



Steve Smith  
Director

## NEW HANOVER COUNTY PUBLIC SAFETY COMMUNICATIONS CENTER

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### Memorandum

**To:** Public Safety Communications Center Policy Board Members  
**From:** Brenda Hewlett, Acting Director  
**Subject:** October 25, 2007 Board Summary  
**Date:** October 26, 2007

A Public Safety Communications Center Policy Board meeting was held on Thursday, October 25, 2007 at 10:00 AM in the Emergency Operating Center, 220 Government Center Drive, Wilmington, North Carolina.

#### **MEMBERS PRESENT:**

Andre' Mallette  
Jerry Brewer  
William Younginer  
Warren Lee  
Tom Eason  
Cynthia Deacon  
Robert Matheson  
Jan Kavanaugh  
Steve Smith  
Brenda Hewlett  
Michael Core  
Dorian Flowers

#### **MEMBERS ABSENT:**

Sterling Powell, Excused  
Brian Roberts, Excused  
Leslie Stanfield, Excused  
Dan Reid, Excused

#### **GUESTS:**

Debora Cottle, NHC Public Safety Communications Center  
Susan Rossiter, NHC Public Safety Communications Center

Vice-Chairman Mallette called the meeting to order at 10:06 A.M.

Vice-Chairman Mallette checked roll to ensure that there was a quorum and if there was anything that needed to be added to the agenda.

Chairman Powell left a message that the 3rd paragraph on page 2 of September's Meeting was incorrect. Coastal Electronics has been purchased by Radio One out of Florida. Warren elaborated that Motorola was not absorbed but that Coastal was merged with Radio One.

Vice-Chairman asked if there was a motion to approve with the corrections stated regarding the September 27, 2007 minutes. No one had any other comments or changes.

Motion to approve minutes with corrections made by Warren Lee and seconded by William Younginer. Motion passed.

## **OLD BUSINESS:**

### **800 MHz System**

Vice-Chairman Mallette asked if Warren Lee could give an update and Warren informed everyone that there were no major changes in the system. Everything is working well. We are continuing to add users as the new radios arrive.

Coastal has filed for bankruptcy and the merger with Radio One fell through. The shop in New Bern and one other will operate independently as Radio One. Most people were to get a letter to that effect but Warren has not seen or heard from anyone at Radio One.

Jerry Brewer stated that he spoke with Andrew this week and he understood that Radio One was out of it completely and all four shops for Coastal Electronics are shut down. It is up in the air about the equipment that is with Coastal Electronics and how the pieces are to be returned to their owners.

Warren stated that they called Robbie to come pick up some items that were in Coastal's shop but he (Warren) has left messages and has not heard from anyone.

Vice-Chairman Mallette wanted to know who would fill the void and Warren stated that Wireless was still here and he is not sure if another vendor would come. Jerry Brewer stated that Coastal's website had a letter that they were closing immediately. (See attached <http://www.coastalelectronics.com>)

Vice-Chairman Mallette inquired as to how we could get back any items that we have there and Warren said that as soon as he gets a response back, he would find out what he can for each of the agencies. If anyone else hears from them, please inform Warren so that we can stay abreast of the situation.

Warren informed everyone that they were still working on the issue out back with the tower with the generator which requires a change from the original sealed engineer's drawings.

### **Rebanding Project**

The Rebanding Project is still in negotiations with Sprint/Nextel over the frequencies that have been assigned to New Hanover County. They are still shooting for December 15th deadline.

Vice-Chairman Mallette asked if there have been any surprises with the radios that have been sent in as far as replacements. Warren informed everyone that it is a slow process but they are moving along but he is not sure if they will be complete with the negotiations by December 15th.

## **NEW BUSINESS:**

### **Public Safety Communications Center:**

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

- We now have 46 full time employees, two of whom are brand new trainees
- We have one part time, six temporaries and eight vacancies

Steve mentioned that we would love to have people apply that had bi-lingual capabilities as that would be an asset. Not a lot of people chose telecommunications as a career but we have been lucky with the long term, experienced people that we have retained. The new schedule seems to have helped with the consistent personnel.

The training is going well with the laptop set up that is in place in the Center. Training usually takes about a year to get proficient.

Brenda stated that keeping Telecommunicators is not just a staffing problem here. Some of the agencies she works with in other counties have just as hard a time as we do; some work with a shortage of about thirty people.

Staffing is a problem as the trainees do not realize it is not like it has been televised. If there are any people that you know are interested, please send them by our Human Resources Department.

The help of the Human Resources Department with the shifts has decreased the mandatory overtime of two days to one per person. This is the point we are making progress with the suggestions of Human Resources. Their help has improved things but not compromised the quality of recruitment. The standards are still being kept with background checks but the process has been moved along at a faster pace.

## **IT**

Jan informed everyone that they are shooting for installation on the hardware and software for AVL is the first week in December and she has to inform OSSI by the middle of November. Anyone that is intending to participate needs to get with Jan on the number of vehicles and the billing information for each agency that is participating. Lynn forwarded the hardware and license requirements on October 18, 2007. (See attached) There was an error; the Annual Maintenance is \$24 per year, not \$240.

It would benefit us that the more that order at one time how much the discount is that is given. Please email Jan with the number of units each agency is going to want installed.

Robbie Matheson inquired as to whether they had to get the whole package or if they could pare it down on the administrative vehicles as they don't need the GPS but they would like to have the mapping. Jan said she would check on this for EMS. That would be the difference in how EMS would place their order.

The \$24 per month for AVL would be the responsibility of the agency and IT covers the MCT portion.

Steve stated that the Center would get the equipment for the consoles but the agencies get their own AVL equipment.

Vice-Chairman Mallette wanted to know if this equipment would show a unit that was closer to be dispatched to an area rather than the first to respond.

Steve stated that it works with unit recommend based on the specifications given. IT is looking into the other agencies that come in from other counties during emergency situations, if they have the GPS, that we could also locate them when they are in our area.

Vice-Chairman Mallette wanted to know who saw where each unit was and if this was available to everyone that an unauthorized person be able to view this information.

Jan stated that the consoles had that capability but that she has never seen a demo. Each console will have the capability but not just anyone will be able to as to see this information, they have to purchase a license which is about \$2,000 per console.

Vice-Chairman Mallette inquired if the new radios had the GPS tracking and Warren informed him that was an upgrade that was available but it was costly. The lapel mikes are the only ones he knows that have the function but right now is cost prohibitive.

Tom Eason would like to set up a meeting with IT, Public Safety and Sharon Kane to answers any questions that City of Wilmington Police Department has with AVL.

Vice-Chairman Mallette asked if anyone had seen a demo on this and no one has but Jan said that she would at the least try to get a technical person from OSSI join them maybe by phone to go over these things.

The consoles are \$2,000 per unit but the vehicles are \$150 per unit. The software has the capability of mapping and transmitting to CAD.

Jan will contact everyone as far as the demo for the system.

Steve Smith discussed the paperwork passed out. Steve wanted to know if it was alright to email to each agency the information before the meetings to cut down on the paper. Everyone was fine with email transmission of the Events by Agency.

If there are any special changes in the agencies policies such as changing districts, please include Public Safety in the meetings. This is so that we are kept in the loop so we can manage here on the front end for smoother operations.

Vice-Chairman Mallette adjourned the meeting at 10:40 A.M.