

Agenda Item # 15a.  
Date 4-24-2019

CITY OF  
**FREMONT**  
NEBRASKA PATHFINDERS

**PSAP OPERATIONS BOARD MEETING**  
**Meeting Room – 1<sup>st</sup> Floor Police Dept**  
725 N. Park Ave, Fremont  
**April 4, 2019 - 8:00 a.m.**

**AGENDA**

1. Meeting called to order
2. Open Meeting Act
3. Roll Call
4. Emergency Medical Dispatch program
5. Status Report on PSAP equipment and upgrades
6. Status Report on PSAP operations and staffing
7. GeoComm address point project
8. Regionalization Options
9. Budget 2019/2020
  - a. Personnel
  - b. Capital projects
  - c. Radio maintenance request
10. Budget 2020/2021
11. County Radio Project future management
12. Adjourn



**April 4, 2019**  
**PSAP GOVERNANCE BOARD MEETING**  
**Meeting Room – 1<sup>st</sup> Floor Police Dept.**  
725 N. Park Ave, Fremont  
**8:00 a.m.**

A meeting of the Fremont/Dodge County PSAP Governing Board was held on April 4, 2019, on the first floor meeting room of the Fremont Police Department at 725 N. Park Avenue, Fremont, Nebraska. The meeting was called to order by Chairman Scott Getzschman. The meeting was preceded by a publicized notice in the Fremont Tribune and the agenda displayed in the Municipal Building and is open to the public. A copy of the open meeting law is available for public inspection.

Roll call showed Board Members Scott Getzschman, Bob Missel, Greg Beam, Mike Kuhns, Doug Backens, Mark Jensen present. Matt Bechtel was absent. 6 present, 1 absent. Shelly Holzerland, ex officio present. Guest: City Administrator Brian Newton, County Attorney Oliver Glass and Fremont Fire Chief Todd Bernt.

**Emergency Medical Dispatching:**

Historically, Fremont has used a Nebraska based EMD program that was supported by NESCA and the Nebraska Dept of Health. The protocols were updated in 2017. Around the same time, NESCA decided to cease supporting, teaching and recertifying the EMD program due to liability concerns on the volunteer organization. The Nebraska Dept. of Health was approached to take over the program and training. The EMS dept. determined that since there was no statutory obligation or mandated certification for EMD, they would not have the staff or funding necessary to support the training. Some counties have opted to use commercial products and others have decided to continue on the NESCA protocols, using the existing materials and developing policy and medical guidance to continue. Mr. Glass looked in to the matter and his advice is that if policy is written and a partnership is formed with medical oversight, then the current program can continue to be used. Training and recertification will be in-house and a paramedic from Fremont Fire will assist with the training. A quality assurance system will be implemented. Mr. Missel moved and Mr. Backens seconded the motion to stay with the current EMD program and to include medical guidance through the city physician or the medical director of Fremont Fire. Motion passed

#### Status Report on PSAP Equipment and Upgrades:

Shelly reports that the mapping software has been installed, dispatcher training complete and the system is in use. The software upgrade for the VIPER is being scheduled. The hardware refresh and upgrade for the VIPER is a request in the budget for next year as well as an upgrade for the Shortel administrative phone server. All other systems are working with no issues.

#### Status Report on PSAP Operations and Staffing:

Very briefly the PSAP was at full staff, however a long-time dispatcher resigned at the end of March so the center is still short staffed by one. The part-time dispatcher will be graduating from college within the next few months so there will be another vacancy. Interviews for the full time position were held earlier this week. Keeping the part time position filled has been an ongoing problem. The position is 28 hours per week, which are shifts that are figured in the minimum staffing schedule. This position cannot be flexible to help cover vacation and sick leave; this person has their own shift to work that must be filled. It was discussed that changing this position to a 30 per hour week so that benefits could be offered would make it more attractive to candidates and help keep someone in it longer. This change in the part time position is reflected in the budget. Shelly asked the board's support in adding another full-time dispatcher position to the staff. A report detailing the increase in workload by the dispatch center had been distributed to each board member prior to the meeting. Mr. Missel made the point that based on some of the figures in that report, the workload has increased enough in some areas to justify adding an additional dispatcher. The board agreed to support this request. This additional position is reflected in the budget.

#### Geocomm Address Point Project:

This project will develop a site/structure layer for the 911 mapping system. This layer will help greatly improve location accuracy for wireless callers as well as assist the dispatch center in correctly identifying addresses for accurate response. The Public Service Commission is fully in favor of every county developing an address point layer, as it will be needed for Next Generation 911 in the next couple of years. The PSC will cover 100% of the cost through the wireless surcharge fund, so this cost will be reimbursed. This project was approved in the current budget and the contract has been reviewed by city legal counsel. It will go before the city council for contract signing and approval on April 9<sup>th</sup>.

#### Regionalization Options:

Shelly has continued to work on trying to get an equipment-sharing region off the ground. The initial partner, Thurston County, elected to go with a different 911 vendor. Shelly has been in talks with Cuming, Colfax, Dakota and Burt Counties. These 4 counties either have the same equipment as Dodge County or they have a third vendor and there is no one they can partner with. Colfax is not interested in being a host; the other three are still weighing their options.

The problem for Dodge County is that regardless of any other decisions, the current VIPER (911 server) is due for an upgrade. That leaves four options to consider.

1. Upgrade the VIPER to be a host and continue with talks with the other agencies to try to put together a region using the VIPER.
2. Upgrade the VIPER to be a remote and join the Douglas County VIPER region as a remote, ending any possibility of hosting a region.
3. Use the southeast region as a redundant host (s) and still bring on northeast PSAPs
4. Decommission the VIPER and purchase an Emergency Callworks system so Dodge County can join EC-911.

Much discussion was held regarding the options. From the beginning, the plan for the PSAP was to reach out and try to support other PSAPs in equipment sharing and any other support that can be offered. Mr. Jensen moved that the board has explored the options and chooses to proceed with option 1- upgrade to host and continue to seek partners. Mr. Missel seconded the motion – motion passed unanimously.

#### Budget 2019-2020 & 2020-2021

The 2019/2020 budget draft budget was distributed. The personal costs initially presented were estimates from the city Finance Dept. The number provided for the existing staff was \$860,000 and for an additional full-time dispatcher \$61,000. The board adjusted the existing staff number by 2% to account for insurance costs. The \$61,000 for the additional full time dispatcher was increased to \$70,000 to allow for the insurance costs that will occur when the part-time position is changed to 30 hrs. per week.

In the training/travel line item – money was budgeted to provide for EMD training, should the board chose to move to a commercial product for Emergency Medical Dispatch. Since the decision was made to continue to use the program we have, \$3378.00 was removed from that line item.

In the service agreements, a new agreement from Douglas County 911 was included. Douglas County has provided an agreement for their technicians to provide on-site maintenance, preventive maintenance and security installations for both the Fremont tower site and the dispatch consoles. Since the equipment is now out of the warranty phase, Fremont needs to make arrangements to have these support duties performed. Since there are limited sources that can provide these services, the Douglas County quote was included in the budget. When Motorola provides their quote, it will be used if it is less than the one from Douglas County.

In the office supply line item, the cost of the paper protocol cards for a commercial EMD system were removed. These will no longer be needed since the PSAP will not be purchasing EMD software. This reduced the office supply budget by \$923.00.

In account 40-99 – other capital outlay, there are several items. Two of the items, EMD software and EMD interface for CAD were removed. The capital expenditures that remain; the

upgrade for the VIPER, the upgrade for the Shortel Administrative phone server and a Raven Switch for the radio system.

Mr. Missel moved to approve the budget with the noted changes. Mr. Kuhns seconded the motion – motion passed.

In the 2020-2021 budget the personal services numbers were adjusted to reflect a 3% increase over the previous year. There are no capital expenditures planned for the second year. Mr. Jensen moved to approve the budget with the noted change. Mr. Backens seconded the motion – motion passed.

County Radio Project – future management

Shelly reported that as the county radio project moves along, more operational decisions and decisions that affect both Fremont and Dodge County will need to be made. Now would be a good time to decide what kind of board or committee will oversee the Dodge County Radio System. The group should include elected officials as well as users, such as the PSAP operational board. Discussion was held on what the makeup of the board should be. The decision was continued to the next meeting to give everyone time to think about what the functions of the board will be and who would be best to be part of it.

The meeting was adjourned at 9:20 a.m.

Respectfully  
Shelly Holzerland  
FDCC Communications Director