at 1347 hours.

2.0   ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions were made.

Present:
USERS:

Agency	Present	Absent
Law:		
Capitola PD	Chief Rudy Escalante	
Hollister PD		Lt. Eric Olson
		Capt. Carlos Reynosa
San Benito SO		Marc Williams
Santa Cruz PD		
Santa Cruz SO	Undersheriff Jeremy Verinsky	
Watsonville PD	DC David McCartney	
Fire:		
Aptos/La Selva	Chief Jon Jones	
Boulder Creek	Chief Kevin McClish	
Central	Chief Jeff Maxwell	
	Asst. Chief Steven Hall	
Felton	Chief Ron Rickabaugh	
Hollister		Chief Bob Martin Del Campo
Santa Cruz	Chief Jim Frawley	
Scotts Valley/B40	Chief Daniel Grebil	
Watsonville	DC Rob Ryan	
Zayante		Chief John Stipes
SC/SB AMR	Chris Jones	
SC/SB HSA	Brenda Brenner	
CAL Fire	BC Dan Westbrook	

SCR911:   Dennis Kidd, Amethyst Uchida, and Stephanie Zube
OTHERS: Mike DelFava, County Radio

3.0   CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

4.0   APPROVE MINUTES OF MAY 9, 2016 MEETING

With a motion by Jones and second by Verinsky, the minutes of May 9, 2016 were approved as printed.

5.0   PUBLIC COMMENTS

None.

6.0   REGULAR AGENDA

6.1   Systems Division Update – Status Reports
No report.

6.2   Coordination on Major Events Involving Fire and Law – Discuss
Kidd distributed calls for service statistics for the 4th of July holiday dating back to 2012. He noted the steady increase in activity over the years and added that this year had the highest calls yet for fireworks. Kidd informed the group of the citizens app being used by the Sheriff's Office this year in order for citizens to report fireworks. Maxwell confirmed stats reflected represent July 3rd, 4th and 5th and this applies to the previous years' stats as well. Zube reported the Hollister Rally was fairly quiet this year. The Hollister/San Benito Alternate Site was activated beginning Friday morning through Sunday night, and all San Benito County operations were moved to the Alternate Site.

6.3   CAD/RMS/MDC Long Term – Update
Kidd reiterated to the group that the CAD replacement project is occurring due to technology being phased out and Motorola CAD moving to a new platform. End of life for our current CAD system is August 2018. He informed the group that during the process of developing an RFP, Motorola approached SCR9-1-1 with a proposal to provide a quote for an upgrade. Kidd distributed the Motorola CAD and Mobile Migration Proposal document which highlights the proposal received by Motorola. Motorola is proposing their Premier One system. The system includes very robust reporting software and an MDC/Mobile App licensing for everyone, with the exception of volunteer fire departments. Kidd informed the group that the total cost is just under $1.4 million, subject to change based on final negotiations. Motorola is offering a 10-year lease and backroom equipment replacement would be included in the maintenance agreement and provide new back-end hardware every five years. Escalante inquired if there are any early payment penalties should grant funding become available at some point. Uchida responded that there is no early payment penalty. Kidd informed the group that it is staffs' recommendation to move on to the next step by turning the Motorola proposal over to the CAD consultant in order for him to closely review. He believes the upgrade option would be the smoothest transition and the best deal of any

CAD system SCR9-1-1 could get. Uchida informed the group that Motorola was 95% compliant to our wishes of various features that were on the RFI. She noted that the CAD consultant would review features offered very closely and Uchida would also review based on what the CAD committee came up with. Uchida confirmed with the group that a third party vendor, such as Pagoda, would continue to be used for projects such as SitStat. Maxwell noted he feels the Users should have some side-by-side comparisons following the CAD demos that they spent time at before being asked to endorse the Motorola upgrade. He noted he understands the budgetary numbers are good but there has been no case made that Motorola will deliver the types of features seen in the CAD demos. Frawley noted he is fine recommending staff review Motorola's 118 page proposal document, but he would like to see a full report that lines out the top three vendors at the end of the day after the consultant has completed his review. He feels it is important to understand the trade-offs and benefits of going with Motorola. Frawley noted he is not concerned about seeing a side by side comparison that includes cost, he just wants to see the features. Verinsky noted his concern, from a technology perspective, is that Motorola's product is an 8-year old platform that SCR9-1-1 would be purchasing a 10-year lease on that would last 15 years. Uchida clarified that the date is from when Motorola released the product to the very first beta site. It has not been a production released product for more then 3-5 years. She noted those 3-5 years are important as the product has been out long enough for other agencies to have worked through any issues. Verinsky added his concern regarding Motorola is that they are infamous for selling a product right before its end of life, and this has affected their support by Motorola because it is no longer a front end product. Jones noted his concern about the difficulty of getting data out of the current Motorola CAD and, moving forward, he has concerns with Motorola's proposed 8-year old platform and whether it can handle the necessary interfaces. Kidd confirmed with the Users that they would like to see a side by side comparison of features for Motorola, Spillman and TriTech. It was agreed that this document would be reviewed at the September 12 Users meeting and Kidd confirmed Users would then make a recommendation to the Board of Directors which he would present at their September 22 meeting. With a motion by Verinsky and a second by Escalante, SCR9-1-1 staff was directed to move forward in asking the CAD consultant to review Motorola's 118 page proposal and bring back a side-by-side features comparison of the top three vendors to the September Users meeting. The motion passed unanimously.

7.0   OTHER ISSUES

7.1   Long Range Radio Infrastructure Management Planning Group - Update

Kidd reported he did not attend the last Long Range Planning Group meeting but it is his understanding that the group has begun to discuss a cost sharing formula. He noted that there is currently no cost sharing in place for any of the county-wide radio systems. Now that significant capital expenditures are being discussed, the County would like to discuss sharing the cost. Kidd informed the group that Kevin Bowling contacted him regarding some ideas about how to share costs on a County-wide system. Kidd provided Bowling with some preliminary ideas and numbers. They discussed the idea of, instead of counting mobile units and radios, counting time on the system instead. Kidd provided Bowling with the time used report and is waiting to hear back on any decision made.

Verinsky reported the County plans on financing the project but needs to determine how to allocate the cost. The group decided to start by looking at utilization of the system. It is anticipated to be a $6 million dollar project, replacing equipment and buying new towers, with a 10-15 year debt service. Grebil confirmed this project includes the six radio simulcast channels and microwave backhaul system. He noted there are other users that will need to be factored in to the usage of the system. Frawley inquired where the best venue would be to have a conversation regarding the long range infrastructure plan. Verinsky responded there is a priority list on all of the different projects and the cost allocation plan. He confirmed Maxwell is the Fire Rep of the Long Range Planning Group and would be the one to report back to the Fire Users. Verinsky reported the Law Users have been experiencing a lot of hardware failures in the last couple of months that are seriously effecting Law's ability to use their radios. He noted some of the issues are a result of AT&T equipment failures and some of it is the towers themselves. Verinsky confirmed with the group that Kevin Bowling would be the appropriate contact person for any questions or concerns.

7.2   Text to 9-1-1 - Update
Kidd reported a text to 9-1-1 occurred today and was initiated by a hearing impaired woman. He reminded the group that PR will not be rolled out until the CHP system is in place.

7.3   9-1-1 Phones/Console Equipment Update
Uchida reported the phones were installed in June. There were some issues since the telephone infrastructure was changed. Currently, her division is working out a bug with conference calls to toll free numbers, such as the translation services. Uchida noted it was a relatively straight forward upgrade and she is looking forward to her team being able to support their own telephone system. Grebil inquired about random digits appearing in CAD messages and noted it seems to correspond with the time of the telephone upgrade. Uchida responded that she does not believe this issue would have anything to do with phone system but can look into it further.

7.4   Alternate Dispatch Sites – Update
     7.4.1   Watsonville Radios
          Kidd reported the Watsonville Alternate Site remodel is coming up. Money was budgeted in this fiscal year to purchase new radios for the Watsonville Alternate Site. Quotes are due back today from vendors as a result of an RFQ and the agency is expecting three. Kidd informed the group that the old consoles from NetCom will go down to the Watsonville Alternate Site. He is hoping the radio issues will finally be resolved. Uchida reported she estimates the project to be complete by the end of August or September.

     7.4.2   Hollister Relocate
          Kidd reported that he was informed by San Benito County that they do not have money budgeted in this fiscal year to relocate the alternate site in Hollister to the Sheriff's Office. It may happen in the next fiscal year.

    7.5　　Policy 9110 – Emergency Notification System
Zube reported Policy 9110 finalizes a former handout regarding the activation of IPAWS. With a motion by Frawley and second by Maxwell, the revisions to Policy 9110 were approved. The motion passed unanimously.

8.0　　CORRESPONDENCE

9.0　　ROUND TABLE

- Grebil congratulated Escalante on his upcoming retirement as of September 30.
- Kidd announced five new call takers just graduated from the Academy and are training out on the dispatch floor. He noted the ongoing goal is to promote call takers to dispatchers. Kidd reported the agency has just opened a recruitment for Dispatcher Assistant I.
- Kidd reported an emergency schedule was just implemented and, beginning July 30, dispatchers will move to four 12-hour shifts and not have any additional overtime to sign up for. Kidd noted he worked with the Union to create a more condensed schedule for the next few months due to a temporary staffing shortage.

10.0　　ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1452 hours. The next regularly scheduled meeting will be Monday, **September 12, 2016** at 1345 hours in the SCR9-1-1 Conference Room.

Minutes by:　　Beth Wann, SCR911 Senior Administrative Assistant