

Emergency Response Oversight Committee

August 21, 2019

Meeting Minutes

Facilitator: Brian Robison, Director, Department of Emergency Response

Notetaker: Geri Lockwood, Department of Emergency Response

Attendees: Brian Robison, TC Department of Emergency Response (DOER)
Christina Dravis, TC Department of Emergency Response
Greg Potter, TC Information & Technology Services (IT)
Jenn Olin, TC Sheriff's Office (SD)
Marty Kopcho, NYSP Troop C Zone 3 (SP)
Jerry Wright, Cayuga Heights Police Department
Mark Bell, Volunteer Fire/EMS, Dryden Fire Department
Tim Bangs, Commercial Ambulance Service, Bangs Ambulance
Henry Granison, TC Public Safety Committee
Julie Holcomb, City IT (CIT)
Chris Jordan, Volunteer Fire / EMS
Vince Monticello, Ithaca Police Department (IPD)
Jason Cawley, NYSP Troop C Zone 3
Jay Marchenkoff, NYS Park Police (NYSPP)
Geoff Dunn, TC Department of Emergency Response
Jeremy Zigenfus, TC Sheriff's Office
Dave Honan, Cornell University Police Department (CU)
Tom Dunn, Ithaca College Public Safety (IC)

Call to Order: Brian Robison called the meeting to order at 10:05 a.m.

Introductions: Introductions were made by attendees.

Minutes Approval, May 15, 2019: Christina will follow up with corrections following meeting, then motion to approve by Marty Kopcho, seconded by Greg Potter.

Old Business:

- a. Staffing:
 - DOER – short one (1) Dispatcher
 - CU – short one (1) Dispatcher
 - SP – nine (9) recruits on probation, training completed \approx 10/11/19, transfers complete \approx 10/27/19
 - CIT – new position vacant in IT
 - IPD – new position vacant, and eight (8) vacancies
 - SD – one (1) retirement in September
 - IC – one (1) patrol vacancy
 - IT – one (1) vacant microcomputer specialist, and one (1) retirement in 2020
- b. Updates: Spillman and DEK: Since the last upgrade, there has been a downtick in service, and slowdowns in system overnights (IT has been working with Spillman Techs for resolutions). Next upgrade will not occur until existing upgrade issues are resolved. Vince mentioned that the comments “spins”, but does not populate. Is this a system-wide IT issue? Jenn added that the Sheriff's Department is discussing adding on-site, new call numbers (which is currently being utilized in Cortland County).

- c. Towing Committee: A committee has been formed, and a third party will be working with the tow companies, once a policy has been signed. Ithaca City Common Council has not yet adopted the policy, but has made suggestions. The tow companies were not happy about a policy at first, but some of their feedback has been incorporated into it – it’s a collaborative process. Brian Robison explained the policy to the TC Public Safety Committee at the August 15th meeting. Once there is buy-in from TC Legislators, there will be a County-wide policy. If it is adopted, tow companies will be on the up and up, rigs will be inspected, tow operators will be background-checked, and there will be a regulated fee schedule. The tow companies who sign the Agreement, but don’t follow it, will receive a written warning, then suspension from the rotation, etc. CU, IC, and NYSPP are welcome to be part of the policy. CU would like to review it. The Tow Committee now has a representative member from the tow companies, and status updates will be provided. The third party, TXI Systems, Inc. (Towing & Impound Management Solutions), a member of the Better Business Bureau, charges \$25/tow, which is charged by the tow company to the vehicle owner, then paid to ESTRA monthly. The group had also consulted with Empire State Towing and Recovery Association (ESTRA) during this project and will continue to do so.

New Business:

- a. Radios – Tri-band assistance, base station/mobile repairs: Finger Lakes Communication Company, the current repair vendor for DOER, has been sold and is no longer an approved Motorola repair service, but they will continue with current projects through the end of the year. Mid-State Communications, an approved Motorola repair service, will be the new vendor for DOER. As a reminder, DOER does not pay for radio repairs or replacements on any radios – agencies are responsible for their own costs. Jack Crance, at DOER, still handles frequency issues. Since it’s difficult for Dispatchers to patch radio communications through to other Counties, Brian recommended that future radio purchases be tri-band radios. Since they are more expensive, DOER will pay the difference. If anyone finds a policy regarding radio responsibilities, please forward it to Brian. An inquiry will be made regarding a group discount, if everyone were to purchase them at the same time. There were concerns regarding channel group limitations and losing communication when switching bands.
- b. Rehab Trailer – DOER, McLean: McLean now has one, and DOER will have one in approximately six (6) months, that will be used throughout the County.
- c. CFR Class: TC3 is offering a Certified First Responder course, beginning August 22nd. Although the course is limited to 24 participants, only a “handful” are currently registered.

Standing Sub-Committee Reports (Members):

- a. Law Enforcement:

The team has met twice since the last EROC meeting; once on May 30th and again on July 29th.

- May 30th
 - 3si training conducted by Eastern Rep Bob Stevens. 3si is a GPS tracking solutions system used to protect banks, credit unions, pharmacies, cell phone stores, etc.
 - Discussed updating the Address and Persons flags in FLEX: Dispatch will be sending out a list to each agency.
 - Summarized the policy review meeting we held on 4/25/2019 with Greg Potter.
 - IT pushed out the Public Safety Account Management and Work Requests forms.
 - Judge Dewey Dawson requested access to FLEX. Committee agreed that judges do not need access to FLEX.
- July 29th
 - Discussed the possibility of utilizing the "New Call" or " On Site" button in CAD. This option is utilized in Cortland County. Looking to set up a demo from dispatch.
 - Discussed the status of agency review of Address Flags. Dispatch will send out Persons flags after receiving all of the Address flags.
 - Discussed the need for better communication when Cornell and/or Ithaca College are putting Persons flags in, because other agencies would only be able to see them through Insight.

(July 29th continued on next page.)

- OD Mapping: Agencies will need to determine who they want to have Level 1 and Level 2 access.
 - All agencies will now be taking part in Nightly Status checks (effective Aug 1st). Policy 300.128
 - LE will now be dispatched to vehicle fires.
 - Discussed the Sheriff's Office issue with using Car-to-Car. Other agencies will be testing theirs.
 - Discussed incidents where the closet car concept was not being utilized by dispatch.
 - Discussed agency coordination for events (i.e Jan Aquirre Motorcycle Ride). It was decided that for now, the State Police will be the lead.
 - Discussed possible training topics to include; OD Mapping, Swift 911, Navigate Prepared and Radio/CAD familiarization.
- b. Fire and EMS:
- Did not meet last month.
 - Cayuga Medical Center is requesting patient demographics (name, DOB, etc.) prior to arrivals. Due to HIPAA laws, this information cannot be transmitted on the radio. Since this is a legitimate request that will save time upon arrival to the hospital, the sub-committee is looking into a way that this can be done without violating HIPAA.
 - An issue that will also be discussed further is a way for law enforcement and families to access information when they are told where a patient is being transported, but then is diverted on-route to a different location. Brian stated that a solution should be coordinated between the Law Enforcement and Fire and EMS Sub-Committees.
- c. Dispatch:
- Christina stated that mass notification systems are sending out conflicting reports – they need to coordinate the messages.
- d. Training:
- Meetings have not yet been held.
- e. Information Technology Administration
- ITS has completed the EROC website, which has been passed to Geri Lockwood for future content management. The URL of the new web site is: www.tompkinscountyny.gov/eroc. Confidential information does not need to be included in the posted minutes – “discussions took place” is sufficient, without adding details.
 - ITS has completed the preliminary revisions and restructuring of the LETSS policies based on review and possible adoption by EROC. These revisions have been organized based on EROC Sub-Committees and copied over to a County network location for Jessica Verfuss to consider.
 - Recent discussion has led to a need to create a group of the IT Sub-committee with a focus on records management for those law enforcement agencies that rely on the Spillman and other County supported systems. There has been an increased amount of issues related to local law enforcement records.
 - Many issues resulting from the previous system upgrade over two months ago are still unresolved by Spillman. ITS has spent much time to work with Spillman, but their response has not been positive. ITS has definitely noticed a decrease in the quality of support service since the Motorola buy-out of Spillman.
 - ITS plans to complete the last phase of the uptown data center move once the new fiber is installed and terminated as part of the Airport Terminal reconstruction project. This work would include a direct fiber connection to the Tompkins County Public Safety, bypassing all equipment and power requirements in the Terminal and CFR.
 - The District Attorney's Office is reviewing options to comply with the recent NYS e-discovery requirements. It is likely that this project will include changes for the submission of electronic information from local law enforcement to the DA. Both Cornell and Ithaca College requested to be included in the future roll out of any changes.
- f. Executive
- Information has already been discussed throughout this meeting.

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

- Mark Bell mentioned that he attended recent courses at Trumansburg School (Readiness and Emergency Management for Schools Technical Assistance Center, “Developing Emergency Operations Plans K-12 101 Train-the Educator Training” and “Conducting K-12 Site Assessments with SITE ASSESS Extension Training”), and that the County needs to sit down and come up with a large-scale event plan (for behind-the-scenes, etc.), so there is a general understanding, if it were to happen. Jeremy Zigenfus stated that the SD has had some Active Shooter Training meetings with school Superintendent’s at BOCES, but there is not always buy-in from schools. There is a concern about safety gaps at schools and special events.
- CU is hosting a PIO forum for local PIO’s on September 10th.

Adjourn:

- Mark motioned to adjourn the meeting at 11:35 a.m., seconded by Marty.
- Next meeting scheduled for November 20th, 10:00 a.m. (Executive Committee at 8:30 a.m.), Department of Emergency Response Large Conference Room.