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Lt. MIKE PARKER, Co-Director
Chief CECIL RIDGE, Co-Director
WENDY SILVA, Operations Manager

EMERGENCY DISPATCH JOINT POWERS AGENCY ADVISORY BOARD MINUTES

December 16, 2014

2:00 p.m.

Modesto-Stanislaus Emergency Services Facility
3705 Oakdale Rd
Modesto, CA 95357

Advisory Board Members present: Chief of Police, City of Modesto, Galen Carroll; Chief Sean Slamon, Modesto Fire Dept.; Fire Warden, Dale Skiles, Sheriff Adam Christianson.

Also present: Kevin Harless, City of Modesto IT Manager; Darren Eudy, Systems Engineer II, Stanislaus Regional 9-1-1; Mark Perry, Sr. Systems Engineer, Sheriff's Dept.

- I. Carroll/Christianson Unan. Approved Minutes from October 30, 2014
- II. Regular Calendar Agenda Items

A-1. CAD Discussion

Chief Skiles updated the Advisory Committee of a meeting in the previous 2 weeks with discussion in regard to the CAD effort underway along with the CEO and City Manager. They promised they would get the experts in the room, and have conversation as the Advisory Committee and see where the project is. There are several things underway that Kevin is leading. There was discussion about existing CAD and the effort underway, and also Galen brought up the idea of Positron or the other version, so this is more of a global discussion to try to get the 4 of us on the same page, with the experts working on it.

Sheriff Christianson asked for clarification if this discussion is just the mobile side or the entire system.

Chief Carroll commented it's an update on where Tiburon is and whether they've been responsive, if they've actually started to work on the

Chief Skiles asked if Tiburon is more responsive to our requests now today, and do we need to do more.

Sheriff Christianson brought up the 2nd issue; a bifurcation between the Sheriff's Office and the Police Dept. because MPD is looking for a records management solution and the SO is not.

Chief Carroll said he can handle the records management solution on his own. The concern he

has is about CAD in general, Tiburon living up to agreements and everyone getting off Windows XP on our Desktops and Servers, everything that's had to be done to dumb down just to run CAD.

Kevin Harless updated the Advisory Board that they met with Tiburon on September 8, 2014. Albert Israel was on site and Dave Blair on a Conference Call. Identified a path needed to be taken to upgrade the units to get to a Windows 7 platform. Tiburon went back and provided a loose plan of "here's an update, here's what you have...." It was probably Salem, Oregon's update with maybe a few tweaks for what met our agency's needs. Issues were identified as they have in the past. The week of January 5 they are sending 2 people out provide us an update within a test environment. At that time we will be able to test the product and have a better understanding of where we're at in terms of being able select a production go live date.

Sheriff Christianson inquired what the updates include.

Kevin said there were some issues as far as information not flowing from CAD to Mobile to RMS. They worked through that. They have an update that will correct that. There are some updates within the Mobiles. It generally was for Mobiles specifically. As far as the details Kevin will review the action item list to identify. There were some items where on some of the screens the officers pulled up, there was some information that wasn't contained within the screen that is contained in today's version, not there in the test environment, so they had to go back and identify why it wasn't there. The question comes up, if they are as responsive as they have been, probably, but don't know if they get an A+ for effort in terms of the responsiveness.

Chief Skiles inquired what Kevin's confidence is on January 5th they will bring an update that will be adequate or acceptable to us.

Kevin commented that he doesn't have confidence that they will provide an update that is going to be ready to go that we go in, test, and everything is working appropriately. That's just based on past experience.

Sheriff Christianson inserted another point of clarification, that they are technically supporting our customized system, but what they normally provide, canned off the shelf, whatever it is, is dissimilar or nothing like what we've done, correct.

Kevin said what we have is not their main flagship product.

Sheriff Christianson asked if hypothetically we had deployed or do deploy their main flagship package, would we be having all these issues?

Kevin replied that if we did not have customizations and we oriented our business processes around their product, we might have a pretty straightforward upgrade, yes you can say that.

Darren Eudy clarified that the CAD program is not customized, it's highly configurable. So highly configurable he suspects it's been configured out of Tiburon's ability to sometimes support us in the way they should.

Sheriff Christianson asked; if we set aside the highly configurable and we were provided their flagship product, would we see the same issues, concerns, struggles, challenges?

Darren commented that no matter what system you have, there will always be problems.

Sheriff Christianson acknowledged that's technology.

Kevin said that he thinks Tiburon would be able to provide more resources that knew their flagship product as opposed to only have a small select group.

Mark Perry inserted; the fact that we're not using their main product is why we're where we are, because we wanted it to be as configurable as we could make it. Most of our issues that we have when they bring us something, it's not because the product doesn't work, it's because that doesn't work with what we require it to look like.

Sheriff Christianson commented that if you look prospectively down the road, 3, 5, 8, 10 years, using ICJIS as an example. We employ our own programmers and they're able to maintain, develop, build configure the system. What happens with highly configurable system 3, 5, years down the road when someone gets run over by a city bus or some of the key players decide to retire?

Chief Skiles, said it's our understanding they have an obligation to maintain this, for how many more years, 8, 10?

Kevin answered; 10 years total.

Chief Carroll agrees with where the Sheriff is going, which is do we as this group need to step back and say, look is the off the shelf product better, or 10 years from now this program will be completely obsolete, no one can program it and now we're really hurting.

Chief Skiles asked; if they are down to 2 or 3 technicians (or whatever) that's supporting it today, what will 8 years be from now? Will there be anybody left?

Chief Carroll acknowledged those are questions for the tech guys. Realized we are the ones that drove this highly configurable system.....

Sheriff Christianson suggested going one step further. If we hope to encourage other people to join us, such as the agencies we've spoken about (previously), that are end of life, is it more palatable if they join us knowing that we're functioning off the flagship product or that we're functioning off of the highly configurable product. For the sake of discussion, we need to have the discussion to deal with short and long term solutions or considerations.

Lt. Parker asked if their flagship product conducive to both law and fire?

Chief Carrol indicated that Long Beach uses Tiburon and they have Long Beach Fire and Long Beach PD on their one system.

Darren asked if the Long Beach system is total command

Chief Carroll said he didn't know what it was. It's their newest one, and actually for the first time ever the entire COM center crashed for over a 12 hour period right after they got it.

Wendy Silva asked what drove the decision to have the system be highly configurable.

Kevin Harless provided some background. Rewinding to 7 years ago. We didn't select Tiburon, we actually selected IPC, and then that company got bought out 4 times. We wound up with Tiburon.

Darren Eudy added and even prior to that we had PRC CAD for 20+ years. Hardware was wearing out, and he (Darren) was the one walking into the CAD room every day listening to those hard drives. Long story short, it was determination of the executive committee at that time to get away from customized, because every time we called, PRC was going by the wayside, they're the grandfather of CAD systems, but they had very little support, and we were so highly customized, we were stuck in an 80's CAD system through 2011, we couldn't upgrade. Every time you wanted to add something new it was \$100,000.00 plus. So the Executive Committee at that time made the decision to go to highly configurable. A commercial off the shelf product so that we could upgrade. That was pre-RFP.

Keven continued,..... RFP, we made the selection IPC. IPC command systems was sold, bought out 4 times, wound up with Tiburon, so Tiburon has their own flagship, but they own this other piece and that other piece is what we have. A recent implementation would be Salem, Oregon of our product; we'll call it the B Team product. They went live about a year to a year and a half ago.

Chief Carroll asked if we know how many agencies have the B Team product?

Darren Eudy replied that it's 70 plus. (76ish)

Sheriff Christianson asked if he were to get into a police car in Salem, Oregon, would he see the exact same thing as on our mobiles?

Darren Eudy replied, maybe not, it's highly configurable. You can change a lot of things in the way they're presented. It would be similar. The B Team product is 76 agencies worldwide, not just here in the US.

Chief Carroll asked what is needed from the Executive Committee to keep pushing Tiburon, and do we have a trigger point, when we call the attorney?

Kevin.....contractually speaking they're obligated to provide us an upgrade. As far as the detail, we don't have frequency in terms of annually, or bi-annually. Where the line should be drawn is as far as Window XP, when that is de-supported, they must provide an upgrade. As far as a time line and time frame, that's where we need to nail it down. They're coming out January 5, 2015. Is our expectation to have a complete product ready to test? Whether they meet that or not is another story, and then what do they do after that? Maybe that will be a conversation

with Albert to let him know our expectation is you have had 4 months to do an upgrade and we are still at the same point that we were in Sept.

Chief Skiles added that CEO Risen, and City Manager Mr. Holgersson expressed an interest in meeting with them if need be. He knows from the technical side, people are doing a great job, but you can only push that so far. Do you feel like you need help, after the first of the year?

Kevin replied; this is the 2nd time they are going to be out. They were here in October. Suggested we gauge the week after January 5, 2015, reporting back in some fashion, saying o.k., are we really close or did they miss the mark again? I think that's something we can report back to this committee and go from there.

Sheriff Christianson asked what's our goal? What's the end game?

Kevin said the end game is to get a continuous stable platform that supports Windows 7. That's the end game. That's all we really want it to do. We want this additional features and functionalities.....

Sheriff Christianson asked how long Microsoft is going to support Windows 7 before we're right back to where we started.

Kevin indicated he thinks it's probably 2016, 2017, 2018, somewhere in that range.

Chief Carroll asked when do we push past Windows 7.

Sheriff Christianson commented that everybody knows that every time Microsoft releases a new operating system it takes them at least 5 years to work the bugs out of it.

Kevin added that one of the items that are also a concern is Windows server 2003 will be de-supported July 2015. His recommendation is to continue the path we are on so we actually get an update so we can replace our Windows XP Clients with Windows 7, but we still have another ways to go with the Windows Server 2003 being de-supported. What that means is probably purchasing additional equipment and newer operating systems.

Darren added he's had some preliminary conversation with Tiburon in reference to going to virtualization on the CAD Servers.

Sheriff Christianson added that he's glad we're having this discussion because if we don't plan and budget now, we're going to be back at this table again a year from now having the same conversation.

Kevin said we need to continue with the path we are on, getting a product that we can get updated and then there will be another project plan to do Windows Server 2003, because that's really a migration off the equipment that we have to Server 2012.

Sheriff Christianson asked about the other "nice to haves," like mapping. Is there a solution?

Darren questioned in reply, “we don’t have mapping?”

Sheriff Christianson said it’s not as nice as other products out there. Our mapping on the mobiles leaves much to be desired, but that’s just his personal opinion.

Sheriff Christianson inquired if there is there an option to go to?

Mark Perry replied; Not within the product that we have. They have other products have a different mapping solution other than this one, but this one is built into the product that’s there, so yes they have another solution if we went with their flagship product.

Sheriff Christianson commented that he’s never been thrilled with the mapping.

Chief Carroll asked if we’ve gone to look at the flagship product to see if that’s even something we want to try to force and see if “Tiburon, the solution to all your problems of not being able to support us is just put us on the flagship. Have we actually gone out and seen it?”

Sheriff Christianson said he himself has not seen it.

Kevin commented; I don’t think we’ve had any demonstrations.

Sheriff Christianson said he thinks we need to have all of our options on the table so that we can make an informed decision, and Kevin if you’re recommending the next step is to wait until this next round of discussions, then we do that, but we ought to be able to decide if there are other options or more effective solutions out there.

Kevin agreed with Sheriff Christianson. Remarking the reason that he says January 5 is going to come around. Even if we say let’s go with their flagship and start on it tomorrow, that’s going to be a huge project in itself and as far as the timelines, it would go at the earliest 6 – 12 months? Even if we make the decision of let’s go to the Flagship, it’s going to take some time to even.....

Sheriff Christianson remarked that he understands that, but if you’re wanting other agencies to join in the partnership which benefits everybody, we really don’t have anything to offer right now. It’s not a project or a product that we can hail as the next best thing to sliced bread and creamy peanut butter. There has to be something good.

Chief Carroll added that he wants to make sure from both the SR9-1-1 and the City/County Tech side is, in January when they do that installation, we need to make sure we’re on the ball and we do the testing right away so that if we do have a follow-up meeting we can deal with oh we gave that to you months ago and you never did anything with it. So we can actually hold them accountable, because we had that happen once before so I want to make sure we don’t repeat that. Whatever we need to do to make that happen.

Mark Perry commented that from his standpoint this last testing that they did, the last piece that they brought in was the best in terms of least amount of problems that we had with any product that they gave us.....

Sheriff Christians asked; are you talking about post installation?

Mark Perry continued, "Yes, even the installation. What they gave us to test was better than anything that they had given us in the past in terms of how it functions. Once they finally gave us the right file; because on their end, they didn't provide the customized file that we needed. They thought they had, but they hadn't, so once they did that, that's what they gave us worked pretty much the way that we want it to. There were still some things that need to fix, but it was the least amount of problems that we had within the install."

Darren asked if there's anything that we can get from you guys, speaking for myself, and I think Kevin mentioned it once, it would be a documented plan on how we're going to move forward. Documented on how it's going to happen. All the steps, who's going to do it, who's responsible for it. If we can get anything from you guys, it would be that. Pressure them to have documented plans in reference to the upgrade, how it's going to be accomplished, dates, times, all that information is needed from their side. Their project management is a little lacking.

Sheriff Christianson remarked that other than the contractual obligations to support us, what incentive is there for them to be responsive at all, other than perhaps that breach of contract, those ties to X number of years whatever it is. What's the incentive for them to do any of this? I haven't been yelling at them, but Galen's been yelling at them, so what's the incentive? What's in it for them?

Darren replied, "I have no idea."

Kevin remarked that they have a 10 year contract. It's probably about \$350,000 maintenance annually.

Sheriff Christianson asked, "Over 10 years? So 3 ½ million dollars"

Kevin acknowledged that was correct.

Sheriff Christianson concluded that's a pretty good incentive.

Chief Carroll added RMS is another....

Kevin clarified that that link is included.

Sheriff Christianson remarked that if all we've been doing up to this point is yelling, when do we start doing some strong arming or better yet, point the attorney at them and tell them it's going to happen.

Kevin Harless said it sounds like January 5, you and your team need to meet and will meet again, and we bring the team back and we get an update on the progress at that point, and go from there.

Chief Carroll said he's done yelling, and is at the Lawyer stage. He's been communicating with Albert since he arrived, it's been 2 years now and nothing is happening. He got continual

promises. It wasn't until Chief Carroll called the president that Albert and his team actually flew out and gave us the old....(unintelligible)

Sheriff Christianson asked in a perfect world, what's your solution?

Chief Carroll replied that in a perfect world, their product works the way it's supposed to work and that we're not on 10 year old software, and the department doesn't have to dumb down all the computers to actually make it work, and the servers aren't outdated because of their software. Really, that's all we have. If they provide all the stuff, so there are updates, we can't complain that we made it too configurable, we can't complain that stuff that we did to ourselves is their problem.

Sheriff Christianson commented, so we talked about reconstituting our CAD team, led by Kevin, there's a need for a plan with timelines and dates.

Chief Carroll asked Kevin if we asked them to provide some type of timeline with dates and what they were going to do?

Kevin said they wanted to send somebody out right away, and he thinks we had a good stance where we said before you send somebody out, we want to see some type of plan of what you're doing and what the outcome will be.

Sheriff Christianson said that he thinks Darren makes a good point. You have something written that you put I front of them that says adhere to this or we're going to pull the trigger.

Kevin said he thinks that's the joint effort that's needed between our organization, and their organization, to mutually agree to those dates. Kevin feels that they don't want to commit.

Sheriff Christianson added that now the next logical question is when we pull the trigger and send the lawyers after them, then everything comes to a complete standstill, because they're certainly not going to be here supporting us while we have a bunch of attorneys breathing down their neck. There's a dangerous position no matter what we do.

Chief Carroll agreed. Adding it depends on if in January they come in and they actually have the updates and that's moving forward, or if their visit is the same old thing. They couldn't install the stuff on mobiles. Our tech guys at the City had to figure out how to get it installed. They didn't know how to install it, so we figured it out, taught them, and now they somewhat know how. That's kind of an issue.

Kevin said; if we open up the box, and 10 things are broken, but they have fixed 5, the conversation will be that they are not performing, and now it's time to seek other options.

Sheriff Christianson inserted, "Can we prove it?"

Chief Carroll commented; the City of Modesto has already sent them a letter saying they are not living up to stuff, and you need to fix it. So, we've already sent one letter, so when you ask, can we prove this, we've already sent them one.

Sheriff Christianson asked if they responded to the letter.

Chief Carrol replied that's why they've actually started coming out. Yes, but are they following through and actually fixing it or are they just giving it lip service.

Chief Skiles asked when is our next scheduled meeting?

Lt. Parker commented that it's January 29, 2015.

Chief Skiles asked if the time between January 5, and January 29 will be adequate time to hear from them, see what they can deliver until we can be back here?

Kevin said they're supposed to deliver the week of January 5. That will give us at least 2 weeks to test.

Chief Skiles asked if that would be o.k. and then we could get kind of the lay of the land at that point?

Darren said he thinks they're flying out the 5th, and will be here the 6th.

Kevin commented that will give us at least a couple of weeks. Valera is coming out in addition with Paul.

Darren said that will give us 3, almost 3 ½ weeks, the 29th is the last Thursday of the month. He feels that's plenty of time to have an answer.

Chief Skiles and Chief Carroll similarly commented that if it doesn't work then that's when talk about what steps we'll take next.

Sheriff Christianson said he'd like to know if there's an alternative mapping solution somewhere along the way. If that means it has to be a Windows 7 platform then what's the solution?

Darren sought clarification from the Sherriff that when he says alternative mapping solution, what is it he's looking for. What doesn't work about the map on mobile?

Sheriff Christianson said if you look at Google maps, if you look at any mapping....frankly he doesn't use the mapping on the mobile in his car, he uses his phone. The functionality, the way it looks, the way it acts, the way it lays out, and of course, leaving Stanislaus County causes other problems.

Darren remarked that being said, CAD 2.0 we're going to 1.7.2.56B. That's what we're getting to get Windows 7 compliant. CAD 2.0 the next step has a new map that uses tiling technologies. It also has the ability that if you have internet access to the mobile, which not all mobiles do, but if you do, you can just click the little check box and you get Google Maps, so if you go out of county, there's still a map. .56 is the next step and then CAD 2.0 will be the next step after that.

Wendy Silva commented that 2.0 solves a lot of our problems.

Chief Carroll asked if that's part of the timeline that we're talking about or is it totally separate.

Darren said CAD 2.0 is not even in our scopes yet. It's down the road.

Chief Carroll inquired why is that?

Darren said it's because right now we're concentrating on 56. We've got to solve the Windows 7 issue. We're trying to solve that big problem right now.

(Unidentified speaker) it's a sequential update; we have to go to 56 before you can jump to.....

Darren said CAD 2.0 has just been released on BETA. There's not a lot of sites out yet, so we probably don't want to jump there yet.

Chief Carroll attempted to clarify the next steps and timelines. If you're Tiburon, o.k., now were getting the 56, when's 2.0 or are we going to have to fight for 2 years to get there and now you already have 2.56B

Darren said he doesn't have the answer for that question.

Chief Carroll acknowledged it wasn't a question for Darren, but rather one that Tiburon needs to answer.

Sheriff Christianson added that the biggest complaint he hears is that the City doesn't get outside the county much, but we do, do Deputy Sheriffs are pulling out other mapping options.

Chief Carrol said the MPD Officers use Garmins.

Sheriff Christianson added that he uses his phone. The mapping in CAD is not detailed enough. There's all kinds of mapping options that are much more user friendly and have much more functionality.

Darren commented that along with the tiling technologies in 2.0 all the layers instead of residing your actual local MDC reside on the server here so they can get updated you have all the layers that we have in CAD. Right now the issue that we have with layers is that your IT staff has to push those layers out to each individual MDC. We can make your map look the same as the CAD map. The issue is just getting those files out to those mobiles.

Conclusory remarks are that we make a decision which road to travel in January.

A-2. Diablo Grande Proposal/Options

Lt. Parker commented, as everyone knows radio communication in Diablo Grande is less than acceptable. About a year ago we sent Tait out to do a study, and they came back with a Phase I & Phase II quote. Phase I is \$449,000 + and Phase II is \$281,900 to get SO and Fire really stable in the community and along the roadway up to Diablo Grande. Right now the investment group has come back with a total offer of \$300,000 to help fix the Diablo Grande system.

According to their proposal, they would provide funding to the County to be used as the County sees fit. The County would take over all responsibility for the Public Safety Communications in Diablo Grande, which he feels is unacceptable. Diablo Grande will provide the existing communication sites and future sites at the Fire Station. They will continue to pay for all electricity costs to run the sites and no rent or lease payments for the sites will be charged to the County.

Kurt and Nate have gone back to see what they can do as options for the \$300,000.

Option I is to build out Phase I without installation, maintenance and project management at an estimated cost of \$318,861

Phase II is to build out Phase II without LG2 Roads channel with installation, maintenance and project management at an estimated at \$400,000.

Phase III would be to build out Phase I without LG2 Roads channel, without installation, maintenance, and project management with an estimated cost of \$269,000.

If they were to recommend any of these 5 options, it would be Option IV which would add 2 non-simulcast channels , LG2 and 1 Command channel at Diablo Grande clubhouse site #4, would not provide improvement to coverage of the road into Diablo Grande. Estimated cost is \$45,000 of the remaining funds, and \$205,000 could be used for other communication projects, Del Puerto Canyon or additional sites; or Option V....build out Phase I & II without installation, maintenance and project management estimated cost of \$451,900.

Lt. Parker said at this point he's not comfortable with any of these options. If' we're going to do this, we need to do it right the first time and hold this investment group accountable for what they're doing. He doesn't want to sign off on anything.

Sheriff Christianson said this is a larger discussion than just the Advisory Board

Fire Warden Skiles said we really need to get planning, we need to get west Stanislaus....none of us in this room can sign off. They have a condition for building that has to be satisfied.

Sheriff Christianson said it could technically be a JPA issue, but before we do that we need to identify the stake holders and put them in a room up to and including our county officials, with conversation regarding \$300,000 and we need to get to \$700,000.

Chief Skiles offered to set the meeting.

Chief Carroll commented that he was not familiar with Diablo Grande.

Sheriff Christianson said there's no radio communications in the Canyon whatsoever, for fire or law. There's some limited cell phone coverage. Years ago there was a Ray's Radio solution that didn't exactly work out so well.

Chief Skiles said there's condition on the permitting process saying once they reach a certain threshold they need to provide some additional coverage, and they've reached that threshold. The investment company is looking at ways have a few more permits, and everyone is saying no until the solution is found.

Sheriff Christianson added that he'd like to bring all the appropriate stake holders together so we can have a larger discussion, and then at some point, once we have a solid recommendation, we have to take it back to the JPA Commission, we can do that, but there's not enough funding to do this project right the first time.

Chief Skiles asked Chief Carroll and Chief Slamon if they wanted to be part of the stakeholder meeting.

Chief Slamon indicated he would like to be included.

Sheriff Christianson explained it's about investing in Public Safety Communications. It's a safety issue; it's a fire service delivery issue.

Chief Carroll commented regarding County roads dept. LG 2 channel. Not really too concerned about county roads, more concerned for Sheriff's Dept. and Fire.

Sheriff Christianson gave the example: if you're coming up to help the Sheriff's Dept. and they patch, like is normally done, the patch isn't going to help. Soon as you drive into the Canyon, you're done.

A-3. Update, Dr. Moles Contract and Psychological Services

Dr. Moles' contract is officially expired at the end of December 2014, and we have a new contract with Dr. Jocelyn Roland, so that's in place, signed, and ready to go. The next group of hires that will start after the first of the year will all go to Dr. Roland for psych evaluation.

Chief Carroll commented that we're all using Dr. Roland, which is great, but Dr. Roland only has so much time, and so Chief Carroll plans to look for an alternate just in case she's not available. He intends to continue to use her. That way, if for some reason she's not available (vacation) none of us have any ability to get the psychological tests done.

Sheriff Christianson suggested we reach out to her to learn what the impacts are.

Chief Carroll commented that she might have a person that covers for her in her absence.

Lt. Parker offered to meet with her to determine that answer. He added that she didn't feel the 6 to 10 applicants we send a year would affect her too much, so she was o.k. with us.

Wendy Silva said she spoke with the Probation Dept. last week, who also use her as well. They are looking at an alternate. She's waiting to learn who that is and she intends to share it with the Advisory Committee.

A-4. New Vesta/Cassidian Phone Installation Update

Wendy Silva reported the phone system went live December 10. Very smooth transition. She is very happy with the support from AT&T. One of the main reasons this product was selected was because the front end (users) is very important to the dispatchers, but the support is also very important, and they have definitely lived up to their end of the deal. They've been on site for almost a full week. The glitches and issues we had were minimal, and nothing we didn't expect. We had some 9-1-1 line issues today that would have happened no matter what phone system we had. That was literally 9-1-1 phone trunks which were just bad timing. It's working great. There's going to be input. It's different, it looks different. We have a genovation keypad which has 15 additional keys, so of course there are discussions on what would work best. We're going to take some time make sure, get used to it, be familiar with it, and then we'll be open to suggestions, but we need to work with it for a bit and get used to it, and then we'll look at some ideas. As far as the product in a whole we're very happy with it.

A-5. Staffing Update

Wendy Silva reported that as of today we have 5 qualified to go to background. We just heard from #6, and the reason #6 is late is because the 6th person we contacted originally, never contacted us back. We give them 5 working days to get back to us, we made a couple of attempts, never heard back, and we moved on. It's nice having that buffer of the extra people on the wait list because when we didn't hear from that 6th person, we just move right on to the next one. They contacted us as us today and will be starting his packet right now.

Lt. Parker added that we do have confirmation that we will have 2 retirees in March. One is panicking because she's retiring a bit early, so we may have only 1 which would be really good for us, but she's still debating. By putting the 6 applicants into background, is the max we can put into an academy anyway for staffing purposes and trainers and all that's needed. We're looking at once they get through their background, we'll have a little better timing after the first of the year when their backgrounds should be done. We have some tentative dates for an academy but we don't want to set anything in stone until those backgrounds are completed.

Sheriff Christianson confirmed these applicants have applied for Emergency Dispatcher.

Wendy commented that once the Emergency Dispatchers get through the background, we'll start the part-time call takers.

Sheriff Christianson asked if we pre-qualified the Dispatchers. They sit down with Sheriff's Dept. applicants before they start the Personal History Statement and review the top 10 list of things that will prevent them from being hired, so the applicants can eliminate themselves if they feel they would not pass the background check. It's a filter so the background investigators don't get overwhelmed.

Lt. Parker commented that we do review their data, Lt. Parker, Chief Ridge, and Wendy all review their files and sign off before they are moved forward.

Chief Carroll asked for a copy of that Top 10 List from Sheriff Christianson.

Lt. Parker added that we don't have a Top 10 List, but we have the personal history statement, the drug questionnaire, and the conviction questionnaire. We go through all that. If there's anything that sticks out, to where it appears there's going to be an issue, we won't sign off on them. All 5 applicants have passed the pre-screening process.

Wendy added that once we get those through background, we'll start looking at the part-time call takers. We have an opening for a full time call taker; the reason we have not posted that yet is because we have some potential part time call takers that we could move into that spot. It's all about the timing.

Adjourned.

