Rehoboth Information Technology Advisory Committee Meeting Minutes

Date of Meeting: 12 April 2023 (7:07 pm)

Meeting Location: Francis Farm Arcade Bldg. (and by ZOOM)

Members of Committee:	**In Attendance:**
Anna Deignan (AD) (Chair)	Present
Tim Maynard (TM) (Secretary)	Present
Jay Jil (JJ)	Present
Reuben Fishman (RF)	Present

Official Observers: George Solas

Old Business:

Jay Jil moved to approve the minutes of the meeting of 8 March 2023. The motion was seconded by Reuben Fishman and was approved unanimously.

New Business:

Reuben opened the discussion on the Dispatch Interface for the Fire and Ambulance Service. Reuben has submitted, to the committee (see attachment #1), an outline of what is involved in "pushing data" from the dispatch system to the Fire and Ambulance Services. In a detailed power point presentation (attachment #2), he has detailed the "links" that have to be created and the estimated costs associated with those links both on a "one time" basis and as an "ongoing" expense. Reuben's presentation was well received by the committee and it was generally felt that proceeding in this direction was necessary and the expense associated with it was affordable.

Tim suggested that some or all of the up-front cost might be available through grants.

Reuben explained that ongoing maintenance costs would come out of the department's respective budget.

George indicated that he would connect Reuben with Sue Pimental to discuss the issues.

George gave the committee an update on the town's I.T. Assessment being performed by CMIT. He has learned from the management at CMIT that the assessment team was staffed by local CMIT personnel, some or all of whom may be involved in the support of the town's IT infrastructure. He has checked with the town's lawyer (and they checked with the state attorney general) and it was determined that there was no problem with any legal issues.

Anna explained the committee's concern in that "Best Practice" dictates that there should be no connection between the team doing the assessment and the team supporting the town.

George indicated that the assessment should be due tomorrow. He indicated that he would provide copies to all of the members of the committee.

It was decided that the committee will wait for the assessment and then do a review and get back to the Board of Selectmen with any concerns.

With regard to the questionnaire on the town's cyber insurance, George provided Anna with a copy of the "Beazley" questionnaire. He indicated that he would try and get an electronic copy of the "Beazley" questionnaire and insurance policy to the committee members prior to the next meeting. It will be reviewed at the next meeting.

Relative to the "IT Daily Needs" suggested by the Personnel Board prior to Derek Rousseau going out on leave, the committee has no new information. It was suggested in general discussion by the committee that there is merit in the approach and that the committee would like to discuss the approach with the Personnel Board. Anna indicated that she would follow up with Mr. Richard Penofsky (Chairman, Personnel Board) on this and our concerns relative to a training policy for the town.

Motion:	**Presented By:**	**2nd:**	**Vote:**
Move to adjourn (at 7:54 pm)	Jay Jil	Reuben Fishman	Passed unanimously

Attachment #1, as submitted by Reuben Fishman:

I've been doing some research with the Fire Department and the Ambulance on how they interface with the dispatch center.

Fire will be relatively easy - the IMC system will need to be configured to send an email to the Fire Department's reporting system. Once the email arrives, the reporting system will parse out the data and make it available to FD's users. The data that gets sent includes:

- Run Number
- Incident address
- Times of calls
- Units involved in the call (e.g., Car 1, Engine 2, etc...)

Ambulance is a little more complicated. The provider the ambulance is using works one of three ways:

- Install a piece of software on the same network as the IMC system and allow IMC to drop a file on that server that the vendor can parse to get the same information that listed above
- Have IMC send data to a SQL database that the vendor will monitor to get info
- Have IMC send data directly to the vendor's system through an API call

The vendor the Ambulance is using told me they typically interface with IMC using the file drop (option 1 above). We would need to discuss whether or not we'll allow a piece of software to be added to the network to receive these files, or if we have to find another way to get the data. Ambulance would be paying the cost for this additional piece of software so the only "cost" to the Town is supervising the install by the vendor.

I would like to talk to IMC and figure out if there are any other options for getting the data sent to a system the Ambulance controls rather then having software installed on PD's network.

Do we have a contact at TriTech (vendor that makes IMC)?

Thanks,
Reuben

Attachment #2, as submitted by Reuben Fishman:

FIRE/AMBULANCE CAD INTEGRATION

Problem Being Addressed

•Dispatch records call information (location, responding units, run number times) in IMC

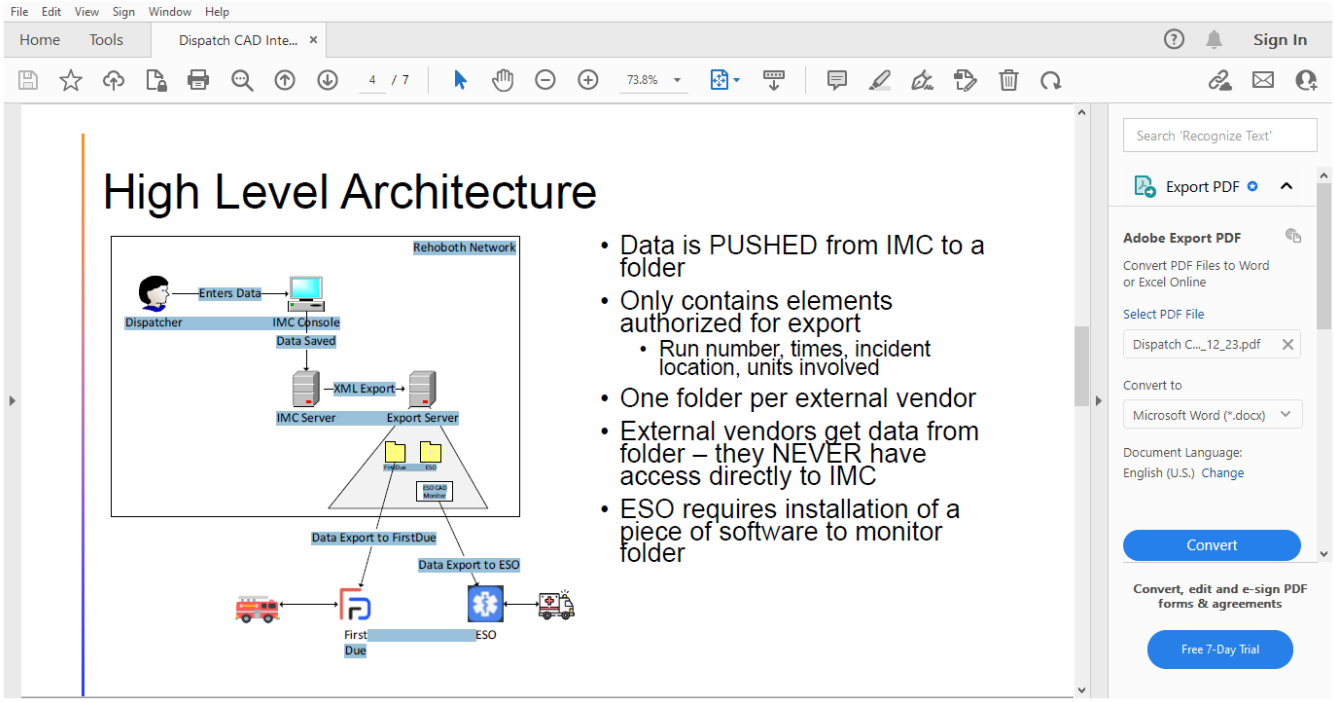
•Fire and/or Ambulance calls Dispatch after calls to obtain times
•Adds workload to already busy dispatcher

•Can be error prone
•IMC has ability to PUSH information to other systems, alleviating extra phone calls to Dispatch
•Caveat: Dispatcher has to enter the information first

Systems Involved

- Dispatch/PD –CentralSquareIMC
- Fire –FirstDueFire Reporting
- Ambulance –ESO Electronic Health Record

High Level Architecture



Software Costs

- IMC
- Initial cost to configure CAD Export feature:
- CAD Export License –1stdestination: $2950
- CAD Export License –2nddestination: $1475
- Services fees to set up and configure: $780
- Total one time costs: $5205

•Ongoing maintenance cost to keep feature: $675/year

•FirstDue: Included in software costs already being paid for by Fire Department

•ESO: $795/year –responsibility of Ambulance

Hardware costs

•TBD. Is there an existing server that can be used within the PD network (where IMC server lives)?

•Can another virtual machine/server be added?

•Will the Town allow ESO to install their CAD monitor on the server to monitor for exports for Ambulance data?

Possible future expansion

•Axon body cameras in use by PD can import CAD data to tag captured videos

•Will incur license cost from both Axon and IMC as well as increase in IMC maintenance cost for CAD export