

JOURNAL OF COMMISSION WORK SESSION
July 19, 2016

City Commission Work Session
Civic Center, Gibson Room 212

Mayor Kelly presiding

CALL TO ORDER: 5:30 p.m.

CITY COMMISSION MEMBERS PRESENT: Bob Kelly, Bill Bronson, Bob Jones and Tracy Houck. Commissioner Fred Burow was excused.

STAFF PRESENT: City Manager; Assistant City Attorney; Directors of Fiscal Services, Planning and Community Development, and Public Works; Fire Chief; Police Chief; IT Manager; IT Systems Administrator; and, the City Clerk.

**** *Action Minutes of the Great Falls City Commission. Please refer to the audio/video recording of this meeting for additional detail. *****

1. PUBLIC COMMENT

Ron Gessaman, 1006 36th Avenue NE, discussed the American Medical Association's guidelines for the use of LED lights. Mr. Gessaman also referred to recent Weekly Review items and expressed opposition to the City negotiating its franchise renewal with Charter outside of the public view because he doesn't believe the City has a very good franchise agreement and that Charter is taking advantage of the fees it is paying, and the State granting extensions to B/E Aerospace and ADF to meet requirements of the Big Sky Economic Development Trust Fund program.

2. BUILDING ACTIVE COMMUNITIES INITIATIVE (BACI)

Kim Skornogoski, United Way of Cascade County and Get Fit Great Falls and BACI board member, reviewed and discussed the attached presentation on ways to make downtown more active and attractive, and designing spaces around people rather than automobiles. As part of the Downtown Master Plan, partners of BACI are already taking steps in creating people centric and multi-purpose spaces such as the Farmer's Market.

Ms. Skornogoski reported that the BACI partners include Get Fit Great Falls, City of Great Falls, Downtown Association, Business Improvement District, Great Falls School District, City/County Health Department, MSU-Extension Services, North Central Independent Living, United Way of Cascade County, Great Falls Chamber of Commerce, and NorthWestern Energy.

BACI partners are working on an event to be held at Davidson Plaza when Central Avenue will already be closed for a sidewalk sale on July 30. They will be looking for feedback from the community on this demonstration project.

Ms. Skornogoski discussed what the City could do to assist this initiative such as crosswalks, food trucks and multi-use spaces.

3. PUBLIC SAFETY SOFTWARE

City Manager Greg Doyon commented that staff will respond to some of the points made at the joint session with the County Commission on July 5th, provide an update on the New World/Tyler Technologies status, provide points to contemplate while the Commission reviews the draft Interlocal Agreement and then will be providing some recommendations.

He reported that the 911 Interlocal Agreement with the County expired in 1997. There was an addendum to that agreement in 2007 that was strictly related to the IT aspect of the software. There are several modules of the public safety software package. The largest module is computer aided dispatch that supports all of the users and is what the dispatchers use when they receive 911 calls.

Manager Doyon reviewed specific language in the current addendum that is attached to the expired 2007 Interlocal Agreement with the County that talks about data and data administration. He reported that there has been no administrative access complaints from County staff to the City's IT team or the Police Department that he is aware of in terms of data and software access until recently. There have been, however, a lot of performance related complaints. Before the City began having issues with New World back in January of 2014, the County was in contact with the City. The Sheriff's Office was very frustrated and wanted to "draw a line in the sand" with regard to New World performance. At the time the County records division manager said she hoped the City Attorney was pursuing a "breach of contract" with New World. The County Attorney's Office became aware of the issues around September, 2014. Manager Doyon continued to discuss a chronology of County participation expressing concerns about the software performance from 2014 that have developed. After New World software updates the City experienced performance issues that lead to the City issuing a termination letter to New World.

Cascade County was well aware of the New World software issues since 2014. County staff did work with the City in an attempt to resolve the issues. There was no discussion about the City being non-responsive to access issues to the server during this period. The discussions were based on performance. The City did not have unilateral control over the data and the access. This is evidenced in a couple of different ways. One is related to the fact that the County tried to independently work through these issues with New World.

IT Systems Administrator Tom Pike discussed and responded to misleading or inaccurate comments made at the July 5th Joint City/County Commission meeting as follows:

As early as 2014 while the City was trying to rectify software issues with New World, the County was reaching out to other vendors to look for replacement software on its own.

County Commissioner Briggs stated at the joint City/County Commission Work Session on July 5th that he hopes that the County and City still want to work together moving forward with any new prospective software. Administrator Pike noted that a combined public safety solution just makes sense. He pointed out that 72% of all Cascade County residents live within the City limits and that all City of Great Falls citizens are residents of Cascade County. The City is vested in a combined, integrated public safety infrastructure for our community.

County Commissioner Briggs previously stated that their biggest complaint is that somewhere between 2007 and the present, the City of Great Falls took control of all public safety software systems and unilaterally removed all County administrative access to their own data and the County does not work together in an administrative capacity. Further, that the County is no more than “users” in the present public safety solution and they have no way to manipulate, administer, or utilize their own data. Administrator Pike clarified that when the City and County combined public safety servers with the City being the “host” server, there was an Interlocal Agreement in place for administration of the server and the software. The February 2, 2007 Agreement was reviewed and signed by City and County officials as well as legal staff from both sides. That Agreement contained specific administrative functions. He explained that system administration includes the people responsible for the physical network, the physical server, the upgrades of the operating system, and the applications that are running. Security/application administrators are responsible for the security of the users, security of the applications, and any maintenance of those applications. With the old mainframe, the City was the system administrator and the County had designated application security administrators. Moving into the present Aegis MSP application, nothing changed.

Administrator Pike continued that it is his belief that the County wants physical access to the City’s network and servers. He explained the reasons for the present process involve security concerns.

IT Manager Jon Legan added that New World has expressed that any user who does access, manipulate, or change data at that level would be responsible for voiding the warranty on the database. He further explained why it is important to only have one system administrator with full access.

With regard to the County indicating it has no way to manipulate, administer or utilize its own data, Administrator Pike explained that anyone that has been set up in security for any of the New World applications has the ability to manipulate and utilize data. He noted several County individuals that have full security/application administrator authority.

Commissioner Bronson summarized that they all heard County Commissioner Briggs say that the County is not in a position to manipulate data. He inquired who with the County, either with IT or the Sheriff’s Department, has come to the City prior to the July 5th meeting at the Courthouse Annex and said they can’t manipulate the data. Administrator Pike responded no one. The first time he heard that was at the joint session on July 5th from the County Commission.

Commissioner Houck inquired if the County had ever requested a copy of the Standard Query Language (SQL), or created a test environment or worked on their own data independent of the system to create a hot fix that they could present to the City or New World. Administrator Pike responded no. The City has a test server for the public safety and financial system maintained by New World and subject to the same warranty issues as far as the data.

Mayor Kelly summarized that the three governmental entities involved, at the best of times, have had problems communicating while dealing with an inept software company and that have legitimate differences in the way the problems have been approached. Looking forward, the things that staff has addressed indicates to him real necessary areas of cooperation. What he

heard from the meeting with the County was that looking forward they would like to have software with the capabilities that New World was unable to fix be set forth in an RFP to make it easier on everyone without compromising the security.

Administrator Pike indicated that some vendors provide what is called a “closed system,” wherein the vendor provides system administration of its software, hardware, applications and associated updates. This would allow both agencies to concentrate on security/application administration and make access concerns a moot point.

Mayor Kelly reiterated what he heard at the joint meeting with the County was that the City would make a best faith effort to put together the County’s wish list combined with the City’s needs and see if a vendor can solve that shopping list.

Manager Doyon commented that it makes sense to collaborate, work out details including location of servers, security and appropriate share of costs. This issue needs to get resolved soon. It is a public safety issue.

Mayor Kelly noted that they left that meeting indicating a committee would be created with representatives from both entities.

Manager Doyon suggested the committee consist of staff and not political representatives as part of that discussion process. The City will collaborate where it can.

Mayor Kelly commented it would serve him well to attend the committee meetings to see the amount of communication and cooperation that is or isn’t there. Since this is a sensitive issue going forward, it would be nice to be in on the conversation to collaborate on the decisions that are made.

Manager Doyon pointed out that the sensitivity isn’t coming from the staff. He believes that staff can work through this. The elected officials have a part to play in this and it is after the groups have come together to develop an RFP and make its recommendations to the Commissions.

Commissioner Houck commented that her concern is the lack of understanding of the IT language that cause assumptions to be made and are causing some of the issues. She encouraged the IT folks get together to put out an RFP and involve legal to review the terms and conditions; that elected officials not get involved right now; and, that the Commissions receive the RFP packages for approval.

Manager Doyon concluded that he would like to direct staff to work with County staff to develop an RFP to be approved as soon as possible by the City and County Commissions.

Commissioner Jones suggested moving forward with the idea of a closed system, keeping in mind the main priority is the dispatch center. If a jail package can’t be administered in this way, then maybe a separate system should be considered by the County to move forward with its own jail package.

4. 911 INTERLOCAL AGREEMENT

Manager Doyon reported that the Commission was provided a draft Interlocal Agreement that was developed by County staff. He discussed key changes in the proposal. One of the changes was eliminating that the City has ultimate responsibility for the operation and performance of the 911 Communications Center and creates a dispatch advisory board that becomes an administrative decision making board with authority over budget preparation and performance standards. He pointed out that 72% of Cascade County's population is in the City of Great Falls. He questioned if that was a fair and proportionate way to manage a joint center.

Other changes included 911 quarter accounts, board budget and finance responsibilities and a process for budget disputes and distribution of assets.

He concluded that the IT folks are in a better position to help the City and County Commissions figure out what the needs are for the software users. His recommendation to the Commission is that the City maintains the current model, operation and management of the 911 Center, and that IT maintains the status quo as well.

Chief Bowen commented that staff worked on this document together with the County realizing that there were going to be some points of concern. It was their best faith effort the last three and a half years to get this document in front of the Commissions. It's at least a starting point.

Mayor Kelly suggested Chief Bowen take the concerns expressed about the draft Interlocal Agreement back to the committee, and that the City and County IT folks collaborate to issue an RFP.

Commissioner Jones agrees that the Interlocal Agreement be put on hold and for Chief Bowen to discuss the concerns with the committee. He suggested that the City and County move forward together to search out vendor possibilities so that the two can stay in a combined center operation and bring a recommendation back to the City and County Commissions.

Commissioner Houck commented that the Interlocal Agreement is work in progress. It should be drafted and discussed more as we move forward with an RFP.

Manager Doyon concluded that he will reach out to the County to see if they want to collaborate on an RFP. If they say no, he is going to direct staff to issue an RFP. Then the concerns regarding the Interlocal Agreement will be looked at.

Commissioner Bronson concurred with Manager Doyon's conclusion.

Assistant City Attorney Joe Cik noted that City Attorney Sexe had expressed concerns about the Interlocal Agreement before she left for vacation.

5. DISCUSSION OF POTENTIAL UPCOMING WORK SESSION TOPICS

Because time is of the essence, Mayor Kelly requested that this matter be brought back for discussion at the second meeting in August.

ADJOURN

There being no further discussion, Mayor Kelly adjourned the informal work session of July 19, 2016 at 6:55p.m.

Building Active Communities Initiative



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BACI Partners

Get Fit Great Falls
City of Great Falls
Downtown Association
Business Improvement District
Great Falls School District
City/County Health Department
MSU-Extension Services
North Central Independent Living
United Way of Cascade County
Great Falls Chamber of Commerce









What can City of Great Falls do



Crosswalks



Food trucks

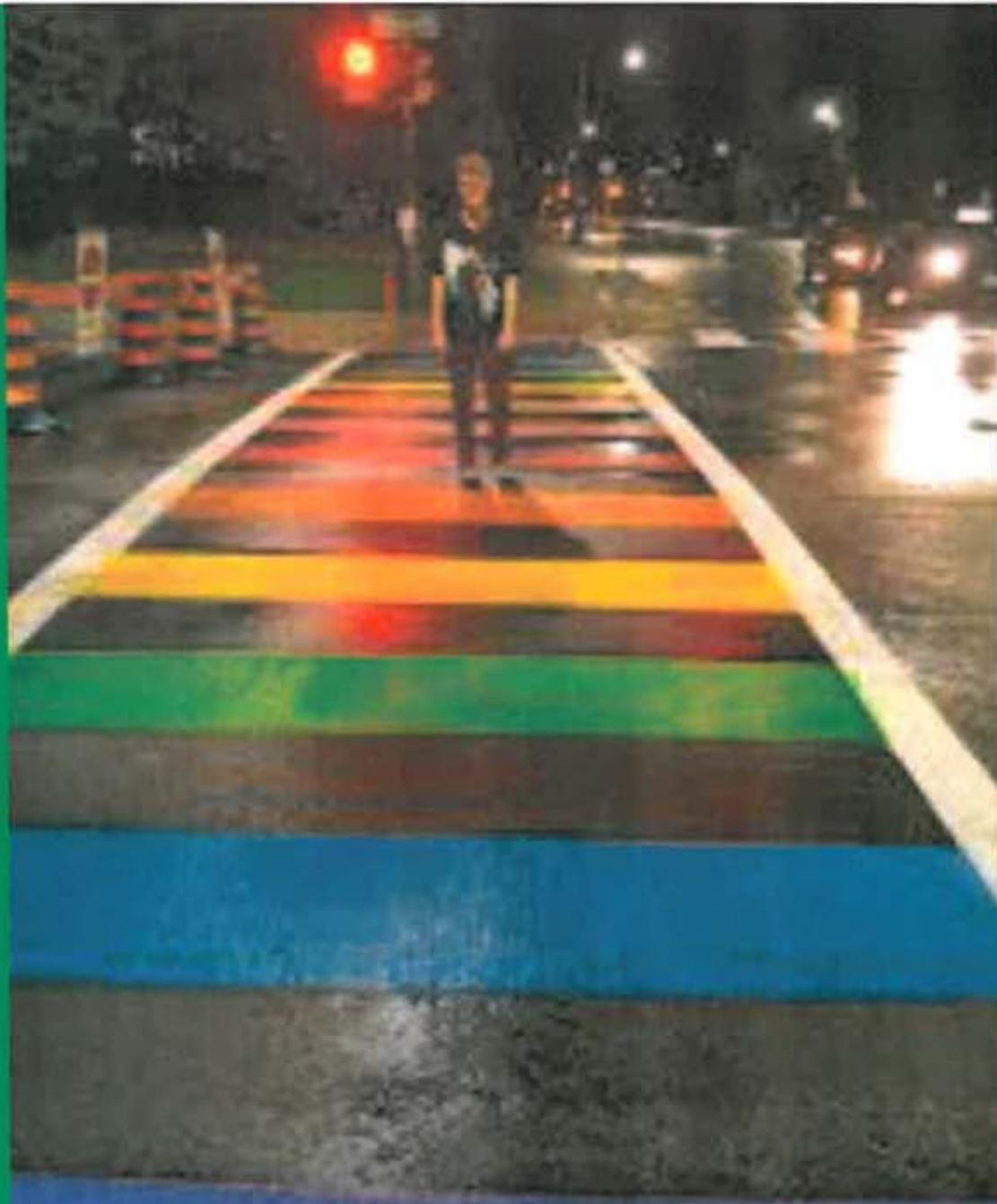


Multi-use spaces









Prezi

What can City of Great Falls do



Crosswalks



Food trucks



Multi-use spaces



Prezi



What can City of Great Falls do



Crosswalks



Food trucks



Multi-use spaces





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