

LAS ANIMAS COUNTY
EMERGENCY TELEPHONE SERVICE AUTHORITY

MEETING MINUTES

DATE: September 17, 2021

Board Members In Attendance:	Gabe Moreno, Derek Navarette, Tim Howard, Charles Glorioso, Dan Moynihan, Dave Bacharach, Mally Blecha, Buddie Curro, Rick Kumm
Other Attendees:	Motorola Solutions & Digitcom Representatives Walt Garbo and Renea Keahey, Hayden Alworth of Computer Kernel, James Worley IT for City of Trinidad, E911 Administrative Assistant Barbara Fisk

SUBJECT

DISCUSSION

Roll Call / Purpose

There was a quorum of nine (9) board members in attendance at 9:15am on Wednesday, September 17, 2021. The Las Animas County E911 Authority participated in a tour of both the Redundant Dispatch Center located at 2309 E. Main Street and the Primary Dispatch Center at 160 E. 1st Street, Trinidad, Colorado.

Walt Garbo, representative for both Motorola Solutions (Call Works) and Digitcom Electronics (radio system) was present to explain the mechanics of the dispatch operation system and the roles Motorola and Digitcom play. Among other things, Digitcom Electronics sells logging recorders and radio consolettes as well as options for preventative maintenance on those pieces of equipment. Motorola Solutions provides equipment, software, hardware refresh for the Call Works program.

- Motorola/ Call Works is a call taking system with GIS mapping update capability (daily updates possible).
- NENA (National Emergency Number Association) sets the national standards for 9-1-1 call taking. Call Works does system updates as mandated by NENA.
- eForce/CAD program receives radio communications from the radio consolettes (in server room) through the Navigator Box connected to the dispatcher PCS. Basically, the program bridges the PCS world to the radio world.
- With the completion of the ESInet migration all systems are now digital.
- Calls come through the radio to logging recorders via a network vs. copper analog.
- The ANI ALI system provides location and cellular information into the system.

Hayden Alworth of The Computer Kernel, oversees the IT system, all of the computers, monitors, back up batteries, etc. and maintains the internet link(s) for each center. He also helps if requested by Motorola Solutions providing simple update requests. He and Walt Garbo will communicate directly with each other if there are other occurrences wherein Motorola calls Hayden when Walt should be the point of contact.

James Worley, IT Director for the City of Trinidad stated the only input the City has in the overall system is the City's administrative telephone system provided by Shortel. Several board members asked why the e911 system had not been changed over to CenturyLink earlier in the year. It was clear that this would be done immediately.

Redundant Center

The Redundant Center is comprised of two rooms, one with three dispatch work stations and the server room wherein all of the servers, routers, radios and backup batteries are located. Each workstation has a Navigator Box, hard drive, five monitors, telephone, headset, keyboard and mouse. Of the three work stations in the Redundant Center, only one is fully operational and that is with very outdated equipment. The Computer Kernel previously presented the board with a quote for four LG 32-inch HDMI monitors, two desktop computers, two keyboards and mice, and all necessary cables. He also provided a quote for backup batteries in the server room. Digitcom Electronics also provided quotes for preventative maintenance (Redundant and Primary Dispatch Centers) and will be working toward a dedicated telephone system.

The server room houses three radio consoles. Two of which house up to nine radio consolettes. The radio consolette for Trinidad Fire Department is a new APX system, two others are VHF systems consisting of three separate boxes. Digitcom Electronics will be providing the board with a quote to update the outdated radio consolettes. The third console contains two ESInet systems which are maintained by Lumen/Century Link and two routers maintained by Intrado. The ESInet system delivers digital communications to the 9-1-1 system.

The Motorola Solutions/Call Works system is also in the server room and consists of two servers, five routers and a duplicate back up system in case of failure. The system runs 24/7/365. In June 2022 the system will be five years old and it is highly recommended it be replaced. Motorola Systems has provided a quote (\$213k) to update the massive systems for both the Redundant and Primary Centers with a five year payment plan.

There is a battery backup system in the server room for which The Computer Kernel has provided a quote to the board with the recommendation of purchasing replacement lithium ion batteries.

Primary Center

The following attended the walk through at the Primary Dispatch Center: Tim Howard, Dave Bacharach, Gabe Moreno, Barbara Fisk, Motorola Solutions & Digitcom Representatives Walt Garbo and Renea Keahey, Hayden Alworth of Computer Kernel, James Worley IT for City of Trinidad, E911 Administrative Assistant Barbara Fisk.

The Primary Dispatch Center is comprised of three rooms. One room houses three fully operational workstations, another room with all new APX radio consolettes, and the third houses a console containing two more ESInet systems and a second Motorola Solutions/Call Works system also with duplicate back up equipment.

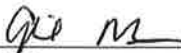
Since this dispatch center is housed within the Trinidad Police Department, the internet system, provided through Century Link and SECOM, is managed by James Worley the City of Trinidad IT Director.

Topics of conversations included: 911 install its own server, May Day and Emergency Button, Emergency Revert Talker Button, emergency rolling to one talk group monitored by dispatch, request for Las Animas Mac channel, call outs through Shortel changed to analog, concerns regarding large scale emergency and radio communications with City utility departments.

Review

The Redundant Dispatch Center is in need of updated equipment and regularly scheduled, weekly usage to ensure proper function. The Computer Kernel has provided quotes for computers, monitors and back up batteries. Digitcom Electronics has provided preventative maintenance quotes for both centers and will provide quotes for updated radio consolettes. Motorola Solutions/Call Works has provided a five year payment plan to update its equipment at both centers. Telephone provider will be changed from Shortel to Century Link. Acquire a server at the Primary Dispatch Center that is dedicated to 911.

Minutes Approved by the Las Animas County E911 Telephone Authority.



Gabe Moreno, Chairperson

September 23, 2021
Date