



Steve Smith
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Memorandum

To: Public Safety Communications Center Policy Board Members
From: Steve Smith, Director
Subject: January 25, 2007 Board Summary
Date: February 19, 2007

A Public Safety Communications Center Policy Board meeting was held on Thursday, January 25, 2007 in the Emergency Operating Center, 220 Marketplace Drive, Wilmington, North Carolina.

MEMBERS PRESENT:

Chairman Sterling Powell
Andre' Mallette
Leslie Stanfield
Sgt. Michael Clemmons
Officer James Conway
Lt. Cynthia Deacon
Jan Kavanaugh
Frank Blackley
Michael Core

Brenda Hewlett (Representing New Hanover County Public Safety Communications Center)
Chris Gilmore (Representing Emergency Medical Services)
Cliff Robinson (Representing New Hanover County Fire Services)
Sharon Kane (Representing the City of Wilmington)
Lt. Marty Adams (Representing New Hanover County Sheriff's Office)

GUESTS:

Debora Cottle, New Hanover County Public Safety Communications Center
Robert Llorca, Motorola Engineer
Bob Hamlin, Federal Engineering

MEMBERS ABSENT:

Warren Lee, Excused
Steve Smith, Excused
Donnie Hall, Excused
Robert Matheson, Excused
Larry Bergman, Excused
Brian Roberts, Excused
Dennis Cooper, Excused
Chief William Younginer, Excused

Chairman Powell called the meeting to order at 10:07 a.m.

There were three changes to the December 14, 2006 summary. The changes are as following:

The first change is Under Old Business, Recommended By-Law Changes, bullet seven states that “Currently, there are 12 different public safety agencies represented on the Committee.” The corrected copy should read “Currently, there are 10 different public safety agencies represented on the Committee.”

The second change is Under Old Business, Recommended By-Law Changes, bullet eight states that “The three additional agencies would bring the total to 15.” The corrected copy should read “The three additional agencies would bring the total to 13.”

The third change is Under Old Business, Recommended By-Law Changes, bullet nine states that “A quorum of eight is needed to act on business.” The corrected copy should read “A quorum of seven is needed to act on business.”

Andre’ Mallette made a motion to accept the minutes with the noted changes. Sgt. Clemmons seconded the motion. Motion passed with the three noted changes.

OLD BUSINESS:

Recommended By-Law Changes:

- Staff is drafting the proposed by-law changes.
- The proposed changes are reflected in the December 14, 2006 summary.
- The proposed by-law changes will be placed on the March agenda for the Board of County Commissioners to approve.

800 MHz Radio System Improvement Project Update:

Due to Warren Lee being out of town, Leslie Stanfield updated Committee members on the 800 MHz Radio System Improvement Project.

- Staff is working on the 800 MHz system management.
- The functional acceptance testing of the new radio system is completed.
- All four tower sites are operational and the IP dispatch consoles are working.
- The punch list items are being finalized and the system will soon be operational.
- Robert Llora and Bob Hamlin discussed the coverage testing by displaying a wall map that illustrated the different areas that were tested.
- A lengthy discussion on coverage testing followed the presentation.
- Over 3,000 samples were taken during the original testing.
- At the conclusion of the meeting, Bob Hamlin and Robert Llora will use a new and old radio to demonstrate how the County plans to patch together the old and the new systems.
- The systems will be joined through talk group patching.
- The consoles have the capability to combine talk groups on any of the three systems, (Seabreeze, Flemington, and the new County digital system) regardless of the type of radio being utilized.

Policy and Procedures:

- A policy and procedure process for the new radio identification numbers and talk groups will need to be addressed and implemented for the new system. The process plan will authorize, organize, and document all activities associated with the new radio system. The new system is a closed system which means that the radio will have to be physically turned on by the user before it can be operational.
- Committee members received an e-mail document outlining the proposed approval process to request radio identifications, talk groups and permission from other talk group users.

- Motorola has implemented a statewide policy and procedure process plan for radio identification and talk group assignments.
- The County will use a numbering system that will be compatible with the Motorola plan.
- Radio identification numbers cannot be duplicated; they must be unique to that county. This feature will allow counties the option to join the statewide radio system and be able to communicate with each other.
- Each agency will have a range of numbers assigned to them within the County's range of identifications, so that the radios can be quickly identified to a particular person/agency.
- New Hanover County is the first in the State to utilize the new digital system.
- The numbering system and system security procedures for the radios and talk group assignments will be discussed at the next board meeting.

Radio Reprogramming:

- Before users can start utilizing the new system they need to review their migration plan and templates.
- The new radio system will require new system keys to program the radios.
- An advanced system key will be available to those agencies that do their own radio programming and for the radio vendors.
- Staff will closely monitor the system keys and who is programming the radios.
- Radio identifications have to be assigned to the user before the radio can be programmed.
- Future radio programming training is scheduled and more information will be provided at the next board meeting.

Plain Talk Protocol:

Officer Conway with the City of Wilmington Police Department updated Committee members on plain talk protocol.

- The next scheduled meeting is Thursday, February 8, 2007, at 115 Red Cross Street, Wilmington, North Carolina.
- All agencies were encouraged to attend the meeting.

NEW BUSINESS

Information Technology Sub-Committee Report:

Leslie Stanfield updated Committee members on the Information Technology Sub-Committee report.

Verizon Air Cards:

- The Verizon wireless network provides a new system with higher speeds that is compatible with other County applications.
- The County and the City of Wilmington have been testing the Verizon wireless air cards.
- Testing was done in different configurations.
- The County will begin a transition period from the current provider (SPRINT) to the Verizon air cards.
- No specific deadlines have been set for phasing out the SPRINT cards.
- County employees will be notified of the air card change.
- Once the process is finalized with Verizon, air cards will be ordered.

PROQA Visit:

- The PROQA medical and fire software was updated and the telecommunicators are becoming familiar with the enhancements.

- A representative from Priority Dispatch will be visiting the County to review any configurations changes that need to be made to the system.

Public Safety Communications Center:

Due to Steve Smith being absent, Brenda Hewlett distributed the monthly agency reports to Committee members and gave an update on the happenings in the Center.

Auto Vehicle Location (AVL) Equipment:

- The Center will purchase a server, additional software and the necessary equipment that the agencies will need to access the AVL equipment.
- The Center director has requested an AVL equipment quote from OSSI.
- The agencies that are interested in AVL equipment will be responsible for their own quotes.
- The equipment must be GPS compatible and have a means to transport the longitude and latitude information back to the Center.
- The information can be transported either by air cards or CJIN modems.
- The software and equipment will be requested in the Public Safety Communications Center's FY07-08 budget.

Administration Support Specialist Position:

- The Center has offered the vacant Administrative Support Specialist position to Lynn Lancaster, Ms. Lancaster currently works in the County Inspection Department.
- She will begin her duties in the Public Safety Communications Center on Tuesday, February 13, 2007.

Miscellaneous:

- Ms Hewlett passed out applications for the National Emergency Number Association (NENA) to Committee members.

The next scheduled meeting will be held on Thursday, February 22, 2006, at 10:00 a.m. in the Emergency Operations Center, 220 Market Place Drive, Wilmington, North Carolina.

Chairman Powell advised Committee members of the radio demonstration and then adjourned the meeting at 10:47 a.m.