



GOODHUE COUNTY MINNESOTA

TO EFFECTIVELY PROMOTE THE SAFETY, HEALTH, AND WELL-BEING OF OUR RESIDENTS

COMMITTEE OF THE WHOLE AGENDA
COUNTY BOARD ROOM
GOVERNMENT CENTER
RED WING, MN

APRIL 16, 2019
8:00 A.M.

1. Communications Captain Discussion

Documents:

[Communications Captain.pdf](#)
[911 Supervisor Job Description.pdf](#)

Communications Captain

April 16, 2019

Presented by

Sheriff Marty Kelly

Chief Deputy Jeremy Lerfald

Guest Speaker: Nate Timm

How are things currently being done?

The Sheriff's Office contracts annually with ANCOM to be the system administrator for \$19,400/yr.

- The system administrator oversees the county's radio system (over 900 radios).
- The administrator attends meetings on our behalf and reports back to the Sheriff's Office (which is not happening)
 - Grant opportunities at these meetings and regional information (currently missing out on)
- Radio programming is done by a City of Red Wing employee. They are doing this because ANCOM would charge a programming fee.

The Sheriff's Office contracts annually with ANCOM for alarm monitoring for \$5,092/yr.

- They receive alarm notifications at tower sights
 - This does not include any site visits
 - Ancom notifies City of Red Wing employee who contacts subcontractor
 - 2-6-19 Ancom received Generator alarm, notified City of Red Wing employee who contacted a technician from Cummins to check on the generator

Examples

04-03-19 Portable radio needed to be reprogrammed from 4 Seasons Sgt. to a New Deputy. Our dispatcher who has received training was able to program this since it was a portable and he could do it during his dispatch shift.

04-04-19 Zumbrota Police Department had a new mobile radio in squad car that needed programming. ANCOM would charge to do this so a Red Wing employee programmed it for them.

04-04-19 Red Wing Public Works installed mobile radio in new semi and needed information updated. ANCOM would charge so done by Red Wing employee

How things would be done with a Communications Captain

The Communications Captain will be the system administrator of the county radio system.

- The Captain attends meetings on our behalf and reports back to the Sheriff's Office
- The Captain obtains grants from Southeastern Regions for updating radio systems
- Captain performs all radio programming for agencies using the ARMER System (900 radios)
- Is contact person for alarm monitoring of tower sights and respond or contact subcontractor
- Oversees the PSAP center and attends the administrative communications meetings
- Trains with a dispatcher and IT on radio systems and technology

Potential Savings: Eliminating Two Ancom Contracts \$24,492/yr

Annual Radio Contracts

How much will the contracts we need with the current provider be going forward?

Ancom

- System Administrator \$19,400
- Alarm Monitoring \$5,092.50
- Subscriber Optimization \$9,700
 - Eliminated 1-31-19 and we will use SE Region's analyzer
- Microwave Service Contract \$19,200
- Fire Paging Repeaters \$5,880
- Infrastructure Contract \$2,100
 - Will be able to remove jail repeater by bringing on to ARMER in 2020

Motorola Contracts

- Originally sent contracts for 6 dispatch consoles and 47 repeaters at tower locations \$53,454.72
- Determined we only had 4 dispatch consoles and 42 repeaters. Negotiated pricing with Motorola and they provided additional discounts \$49,892.65
- Savings \$3,562.08
- Dispatch XTL 5000 Consolettes \$1,785.60

Annual Radio Contracts

Motorola Contracts:

2019 Motorola System Support Cost allocation - SUAll	Equipment Type	Yearly Cost	# months SUA Coverage in 2019	Site Equipment Total	
Goodhue Ch Adds Cannon Falls	CH Add(s)	\$243.35	12	2	\$486.70
Goodhue Ch Adds Zumbrota	CH Add(s)	\$243.35	12	2	\$486.70
Goodhue Ch Adds Red Wing	CH Add(s)	\$243.35	12	2	\$486.70
Goodhue Ch Adds Frontenac	CH Add(s)	\$243.35	12	2	\$486.70
Goodhue Channel Adds Kenyon	CH Add(s)	\$243.35	12	2	\$486.70
Cannon Falls WT(Goodhue)	RF Subsite(5)	\$4,431.99	12	1	\$4,431.99
Ch Adds Cannon Falls WT	CH Add(s)	\$243.35	12	3	\$730.05
Pine Island(Goodhue)	RF Subsite(5)	\$4,431.99	12	1	\$4,431.99
Goodhue Ch Adds Pine Island	CH Add(s)	\$243.35	12	3	\$730.05
Aspen(Goodhue)	RF Subsite(5)	\$4,431.99	12	1	\$4,431.99
Goodhue Ch Adds Aspen	CH Add(s)	\$243.35	12	3	\$730.05
Sand Hill(Goodhue)	RF Subsite(5)	\$4,431.99	12	1	\$4,431.99
Goodhue Ch Adds Sand Hill	CH Add(s)	\$243.35	12	3	\$730.05
Goodhue County	MCC7500	\$608.37	12	5	\$3,041.86
Console located CCGW	CCGW	\$226.11	12	6	\$1,356.67
	NM	\$226.11	12	1	\$226.11
MSO Support tech percentage					\$2,264.87
				SUAll Total	\$29,971.12
2019 Motorola SUA2Plus 7.19 Hardware					\$30,251.63
2019 Motorola SUA2PLUS 7.19 Install					\$20,942.88
				TOTAL:	\$81,165.63

Annual Radio Contracts

Motorola Contracts:

South East MN Region		SUAI	SUA2Plus Equipment	SUA2Plus Install	Total
Agency		Infrastructure SUAI cost			
	Olmsted County	\$20,006.34	\$68,637.57	\$35,391.47	\$124,035.38
	Rochester	\$0.00			\$0.00
	Goodhue County	\$29,971.12	\$30,251.63	\$20,942.88	\$81,165.63
	Wabasha County	\$3,855.39			\$3,855.39
	Winona County	\$10,623.98			\$10,623.98
	Houston County	\$2,708.09			\$2,708.09
	Fillmore County	\$2,952.69			\$2,952.69
	Mower County	\$8,894.26			\$8,894.26
	Freeborn County	\$25,289.81			\$25,289.81
	Dodge County	\$2,708.09			\$2,708.09
	Rice County	\$13,123.67			\$13,123.67
	Steele County	\$10,378.29			\$10,378.29
	Rice/Steel Dispatch	\$14,385.04			\$14,385.04
	Total	\$144,896.78			\$300,120.33

Annual Radio Contracts

Motorola Contracts:

Annual Expense for the System Upgrade Agreement with Security Update Service (SUAII) infrastructure cost

\$29,971.12 paid annually by GC for the network components, which are networks, switches and software for the entire ARMER system. This cost was negotiated between Motorola and the State of MN from 2016 – 2020. This expense will continue after 2020 and the State of MN is working with Motorola to find out what the expense will be from 2021 and beyond. The State is expecting a 10-15% increase from Motorola starting in 2021.

Software Update Agreement (SUA2Plus) Equipment and Install

\$30,251.63 paid annually by GC starting in 2016 – 2020 for the SUA2Plus equipment. This expense will be fully paid by the end of 2020. The State of MN and the MN Counties worked together to come up with a 5 year plan to pay for the ARMER equipment upgrades to switch the system from circuit based to IP based. This equipment includes a controller, base stations and channels. 5 channels at each site are included in one of the costs and we pay extra for any channels over 5 at our owned sites. We also have to pay for the 2 channels we have at the other sites owned by MNDOT. This equipment was installed in 2016, but we are paying for it over 5 years, for a total of \$151,258.15. We will not have these expenses after 2020.

\$20,942.88 paid annually by GC from 2016 – 2020 for the install of the SUA2Plus. This installation was done in 2016, but we are paying for it over 5 years, for a total of \$104,714.40. We will not have this expense after 2020.

Total payment each year from 2016-2020 = \$81,165.63

Payment after 2020 could be between \$32,968 - \$34,467

Sworn vs Non-sworn

In 2015, licensed deputies and non licensed employees were both allowed to apply for the Jail Lieutenant position. By doing this it increases the pool of candidates who are qualified for the position.

Update Communications Captain job description to reflect that a POST license is a preferred qualification but not a minimum qualification. This will allow licensed and non-licensed to be eligible to apply. This will increase the pool of qualified candidates.

Structure of the Dispatch Center

Currently the Chief Deputy oversees the Dispatch Supervisors. Goodhue County is the only county in SE MN who doesn't have someone, other than chief deputy, overseeing the dispatch center and performing administrative duties.

The daytime dispatch supervisors are currently doing many of the administrative duties such as scheduling, replacing of 911 system, creating crystal reports, updating mapping projects, NCIC Terminal Agency Coordinator duties which include monthly audits for hot files, OFP and DANCO audits and entries and attending administrative meetings. There is currently no policy & procedure manual and the existing training manual is outdated from 90's. These are administrative duties that should be done by someone overseeing the dispatch center so the dispatch sergeants can focus on the day to day operations and their employees.

Currently Daytime Dispatch Supervisors are attending many of the administrative meetings

- 2019 there has been 36 hours of overtime at \$54.32/hr = \$1,955
- 2018 there was 128 hours of overtime at \$54.32 = \$6,993.70

Questions that have been researched

- Who are all the departments around the county using the radio system and have they been able to weigh in on the change?
 - 7 Law Enforcement, 7 Fire Departments, 4 Ambulance, 3 Public Works Departments. We have communicated with the Fire Chiefs, Police Chiefs and Public Works.
 - Most agencies outside of Red Wing contact ANCOM when they need radio programming or maintenance done. ANCOM charges the agency for the programming and a trip fee.
 - None of the agencies that we spoke with have any concerns with the change and many of them indicated the service would improve by having a county person.

Questions that have been researched

- Has there been any conversations with neighboring sheriff departments about a regional approach to this need?
 - There have not been any discussions at the regional meetings for a regional approach.
- Which deputy position is the next deputy in charge after the chief deputy?
 - Patrol Captain is 3rd in command, Investigations Captain is 4th in command
- What will happen when we end the Ancom Contract?
 - By ending two contracts with Ancom it will not affect any other law enforcement agency, fire department or public works department. It would be a county employee overseeing the system and a county employee programming radios instead of a City of Red Wing employee or Ancom

Questions that have been researched

- Has there been direct communication with the departments (dispatch, public works and others) on the changes and what the effects are on those involved?
 - Sheriff Kelly met with dispatchers and dispatch supervisors regarding the changes and the minimal effects that this position would have on the day to day operations.
- Who is responsible for paying for a repair or reprogramming?
 - If we were unable to perform the programming or fix the radio it would have to be sent to Motorola or Ancom. That department would be responsible for the cost of the repair.
- What are the qualifications /job descriptions for a like position in other county sheriff departments and do they serve many local units of government and emergency departments similar to Goodhue County?
 - See separate attachment for job description from Le Sueur County

District 6 Agencies

Who oversees your Dispatch Center?

Fillmore Co: Lead Dispatcher then Chief Deputy

Goodhue: Chief Deputy

Le Sueur Co: 911 Supervisor

Rice: Doesn't have a dispatch center – consolidated with Steele

Mower: Communications Supervisor who reports to Chief Deputy then Sheriff

Wabasha: PSAP Coordinator who reports to Chief Deputy

Winona Co: PSAP Supervisor

Who is the System Administrator for you radio system?

Fillmore Co: Ancom

Goodhue: Ancom

Le Sueur Co: 911 Supervisor

Mower Co: Communications Supervisor

Wabasha: PSAP Coordinator / training licensed deputy to take over

Winona Co: PSAP Supervisor

District 6 Agencies

Who does the programming of portables and mobiles?

Fillmore: EM Director and recently incorporated another deputy to assist

Goodhue: RWPD Officer / Dispatcher

Le Sueur Co: 911 Supervisor

Rice: EM Director

Mower: Patrol Sergeant

Wabasha: PSAP Coordinator / training licensed deputy to take over

Winona Co: PSAP Supervisor and EM Director

Do you have a radio person?

Fillmore: EM Director

Goodhue: RWPD Officer / Dispatcher

Le Sueur Co: 911 Supervisor

Rice: EM Director

Mower: Patrol Sergeant

Wabasha: PSAP Coordinator / training licensed deputy to take over

Winona Co: PSAP Supervisor and EM Director

Questions?

Sheriff

911 Supervisor

Dept/Div: *Sheriff*

FLSA Status: *Non-Exempt*

General Definition of Work

Performs difficult protective service work This position supervises, plans, coordinates and monitors all emergency 911 communication systems and activities. Responsibilities may include approving all scheduled work hours; reviewing and approving personnel actions; developing and monitoring a budget; maintaining and purchasing emergency communication equipment; ensuring compliance with Federal and State regulations; and training emergency communication staff., and related work as apparent or assigned. Work is performed under the general direction of the County Sheriff and Chief Deputy Sheriff. Continuous supervision is exercised over Jailer/Dispatcher.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. The below listed statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

Essential Functions

Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.

Coordinates the activities of the emergency 911 function, which includes implementing departmental policies and procedures, monitoring and revising staffing levels, coordinating training efforts, monitoring work for quality control, and identifying and implementing opportunities to improve services. Ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.

Coordinates new hire training program which includes establishing processes; setting schedules; coordinating and monitoring training activities; and assessing the effectiveness of processes.

Coordinates maintenance of communications equipment.

Prepares operational and statistical reports; maintains records for 911 call reports and mapping updates.

Monitors a budget which includes preparing cost estimates for budget recommendations, submitting justifications for budget items, and monitoring and controlling expenditures.

System manager for allied radio matrix for emergency response A.R.M.E.R.

Performs other duties of a similar nature or level.

Knowledge, Skills and Abilities

- Supervisory principles;
- Applicable Federal, State, and local laws, rules, and regulations;
- Customer service principles;
- Training principles and requirements;
 - Two-way multi-frequency transceiver terminology, procedures, and techniques;
 - Emergency communications facility operations, procedures, and standard policies;
 - Law enforcement and emergency management operations;
 - Budget principles;
 - Computers and related software applications.
 - Monitoring and evaluating employees;
 - Prioritizing and assigning work;
 - Applying Federal, State, and local laws, rules, and regulations;
 - Providing customer service;
 - Coordinating and evaluating training methods;

Maintaining and purchasing applicable tools and equipment;
Implementing policies and procedures;
Preparing and maintaining a budget;
Using a computer and related software applications;
Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.
Some mapping system skills; through radio equipment and 911 systems.
Through knowledge of 911 telephone system; 800 mghz radio and fire/ambulance paging system.
Through knowledge of standard office software and accounting software.
Through knowledge of patriot 911 system; geo comm mapping and state computer system.
Through knowledge of 911 reports, time sheets, technical report and performance appraisals.

Education and Experience

Associates/Technical degree and considerable experience, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires reaching with hands and arms and repetitive motions and occasionally requires standing and walking; work requires close vision, ability to adjust focus, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and visual inspection involving small defects and/or small parts; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

PsPortals; Criminal Justice Information System; National Crime Information Center
Valid driver's license in the State of Minnesota.

Other Requirements

The incumbent may encounter not public data in the course of these duties. Any access to not public data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data are being accessed, incumbent should take reasonable measures to ensure the not public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, incumbent must properly store the not public data according to the provisions Ch. 13. If a new work assignment requires access to not public data, the incumbent is permitted to access not public data for the work assignment purposes only. Any access to not public data must be strictly limited to the data necessary to complete the work assignment and after the assignment is completed, the employee's work assignment no longer requires access.

Last Revised: 11/7/2013