



PALM BEACH COUNTY COMMISSION ON ETHICS

2633 Vista Parkway, West Palm Beach, Florida 33411

Hotline: 877-766-5920 or 561-233-0724

COMPLAINT FORM

1. Complainant (Person bringing Complaint) *Add pages, if necessary.*

Name: SHERYL STECKLER

Address: PO BOX 16568

City: WEST PALM BEACH Zip: 33416

Home #: _____ Work #: 561.233.2350 Cell #: _____

2. Respondent (Person against whom complaint is made) *Add pages, if necessary.*

Name: EVERETTE VAUGHAN

Address: 20 SOUTH MILITARY TRAIL

City: WEST PALM BEACH Zip: _____

Home #: _____ Work #: 561.712.6337 Cell #: _____

Title/Office Held or Sought: SENIOR MANAGER, EMERGENCY OPERATIONS CENTER

3. IF KNOWN, CHECK THE BOX OR BOXES THAT APPLY

- Allegation is against person in County Government
- Allegation is about County: Whistleblower Retaliation

4. STATEMENT OF FACTS BASED ON YOUR PERSONAL KNOWLEDGE

In a separate attachment, please describe in detail the facts and actions that are the basis of your complaint, including the dates when the actions occurred. Also attach any relevant documents as well as names and contact information of persons who may be witnesses to the actions. If known, indicate the section of the ordinance you believe is being violated. For further instructions, see page 2 of this form.

5. OATH

I, the person bringing this complaint, do depose on oath or affirmation and say that the facts set forth in the foregoing complaint and attachments are true and correct, to the best of my knowledge and belief.

Sheryl Steckler
Signature of Person Making Complaint

STATE OF FLORIDA
COUNTY OF PALM BEACH
Sworn to (or affirmed) and subscribed before me this 15th day of DECEMBER, 2011, by
SHERYL STECKLER
(Name of Person Making Statement)
who is personally known to me X or produced identification _____. Type of identification produced:

Donald J. Balberchak
(Signature of Notary Public, State of Florida)



DONALD J. BALBERCHAK
MY COMMISSION # EE 14181D
EXPIRES: October 26, 2015
Bonded Thru Budget Notary Services

DONALD J. BALBERCHAK
(Print, Type, or Stamp Commissioned Name of Notary Public)



**OFFICE OF INSPECTOR GENERAL
PALM BEACH COUNTY**

Sheryl G. Steckler
Inspector General

December 14, 2011

Alan S. Johnson, Esq.
Executive Director
Commission on Ethics
2633 Vista Parkway
West Palm Beach, FL 33411

On September 7, 2011, the Office of Inspector General (OIG) received a complaint from an individual who was subsequently granted Whistle-blower protection (hereinafter referred to as "the WB") pursuant to § 112.3188, Florida Statutes.

According to the WB's sworn testimony, Emergency Operations Center (EOC) Senior Manager Everette Vaughan is responsible for overseeing the County's Next Generation 911 (NG911) Contract (approximately \$30 million dollars). L.R. Kimball is the company that employs Technical Project Manager Dennis Cleary as the private Consultant to the NG911 Contract. The WB provided the following sworn testimony regarding allegations of inappropriate conduct by Mr. Vaughan:

1. Mr. Vaughan borrowed money (\$2,020.00) from Mr. Cleary to purchase a boat.
2. Mr. Vaughan openly "discussed" with EOC staff about staying at Mr. Cleary's condominium in the Town of Palm Beach/Singer Island.
3. Mr. Vaughan has inappropriate relationships with other County Contractors, as well as Contractors specifically doing business with EOC. The WB states that Mr. Vaughan previously and/or continues to host "Thursday night parties" at his home that is attended by many of these contractors.

The WB also provided the following sworn testimony regarding allegations of inappropriate conduct by AT&T Consultant Bill Daniels, who is also involved with the NG911 Contract:


1. Mr. Daniels takes EOC 911 staff out to lunch.

"Enhancing Public Trust in Government"

Based on our review of the allegations, it appears that all or some of these matters may fall within your jurisdiction.

If you have any questions or concerns, please do not hesitate to contact me at 561.233.2350.

Thank you



Donald Balberchak
Director of Investigations

Attachments: OIG Memorandum of Interview – Dennis Cleary



**OFFICE OF INSPECTOR GENERAL
PALM BEACH COUNTY**

Sheryl G. Steckler
Inspector General

December 15, 2011

Attn: Commission on Ethics

RE: Additional Information re Everette Vaughan

On December 14, 2011, following our referral to your office, we received additional information from the WB in regards to the previous allegations.

According to the WB, Mr. Vaughan alluded to having stayed at Mr. Cleary's condominium as recent as this past weekend. The WB stated that when asked, Mr. Cleary subsequently denied (12/13/11) that Mr. Vaughan stayed at the condominium and was only "watering a plant." (*same testimony given to OIG on that same day*).

The WB further alleged the following:

1. Mr. Vaughan is dually employed by Palm Beach State College even though the County has a contract with the College.
2. Mr. Vaughan is dually employed by the Town of Palm Beach Shores in Dispatch, even though he is overseeing the County's NG911 contract.

"Enhancing Public Trust in Government"

**OFFICE OF INSPECTOR GENERAL
PALM BEACH COUNTY**

MEMORANDUM OF INTERVIEW

Date(s) of Interview: 12/13/2011	Case No: 2012-0010 WB
Person interviewed: Dennis Cleary	OIG Investigator(s): Flora Butler and Stan Christ
Others present: N/A	Title: Technical Project Manager, L.R. Kimball
	Title: N/A

Mr. Cleary was advised the interview was being voice recorded. He consented to be interviewed and was placed under oath. Mr. Cleary provided the following pertinent information:

Mr. Cleary stated that he has known Mr. Vaughan since the inception of the NG911 Contract. Mr. Cleary stated that he has socialized with Mr. Vaughan outside of work; however, it was a County-related function and other County individuals were present.

Mr. Cleary stated that he and Mr. Vaughan have become friends and that Mr. Vaughan has been to his (Mr. Cleary's) condo; however, Mr. Cleary stated that to his knowledge, Mr. Vaughan has never stayed in his condo. According to Mr. Cleary, because Mr. Vaughan lived in close proximity to the condo, he provided Mr. Vaughan with the key to his condo to water a plant when he (Mr. Cleary) was unable to do so. Mr. Cleary further stated that he has never offered his condo to Mr. Vaughan, nor has Mr. Vaughan ever asked to stay there.

Mr. Cleary stated that Mr. Vaughan has never borrowed money from him for any reason, to include for the purchase of a boat. According to Mr. Cleary, Mr. Vaughan was in the market for a boat, but that he has never sold a boat to Mr. Vaughan, nor has Mr. Vaughan approached him about money for a boat. Mr. Cleary stated that he has never known Mr. Vaughan to have borrowed money from any Contractor or employee. Mr. Cleary stated that he has never frequented any establishment with Mr. Vaughan, nor has he (Mr. Cleary) ever frequented the same establishment as Mr. Vaughan (except for the example provided in his initial portion of the interview).

Mr. Cleary stated that Mr. Vaughan was a very good manager but that he may have had some disagreements with other staff that have led to this complaint.

MEMORANDUM OF INVESTIGATION

To: Alan S. Johnson, Executive Director
From: Mark E. Bannon, Investigator
Re: C11-026 – Respondent: Everette Vaughan, 911 Project Manager, PBC Emergency Management

- **Background**

This matter came to the attention of the Commission on Ethics' staff via a sworn complaint signed by PBC Inspector General Sheryl Steckler and received by Commission on Ethics' staff on December 16, 2011. The information that formed the basis of the complaint was obtained by her staff from a person that was granted "Whistle Blower" protection by the Palm Beach County Office of Inspector General (OIG) pursuant to §112.3188, Florida Statutes (2011). This source is referred to as WB in the OIG complaint. The Respondent in this matter is Everette Vaughan, 911 Project Manager, PBC Emergency Management Division. The allegations also involve Mr. Dennis Cleary, a consultant for L.R. Kimball, which has a services contract with PBC Emergency Management. Both work out of the Emergency Operations center (EOC), located at 20 South Military Trail, in unincorporated West Palm Beach.

According to a letter on OIG letterhead dated December 14, 2011, which was attached to the sworn complaint, the original complaint by the WB was submitted to the OIG on September 7, 2011, and the WB gave a sworn statement alleging the following:

1. Mr. Vaughan borrowed money (\$2,000) from Mr. Cleary to purchase a boat.
2. Mr. Vaughan openly "discussed" with EOC staff about staying at Mr. Cleary's condominium in the Town of Palm Beach/Singer Island.
3. Mr. Vaughan has inappropriate relationships with other County Contractors, as well as Contractors specifically doing business with EOC. The WB states that Mr. Vaughan has previously and/or continues to host "Thursday night parties" at his home attended by many of these contractors.

The letter goes on to state that the WB also provided sworn testimony regarding allegations of inappropriate conduct by AT&T Consultant Bill Daniels, who is involved with the NG911 Contract:

Mr. Daniels takes EOC staff out to lunch.

The OIG letter closes with the statement, "Based on the OIG review of the allegations, it appears that all or some of these may fall within your jurisdiction."

Included with the OIG letter was an OIG "Memorandum of Interview," listing the person interviewed as Dennis Cleary. This document was a synopsis of the interview OIG conducted with Dennis Cleary on December 13, 2011. The interview was conducted under oath and recorded. The synopsis is as follows:

1. Dennis Cleary and Everette Vaughan had become friends while working together on the NG911 project;
2. Mr. Cleary had never loaned any money to Mr. Vaughan for a boat; and that he knows of no time when Mr. Vaughan borrowed money from any Contractor or employee.
3. Mr. Cleary also stated that Mr. Vaughan has never stayed at his condominium, but has assisted him by watering his plants while he is out of town, since Mr. Vaughan resides in close proximity to his condominium.

Also submitted to COE staff by the OIG was a second brief unsigned letter on OIG letterhead, and dated December 15, 2011. The letter contained additional information and allegations made by the WB. Some of the information contained in the letter cannot be published as it may compromise the identity of the WB, however, this information is not substantial and is actually exculpatory in regards to Mr. Vaughan. The letter also listed the following allegations:

1. Mr. Vaughan is dually employed by Palm Beach State College even though the County has a contract with the College.
2. Mr. Vaughan is dually employed by the Town of Palm Beach Shores in Dispatch, even though he is overseeing the County's NG911 contract.

Additional documents provided by OIG on a compact disk (CD) were, two (2) Palm Beach County NG9-1-1 Project Newsletters dated October 2010, and February 2011, which included a section on the first page entitled, "Project Status Update," authored by Dennis Cleary. The newsletters also included the following sections: "County Project Staff," identifying Everette Vaughan as Project Manager, "L.R. Kimball Staff (Project Consultants)," identifying Dennis Cleary as Technical Project Manager, and "Vendors," listing AT&T - Network and Intrado/Positron – 9-1-1 Answering Equipment and the vendors on this project. The final document submitted by OIG was a copy of the PBC NG911 Strategic Plan 2008, which appears to be an AT&T document identified as being confidential and proprietary, and discusses the NG911 telephone system project. These documents were printed out and placed into the investigative file.

- **Investigation:**

Pursuant to §2-260(b)(2) a complaint filed and notarized by the Inspector General or the State Attorney containing the requisite language as provided by this section of the code is legally sufficient on its face. Therefore, a preliminary investigation was commenced by this investigator as required by §2-260(d).

After receiving and reviewing the information, I determined that it would be helpful to listen to the actual sworn statement of the WB taken on November 14, 2011, in order to further investigate this matter to determine her basis of knowledge as no transcript of her statement was provided, merely a synopsis.

On December 16, 2011, I made contact with an OIG Investigator to request a copy of the interview and to ask to review her investigative file. I was advised that because of the Whistle Blower protection given the source, this might be a problem. I was advised that the investigator would check with a supervisor and OIG staff counsel to see if the interview could be released. Ultimately, a release was signed by the WB, however, this release only applied to release of information to the Commission on Ethics and not general use (see below).

Additional information was provided concerning the basis of knowledge of the WB about the alleged loan of money by Dennis Cleary to Everette Vaughan, however this information is not available for use in this investigation, as it may effectively disclose the WB's identity.

On December 28, 2011, I received copies of compact disks (CD) containing the recorded interviews conducted by OIG with both Dennis Cleary and the WB. Also submitted was a copy of a document entitled, "WAIVER TO RELEASE WHISTLE-BLOWER IDENTITY," for OIG case #2012-0010 WB. This document was signed by the WB on December 28, 2011, and was notarized.

The document states as follows:

"I, _____ [WB name] _____, hereby consent for the Office of Inspector General, Palm Beach County, to disclose my name and identity to the Palm Beach County Commission on Ethics, *however, I do not consent to release to any other person(s).* This release is granted pursuant to §112.3188(1), Florida Statutes." (emphasis added)

Based on this limited release, even though the identity of the WB is known to the COE (also considered "an appropriate local official" for purposes of whistleblower protection pursuant to §2-260(g) of the COE ordinance), the WB maintains whistle blower protected status pursuant to §112.3188, Florida Statutes, as provided by OIG, throughout the course of this investigation, and will continue to be referred to as WB in all documents produced by COE staff.

In addition to the above information, the OIG provided a "Memorandum of Interview" as a synopsis of a interviews conducted with the WB on November 10, 2011 (taken via telephone, not recorded), November 14, 2011 (taken in person, recorded and under oath), and December 14, 2011 (taken via telephone based on an unrelated matter, not recorded). A copy of a CD containing both the November 14th interview with the WB, and the December 13th interview with Dennis Cleary was also submitted by the OIG.

In reviewing the Memorandum of Interview that documented by synopsis the three (3) interviews with WB provided by the OIG, and recorded statement of interview #2 of WB, I was able to determine the following information, and what I believe to be the specific allegations of WB, listed numerically 1-7 below.

1. WB's specific basis of knowledge about the alleged loan of \$2,000 to Everette Vaughan by Dennis Cleary cannot be discussed. However, WB was not an actual witness to any "loan" transaction.
2. WB stated that Everette Vaughan openly talked about using Dennis Cleary's Singer Island condominium for overnight stays. WB admitted during this statement that WB has no personal knowledge of Vaughan's use of this condominium nor has she actually seen him use this condominium.
3. WB stated that Bill Daniels (who WB identifies as, "another AT&T consultant,") takes the 911 staff out to lunch. No specific employee is identified in this allegation, nor is there any allegation that any employee receives lunch for the performance or non-performance of a legal duty in return for these lunches, or that the value of these lunches in the aggregate result in more than \$100 annually for any

specific Emergency Management employee. WB does not say WB has ever attended these lunches, and therefore may have no personal knowledge of who pays for them.

4. In a discussion that may be related to #5, WB did advise that WB has access to certain AT&T billing data which cannot be published as this specific information may compromise the WB's identity. Notwithstanding, there is no specific allegation made beyond a general statement, making it unclear what allegation is being made. WB does not state that any person is acting improperly only that the system has inherent oversight flaws. These allegations are not within the COE jurisdiction but rather involve contract oversight policy and procedure.
5. WB stated that Everette Vaughan has had "very inappropriate relationships" with other contractors. As an example, WB stated that Everette Vaughan hosts "Thursday night parties" which are attended by many Contractors doing business with EOC. No specific names were provided in this allegation. Further WB stated that Mr. Vaughan "brags" about his friendships with EOC contractors such as NTSS (unknown) and Calvin, Giordano & Associates (contracted for the Okeechobee Dike Emergency Evacuation Plan according to OIG staff), and who also attend these parties. WB was not aware if these parties continue, and WB did not explain the basis of WB's knowledge of these parties, or if WB ever personally attended them. It also does not specifically state in what way attendance at such parties rises to the level of an "inappropriate relationship," or a possible violation of the Code of Ethics by either Vaughan, or any County vendor.
6. WB states that Mr. Vaughan may be involved in an inappropriate personal relationship with a female County employee who is his subordinate, and may have paid reimbursement costs to the County for some of her personal non-reimbursable travel expenses on work related trips out of state. WB did not list an amount of this re-imbursement, when this re-imbursement occurred, or if these funds were paid back to Mr. Vaughn by the employee. However, unless given for an improper purpose, which was not alleged, such a "gift" would be based on a personal relationship, friendship, or as co-workers, and would not be either prohibited nor reportable under the Code, as these would be exempted by the Code under § 2-444(f)(2)(a).
7. WB alleged that Everette Vaughn is employed as an instructor with Palm Beach State College, which does have contracts with the County. Further, that he may also work part-time for Palm Beach Shores Police Department as a dispatcher. Since both Palm Beach State College and Palm Beach Shores Police Department are governmental agencies, there is no violation as to an "outside employer," under the Code, since §2-442 *Definitions*, of the Code specifically exempts governmental agencies from the definition of "outside employer." (This issue was the subject of advisory opinion RQO 11-023)

Based solely on the WB statement, the complaint would be legally insufficient to investigate without additional facts and/or witnesses to provide documentation or sworn testimony, as WB did not have sufficient personal knowledge of the events alleged. However, based on §2-260. *Procedure on Complaints filed*, of the Palm Beach County Commission on Ethics Ordinance (Ord. No. 2009-050 as amended by Ord. No. 2010-042,) and specifically §2-260(b)(2), since the Complaint was filed by the PBC Inspector General, was filed in writing on a form prescribed by the COE, alleges the elements of a violation within the COE's

jurisdiction, and is sworn and notarized, this complaint is by ordinance legally sufficient to support a preliminary investigation.

I had been advised earlier that OIG Investigations completed a search indicating that there was no boat registered to Everette Vaughan. With no additional information available, I scheduled an interview with Everette Vaughan to address the allegations made by the WB.

- **Interview with Everette Vaughan, NG 911 project Manager, PBC Emergency Management Division:**

On January 18, 2012, Everette Vaughan came to the COE office at my request for an interview. Mr. Vaughan was advised that this interview was voluntary, he agreed to continue. This interview was conducted under oath, and was recorded. The interview began at 1:06 PM and was concluded at 1:33 PM.

During the interview I discussed four (4) allegations as listed in the Complaint, including:

1. That Mr. Vaughan borrowed \$2,000 from Dennis Cleary for a boat.
2. That Mr. Vaughan uses Dennis Cleary's Singer Island condominium.
3. That Mr. Vaughan hosts Thursday night parties at his home that include County vendors for his department.
4. That Mr. Bill Daniels (an AT&T contractor and County vendor) takes Emergency Management staff to lunch.

Mr. Vaughan advised that he has been employed with PBC Emergency Management for nearly nine (9) years. His home address is 7011 Edgemere Terrace in Palm Beach Gardens, which is located near PBG Blvd. and Military Trail. He lives at this location with his fiancé, who is also a County employee. Vaughan has known Dennis Cleary for about 2 ½ years, since the NG 911 project was begun. He is aware that Cleary is an employee of L.R. Kimball, and that they are a vendor for PBC. He states that he and Cleary are friendly, but rarely travel in the same social circles. He is aware that Cleary owns or rents a condominium in the Town of Palm Beach Shores on Singer Island, and he has been to this condominium. The location of this condominium is at the North Myan Towers, located on Ocean Avenue. Mr. Vaughan stated that he does have a key to this residence, but that he does not use the condominium or stay there. Because Dennis Cleary travels frequently, he gave a key to Vaughan to "help keep an eye on the home." He would visit there once a week or so during the last several months because of a water leak in a valve within the condominium, but he hasn't been there since before Thanksgiving when the valve was fixed. When questioned further about "watering plants" Vaughan stated that he would use the water from this leak to water a plant. Vaughan stated that he only visited the apartment to make sure it was okay because Cleary was out of town so often, and he lived close to Singer Island, and was down there often at the public beaches. He received no compensation from Cleary, and was just helping out someone he worked with.

I asked Mr. Vaughan if he owned a boat. He replied that he owns a seventeen foot 2004 Seahunt brand boat which he keeps in a Public Storage facility near Blue Heron Blvd., in Riviera Beach. I then asked him about the allegation that he borrowed \$2,000 from Cleary to buy this boat. Mr. Vaughan denied ever borrowing any money from Cleary. Vaughan stated that he purchased the boat for \$4,200 from a co-worker's father last year. He used money from his savings, \$1,700 from his fiancé (Rene Boone) that she had gotten from cashing

in a insurance policy, and \$1,500-\$2,000 that he had gotten from selling old silver dollars he used to collect. Mr. Vaughan reiterated that he had never borrowed money from Cleary.

I next asked Mr. Vaughan about the reported "Thursday night parties" at his home. Mr. Vaughan advised that he and his fiancé used to hold "dinners" at their home for some of the contractors on various projects that lived out of state. This was his and Rene's way of offering a non restaurant meal for those workers that had to eat out and stay in hotels. Vaughan stated that most times these guests would also bring a dish (dessert, etc.), and they would talk or play cards afterwards. But, he no longer holds them since that specific group had completed their work and their employers sent them to other projects.

Finally, we discussed the allegation that AT&T employee Bill Daniels would often take EOC personnel to lunch. Vaughan stated that while he did occasionally have lunch with Daniels or other workers, each person always paid their own tab. He also offered that he will sometimes go to lunch with Dennis Cleary, Steve Booth (EOC employee) or other contractors of employees, but each person always pays for their own lunch in these instances.

The interview was concluded at 1:33 PM.

- **Documents submitted to File**

The following documents were submitted to the inquiry file in this matter:

1. Complaint Form with notarized signature of Inspector General Sheryl Steckler.
2. Letter dated December 14, 2011 on OIG letterhead, to COE Executive Director Alan Johnson, and signed by Donald Balberchek, Director of Investigations for OIG.
3. Memorandum of Interview from OIG Investigators Flora Butler and Stan Christ, summarizing an interview with Dennis Cleary on December 13, 2011.
4. Memorandum of Interview from OIG Investigators of Whistle Blower Interviews, from Investigator Flora Butler (11/10/2011), Flora Butler and Don Balberchak (11/14/2011), and Flora Butler (12/14/2011). (**NOT TO BE RELEASED FROM FILE**, pursuant to §112.3188(1), Florida Statutes).
5. Unsigned letter dated December 15, 2011 on OIG stationary, Attn: Commission on Ethics, RE: Additional information re Everette Vaughan.
6. Copies of PBC "NG 9-1-1 Project Newsletter" for October 2010, and February 2011.
7. Copy of PBC NG911 "Strategic Plan 2008" from AT&T.
8. Copy of OIG "Waiver to Release Whistle Blower Identity" dated December 28, 2011 (**NOT TO BE RELEASED FROM FILE**, pursuant to §112.3188(1), Florida Statutes).

- **Relevant code provisions and analysis**

The following portions of the PBC Commission on Ethics ordinance are relevant to this Inquiry:

Sec. 2-254. Creation and jurisdiction.

The Palm Beach County Commission on Ethics (hereinafter "commission on ethics") is hereby established. The jurisdiction of the commission on ethics shall extend to *any person required to comply*

with the countywide code of ethics, the county lobbyist registration ordinance, and the county post-employment ordinance, and may further extend to persons or entities required to comply with additional ordinances and regulations duly adopted by other county, local, or municipal government and any commission, bureau, district, or other governmental entity located in Palm Beach County as more fully set forth below. (Emphasis added)

Sec. 2-260.6. Prospective jurisdiction

The commission on ethics shall be empowered to consider alleged violations within its jurisdiction committed on or after the effective date of the ordinances set forth in section 2-258(a), as each may be amended from time to time. Any alleged violation committed before the effective date of any such ordinance or amendment shall be governed by the applicable law in effect at the time of the alleged violation.

The following portions of the PBC Code of Ethics ordinance are relevant to this Inquiry:

Sec. 2-442. Definitions.

Official or employee means any official or employee of the county or the municipalities located within the county, whether paid or unpaid. The term "employee" includes but is not limited to all managers, department heads and personnel of the county or the municipalities located within the county. (Emphasis added)

Vendor means any person or entity who has a pending bid proposal, an offer or request to sell goods or services, sell or lease real or personal property, or who currently sells goods or services, or sells or leases real or personal property, to the county or municipality involved in the subject contract or transaction as applicable. For the purposes of this definition a vendor entity includes an owner, director, manager or employee. (Emphasis added)

Officials and employees of Palm Beach County came under the jurisdiction of the both the PBC Commission on Ethics (COE), and PBC Code of Ethics on May 1, 2010. Everette Vaughan is an employee of Palm Beach County, and thus falls within this jurisdiction as of May 1, 2010.

Vendors and lobbyists for the County and municipalities within the County came under COE and ethics code jurisdiction, for purposes of the gift law limitations on vendor gifts, as of June 1, 2011. Dennis Cleary is employed by L.R. Kimball, which is a vendor for Palm Beach County and is contracted to assist with the implementation of the Next Generation 911 project for the Emergency Management Division. As such, he falls within this jurisdiction (specifically the \$100 vendor gift limitation) as of June 1, 2011.

Sec. 2-444. Gift law.

(a)(1) No county commissioner, member of a local governing body, mayor or chief executive when not a member of the governing body, *or employee, or any other person or business entity on his or her behalf, shall knowingly solicit or accept directly or indirectly, any gift with a value of greater than one hundred dollars (\$100) in the aggregate for the calendar year from any person or business entity that the recipient knows, or should know with the exercise of reasonable care, is a vendor, lobbyist or any principal or employer of a lobbyist who lobbies, sells or leases to the county or municipality as applicable. (Emphasis added)*

(2) No lobbyist, *vendor* or principal or employer of a lobbyist that lobbies the county or a municipality *shall knowingly give, directly or indirectly, any gift with a value greater than one hundred dollars (\$100) in the aggregate for the calendar year to a person who the vendor, lobbyist, or principal knows is an official or employee of that county or municipality.* For the purposes of this subsection 2-444(a)(2), the term vendor also includes any person or entity that, because of the nature of their business, may respond to an invitation to bid, request for proposal or other procurement opportunity that has been published by the county or a municipality. (Emphasis added)

(e) No person or entity shall offer, give, or agree to give an official or employee a gift, and no official or employee shall accept or agree to accept a gift from a person or entity, because of:

- (1) An official public action taken or to be taken, or which could be taken;
- (2) A legal duty performed or to be performed or which could be performed; or
- (3) A legal duty violated or to be violated, or which could be violated by any official or employee.

(f) Gift reports. Any official or employee who receives a gift in excess of one hundred dollars (\$100.00) shall report that gift in accordance with this section.

(2) *All other officials and employees who are not reporting individuals under state law.*

a. *Personal Gifts.* All officials and employees who are not reporting individuals under state law *are not required to report gifts in excess of one hundred dollars (\$100.00) so long as those gifts are given to the official or employee by a personal friend or co-worker and the circumstances demonstrate that the motivation for the gift was the personal or social relationship rather than an attempt to obtain the goodwill or otherwise influence the official or employee in the performance of his or her official duties.* (Emphasis added)

(g) For the purposes of this section, "*gift*" shall refer to the transfer of anything of economic value, whether in the form of money, service, loan, travel, entertainment, hospitality, item or promise, or in any other form, *without adequate and lawful consideration.* (Emphasis added)

- **Conclusion and Recommendation**

After reviewing all interviews completed by IGO investigators and COE staff, as well as all documentary evidence available, staff concludes the following:

There are insufficient trustworthy facts and circumstances based on either the personal knowledge of any witness to the transaction alleged, or other documentary evidence, to establish that Dennis Cleary loaned \$2,000 to Everette Vaughan to purchase a boat, and that such a loan was done in violation of the PBC Code of Ethics. Both Cleary and Vaughan deny in sworn statements that any loan between them was ever made for any purpose. The WB's testimony is not available and further, does not contain personal knowledge of any transaction other than hearsay statements of one of the parties.

Similarly, there are insufficient trustworthy facts and circumstances, based on any witness with personal knowledge, to establish that Mr. Cleary provided an improper gift to Mr. Vaughan by allowing him to use the

condominium for overnight stays, or establishing that the value of such use would rise to the level of a Code violation. There are no witnesses to the actual use of the condominium by Vaughan, and both Cleary and Vaughan deny in sworn statements that this occurred.

The remaining allegations by WB either do not involve violations of the code, or there is insufficient information provided by WB to support a violation, or lead to credible evidence through other sources.

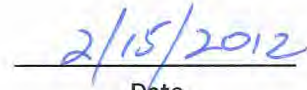
Therefore, based on the investigation by COE staff, there are insufficient trustworthy facts supported by evidence to establish **probable cause** that Everett Vaughan violated any section of the PBC Code of Ethics.

Therefore, staff would recommend that this matter be dismissed by the Commission on Ethics.

Submitted by:



Mark E. Bannon, Investigator
PB County Commission on Ethics

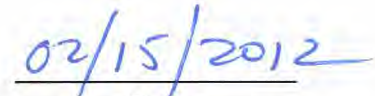


Date

Reviewed by:



(Initials)



Date



Palm Beach County NG E911

Strategic Plan 2008

AT&T Confidential & Proprietary



Agenda

Introductions

Review Objectives

NG E911

Palm Beach County NG E911 Design

- Infrastructure
- Equipment
 - Vesta
 - Patriot
- Applications

Discussion, Next Steps

Introductions

AT&T

Anna Hastings

Director, Public Safety

Bill Daniel

Palm Beach County

Silvia Diaz

E911 Design Engineer

Nancy Hess

Network Design Engineer

Francis Rhinesmith

Technical Branch Manager

PlantCML

Tony Parrott

Area Manager

Steve Craig

Regional Account Manager

Mark Gallant

Sr. Meridian Solutions Engineer

Rick McLaury

Sr. Solutions Engineer

Ken Thacker

Solutions Engineer

Palm Beach County E911 Strategic Objectives

Create a deliberate plan for NG E911

Prepare for new incoming technologies

Implement VoIP PSAPs in 2008

Improve E911 survivability

Improve E911 effectiveness, flexibility

Utilize grant opportunities where possible

AT&T: Moving Public Safety Forward to a Next Generation World



AT&T

Your full services provider



The AT&T Difference

- ❖ **The Largest** Communications Company in the U.S. and the world
Employees in every state and more than 60 countries

- ❖ **Industry Leader** in communications services in the U.S.
 - ✓ Local and Long Distance
 - ✓ Wireless Services
 - ✓ High Speed Internet
 - ✓ IP Services for businesses

- ❖ **Best network** with unsurpassed IP-based network, capabilities, assets and resources
 - ✓ Advanced global IP/MPLS-based network
 - ✓ MPLS service in more than 130 countries
 - ✓ VPN Industry Leader

- ❖ Strong **financial stability** and history of **innovation**
 - ✓ **"World's 50 Most Innovative Companies"** BusinessWeek Magazine 2007
 - ✓ Leader in 3G wireless technology
 - ✓ Thousands of patents
 - ✓ 9 Nobel Prizes

- ❖ **2007 Company of the Year** Forbes Magazine

The AT&T Difference

- ❖ **Leading provider** of Public Safety Services – over 40 years
- ❖ **The Largest** provider of Enhanced 9-1-1 Services in the world
 - ❖ Directly serve over 3,000 Public Safety Answering Points
- ❖ **Complete Suite** 9-1-1 Call Routing, Data Delivery and Call Handling Solutions
 - ❖ Seamlessly deliver hundreds of 9-1-1 calls every minute of every day
- ❖ **Unique Qualifications**
 - ❖ ILEC, CLEC, Wireless, VoIP, Emerging Services, 9-1-1 SSP, 9-1-1 end user
- ❖ **Public Safety Leadership**
 - ❖ NENA
 - ❖ 9-1-1 Institute
 - ❖ NG Program Partners
 - ❖ FCC's NRIC VII
 - ❖ ATIS – ESIF, etc.
 - ❖ 3GPP, IETF
- ❖ **Local presence, National perspective**

Evolving Public Safety

trends reshaping our world

February, 2008



Paradigm Shift

Stationary → *Mobile*

Local → *State/National*

Static data → *Dynamic data*

Tabular → *GIS*

Analog → *IP*

Civil Address → *Much, much more*

Closed systems → *Secured systems*

ALI Data Repositories → *Validation/Routing engines*

Selective routers → *Soft switches*

Premise Centric CPE → *Networked & Hosted solutions*

There are tremendous advantages for agencies with the vision and willingness to move quickly and support the evolution from legacy systems by implementing Next Generation solutions that take advantage of new and emerging technologies and data sources.

Conflicting Demands

Declining E9-1-1 surcharge funding

Increased growth in Wireless

Adoption of and migration to VoIP

Increasing 9-1-1 call volumes

Heightened need for survivability and disaster preparedness

New Technologies with 9-1-1 requirements

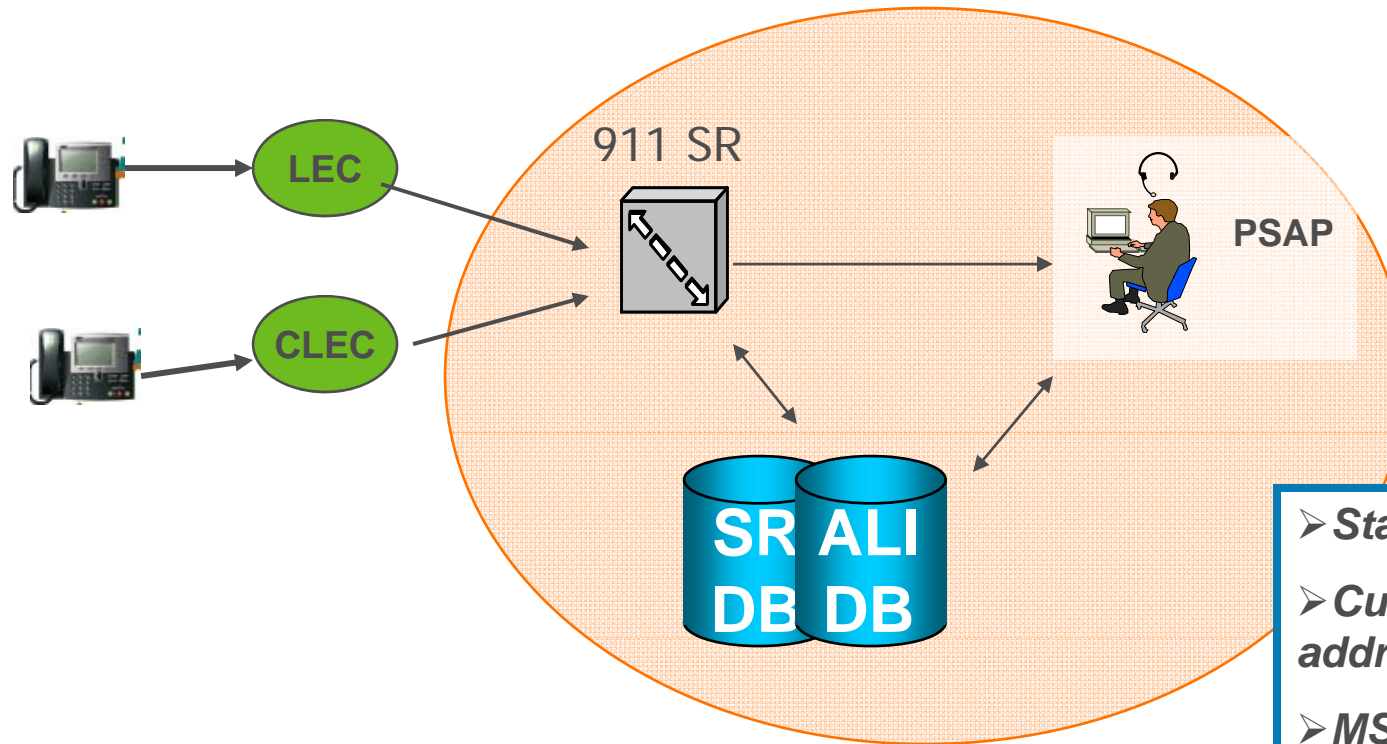
Interoperability demands increasing

Tremendous Public expectations – 9-1-1 anywhere, anytime,
from any device

**There will be more change in Public Safety
Communications and 9-1-1 in the next 5 years than seen in
the past 30 years!**

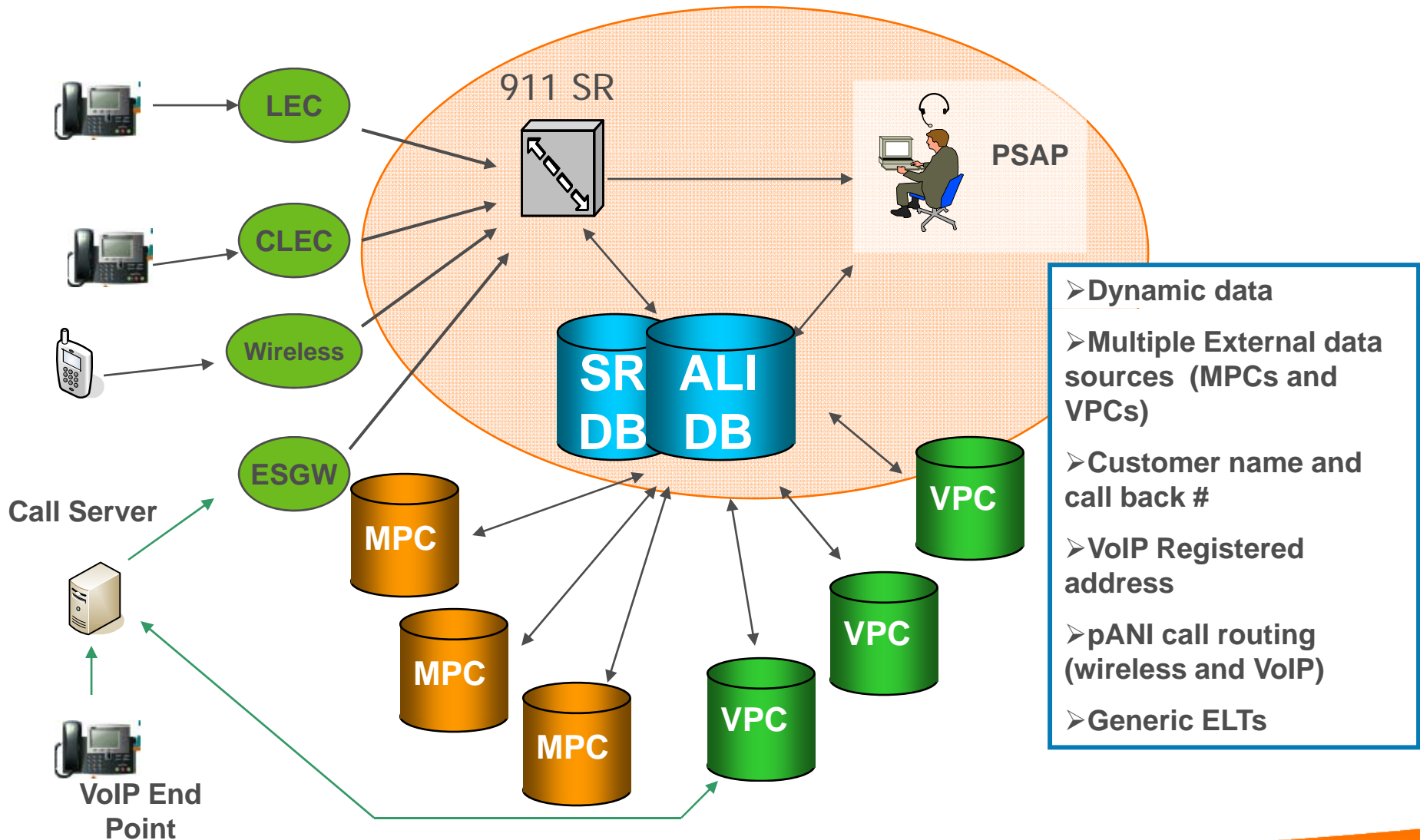
Impacts of changes on E9-1-1 architecture

9-1-1 Network – a few years ago

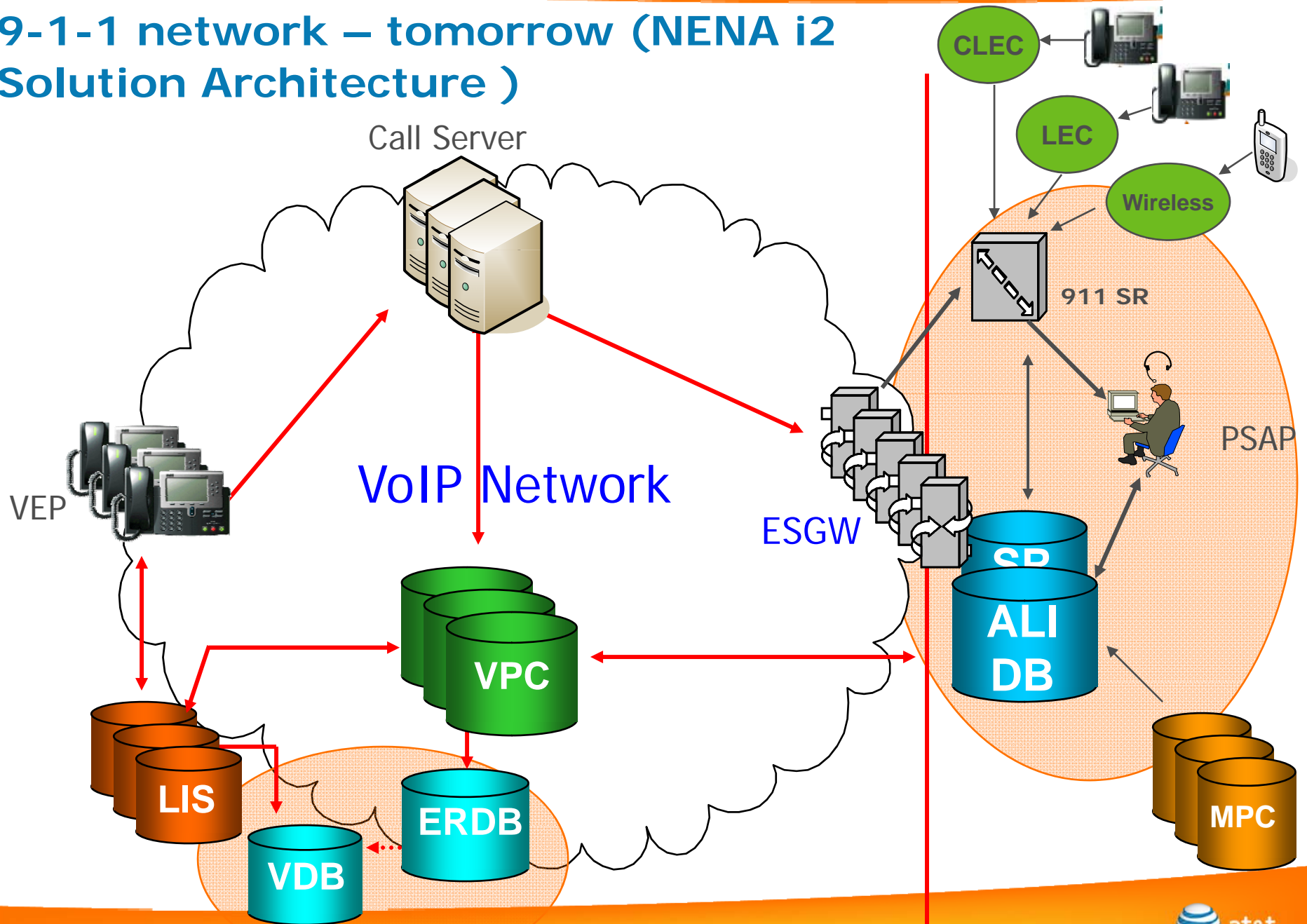


- **Static data**
- **Customer name, address and TN**
- **MSAG validation assures usable location information**
- **Routing determined by MSAG validated civic address**

9-1-1 Network - today

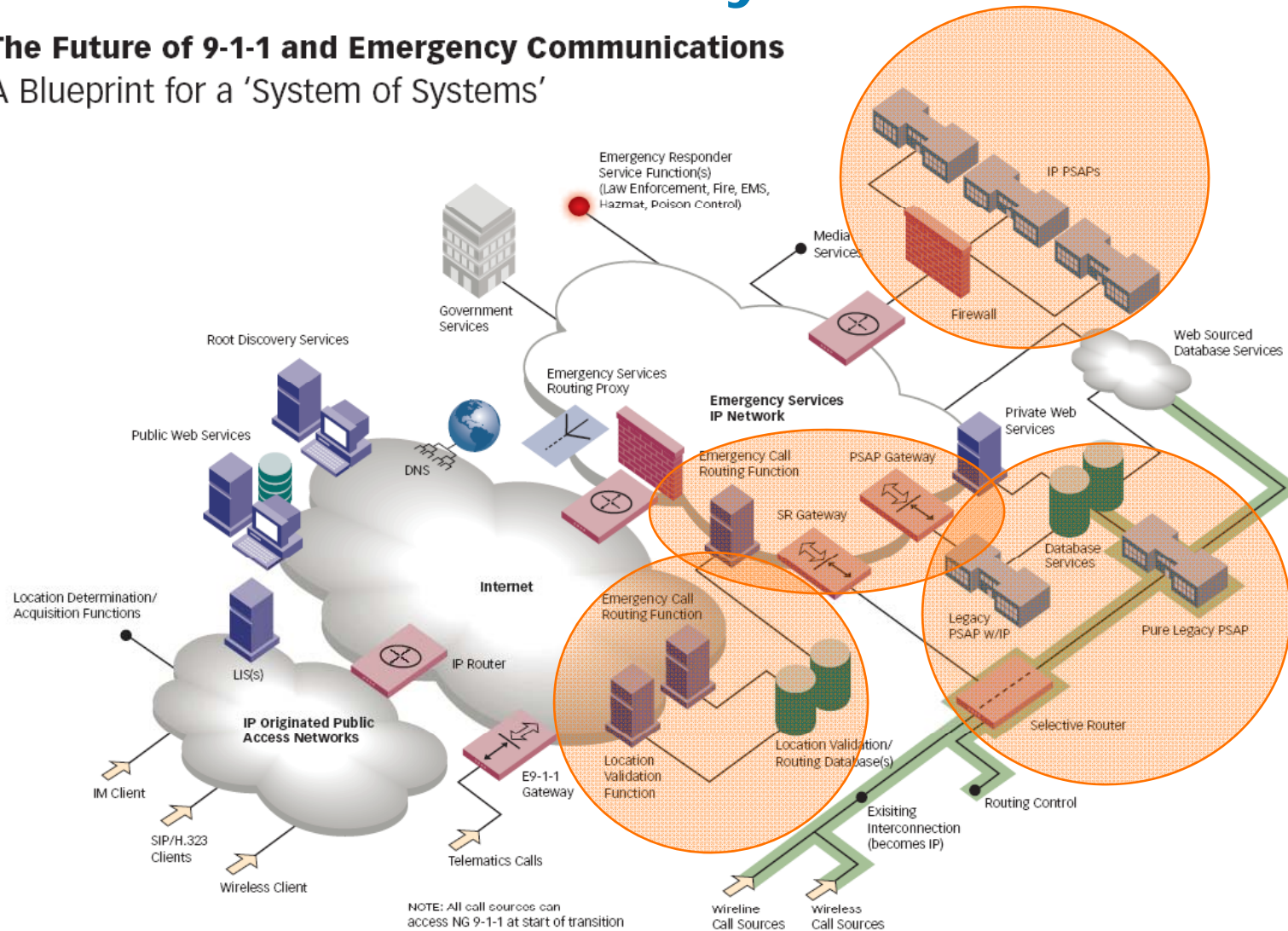


9-1-1 network – tomorrow (NENA i2 Solution Architecture)



9-1-1 Network – a few years from now

The Future of 9-1-1 and Emergency Communications
A Blueprint for a 'System of Systems'



Moving toward the Future of 9-1-1 and Emergency Communications

Getting from “here” to “there”

- ❖ Establish local emergency services network
- ❖ Replace analog CPE with IP enabled CPE
- ❖ Move from the TDM network to the IP emergency services network
- ❖ Migrate from static ALI databases to
real time data validation and call routing solutions
- ❖ Integrate new technologies

AT&T recommends

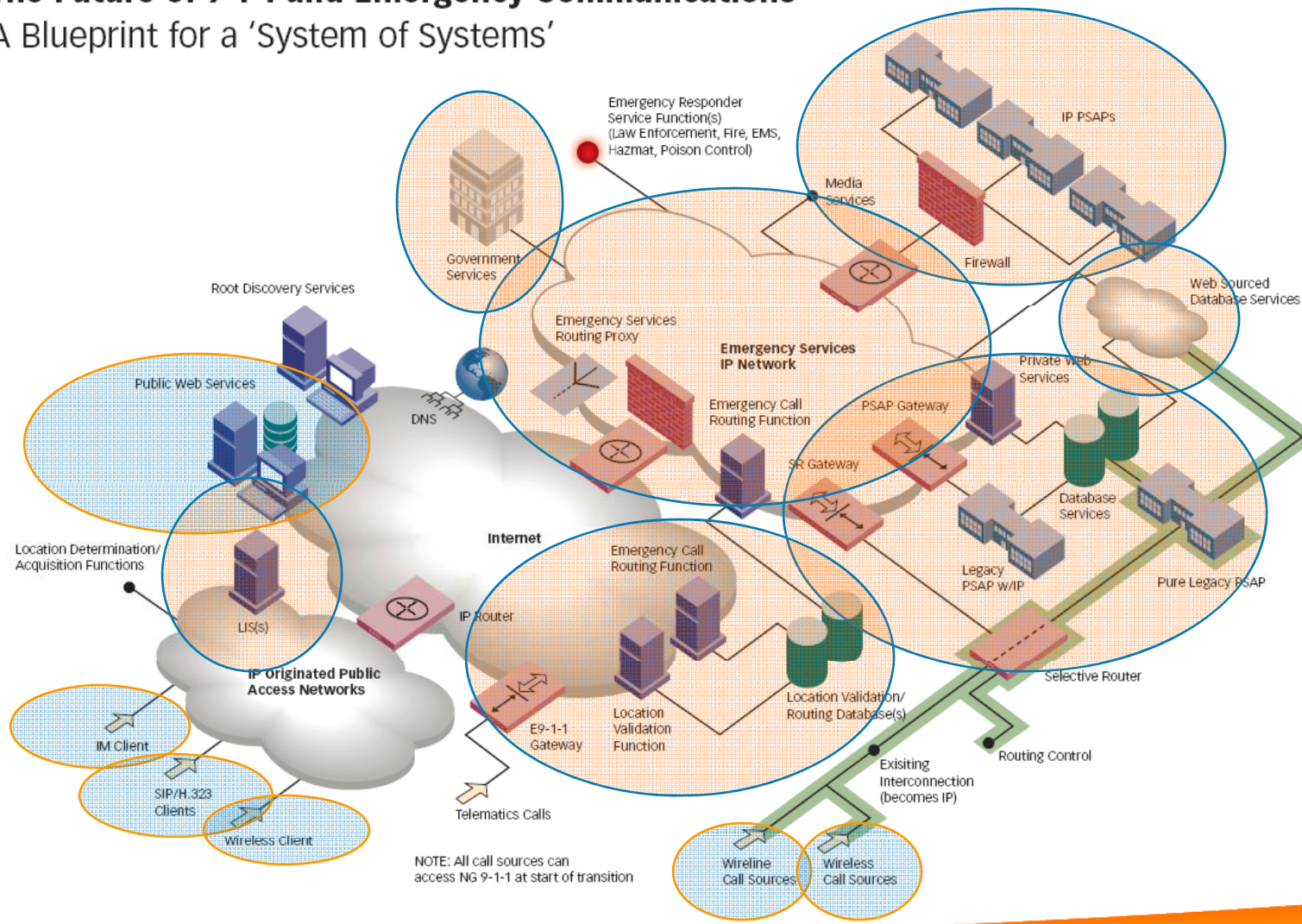
- ✓ Planned Migration strategy
- ✓ Evolution not *Revolution*
- ✓ Forward Focused Solutions
- ✓ “Future Proof” choices
- ✓ Orderly integration of new technologies

Delivering value

what AT&T offers

What AT&T offers

The Future of 9-1-1 and Emergency Communications A Blueprint for a 'System of Systems'



Evolving from Legacy Databases

- AT&T Validation Database (VDB)/ Emergency Services Routing Database (ERDB)
 - ❖ Landline equivalency for nomadic VoIP
 - ❖ Coordinate based routing engine
 - ❖ First Customer Deployment – Texas 2008
 - ❖ Supports eventual elimination of Legacy ALI Databases

- AT&T Location Information Service (LIS)
 - ❖ Leverages AT&T VDB/ERDB Services
 - ❖ Eliminates legacy DBMS/ALI functions
 - ❖ First Customer Deployment – Late 2009

Evolving from Legacy Networks

➤ **AT&T Local/Regional Emergency Services Networks**

- ❖ LAN/WAN
- ❖ IP enabled transport (Sonet, MPLS, AVPN, MFN, etc.)
- ❖ Hosted Call Handling
- ❖ Facilitate information sharing
- ❖ Network of networks
- ❖ Available now – Texas, Oklahoma, California

➤ **Tandem Solutions**

- ❖ Expands geography of call transfer
- ❖ Provides Redundancy
- ❖ Eliminates single point of failure
- ❖ Available now

Evolving from Legacy Networks

- AT&T Emergency Services IP Network (ESI Net)
 - ❖ End to End IP based solution
 - ❖ Replaces legacy Selective Router
 - ❖ Provides Redundancy and Diversity
 - ❖ Integrates ALI data with Voice for delivery to the PSAP
 - ❖ Native SIP with PIDF-LO to IP capable PSAPs
 - ❖ Interfaces with legacy PSAPs
 - ❖ True Next Generation Network
 - ❖ Network of Networks
 - Legacy Networks, Local/Regional Networks, other NG Networks
 - ❖ Security, Security, Security
 - ❖ First Customer Deployment - 2008

Evolving from legacy CPE

➤ IP Enabled Call Handling Services

- ❖ Fully featured IP-based incident response system
- ❖ Supports CAMA 9-1-1 trunks, admin lines, and emergency lines reserved for police and other authorities
- ❖ Supports deployment of remote positions – backroom equipment can be located at a centralized location
- ❖ Dynamic add-in of new call-taking positions to handle increased call volumes or support of disaster recovery
- ❖ Designed for reliability- all components are fully redundant and highly fault-tolerant-with no single failure resulting in a loss of functionality
- ❖ Optional geographic redundancy allows redundant components to be located in alternate location providing full disaster recovery
- ❖ Integrated Mapping solutions
- ❖ Optional Hosted Solutions – integrate with Local/Regional Emergency Services Network to increase redundancy, survivability, and interoperability



Meeting Your Needs the AT&T difference

Meeting Your Needs

- Customized Migration Strategies
 - Evaluate your current environment
 - Identify your specific needs
 - Assess your appetite for change
 - Share our expertise
 - Offer you flexible options and alternatives
 - Help you manage costs
 - Avoid stranding investments
 - Tailor solutions to your meet your needs

One size does NOT fit all

Palm Beach County NG E911 Design



Palm Beach County NG E911 Design

- Infrastructure
- Equipment
 - Vesta
 - Patriot
- Applications

Palm Beach County NG E911 Design

Stated another way:

- Solidify the Core
- Diversify the Routing
- Network the PSAPs
- Host the Applications

Solidify the Core

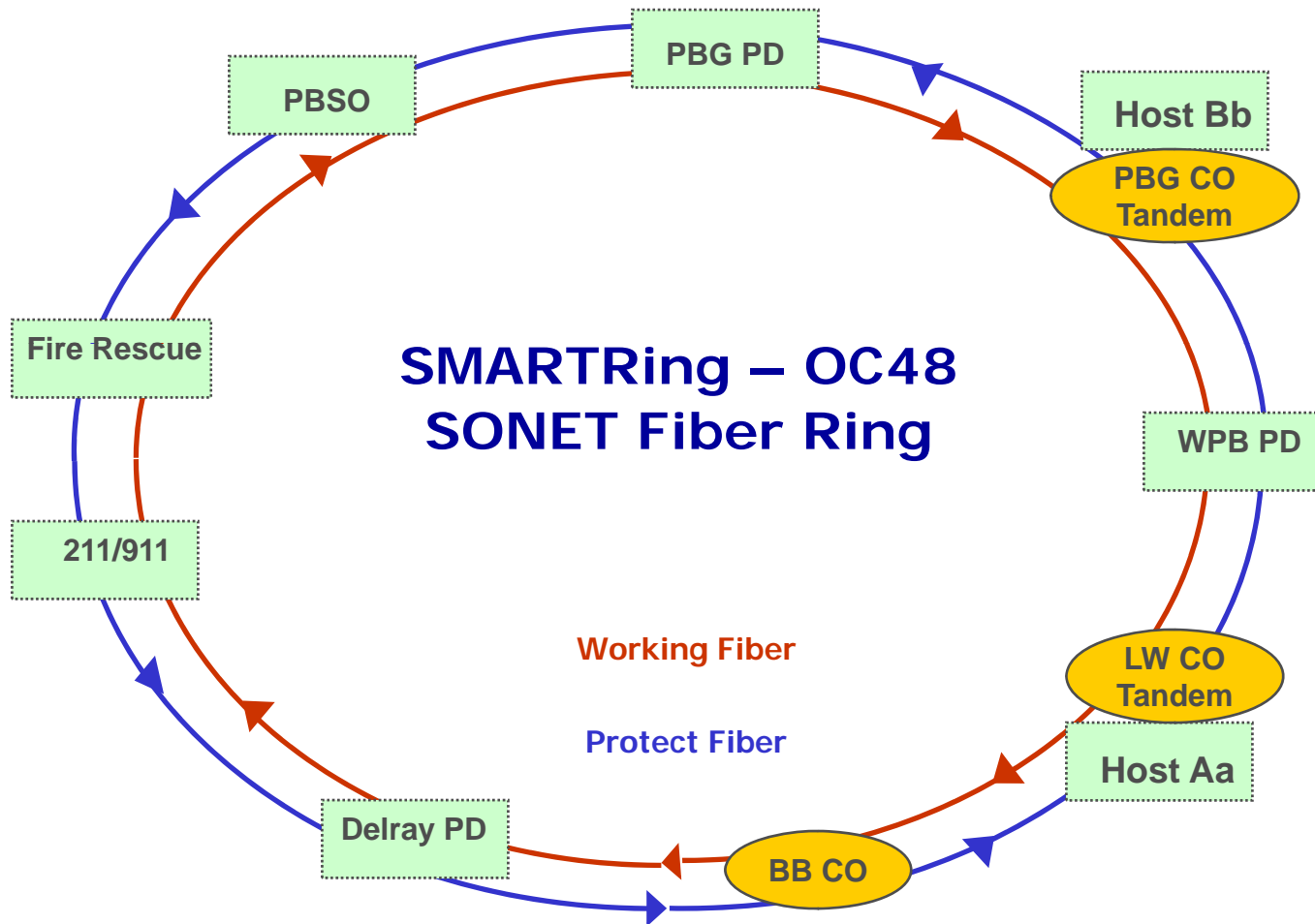
Establish PBSO, Fire Rescue and WPB as a common platform core

- Upgrade FR and WPB to IP-capable Vesta
- Enable multi-agency back-up

Protect the core with a fiber SONET ring

Build a protected foundation for the PSAPs

Solidify the Core



Diversify the Routing

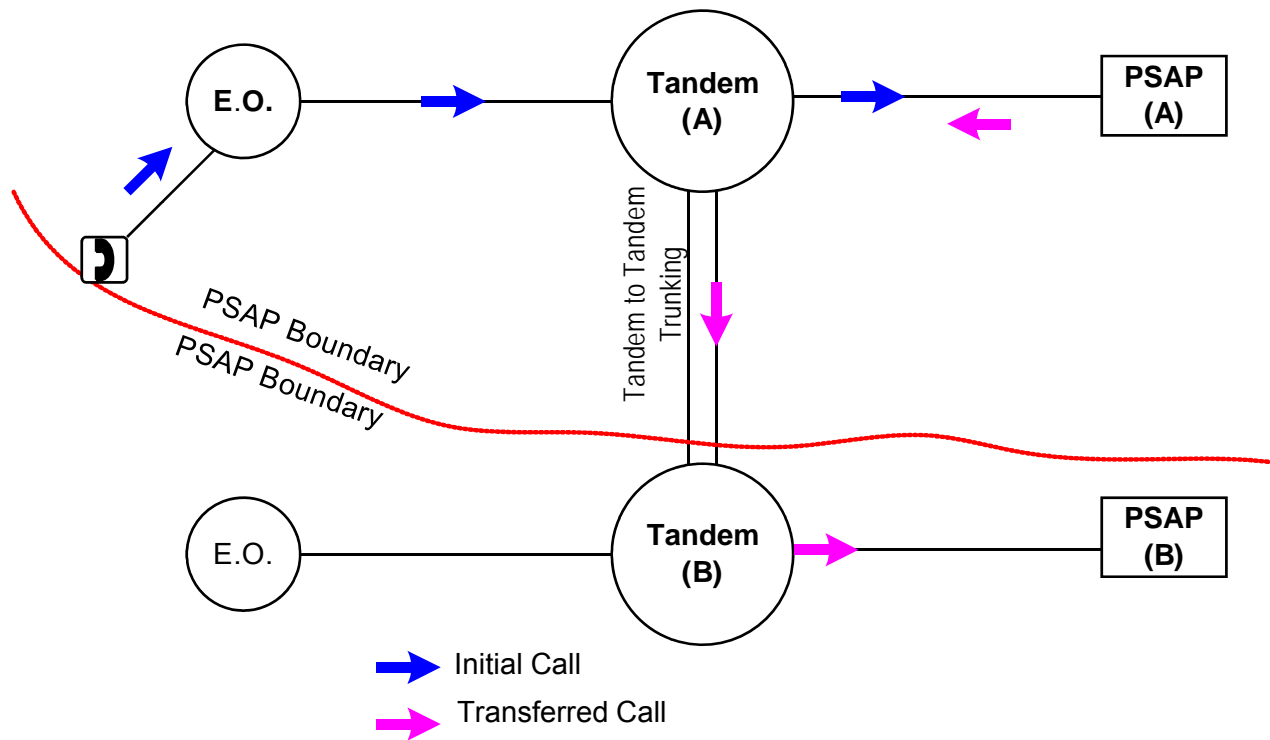
Tandem to Tandem transfer

Dual Mated Tandem

ESI Net Services (“Softswitch”)

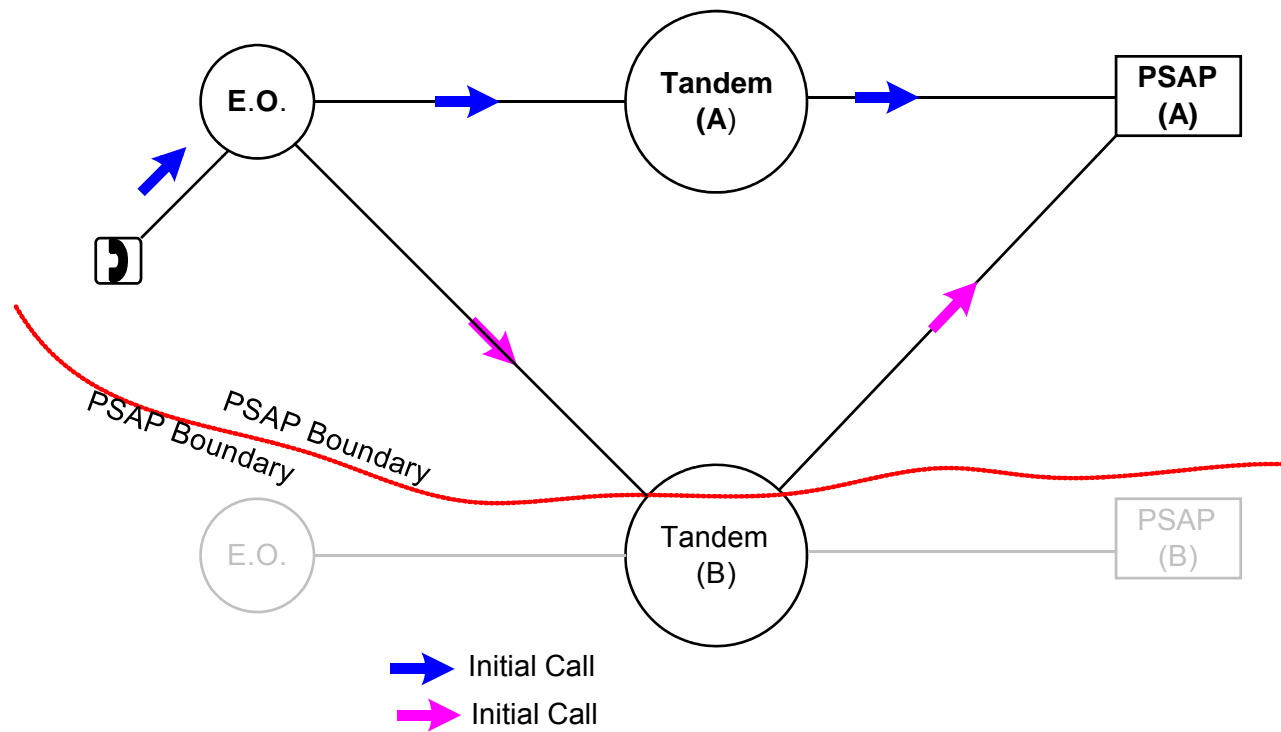
Diversify the Routing

Tandem to Tandem Transfer



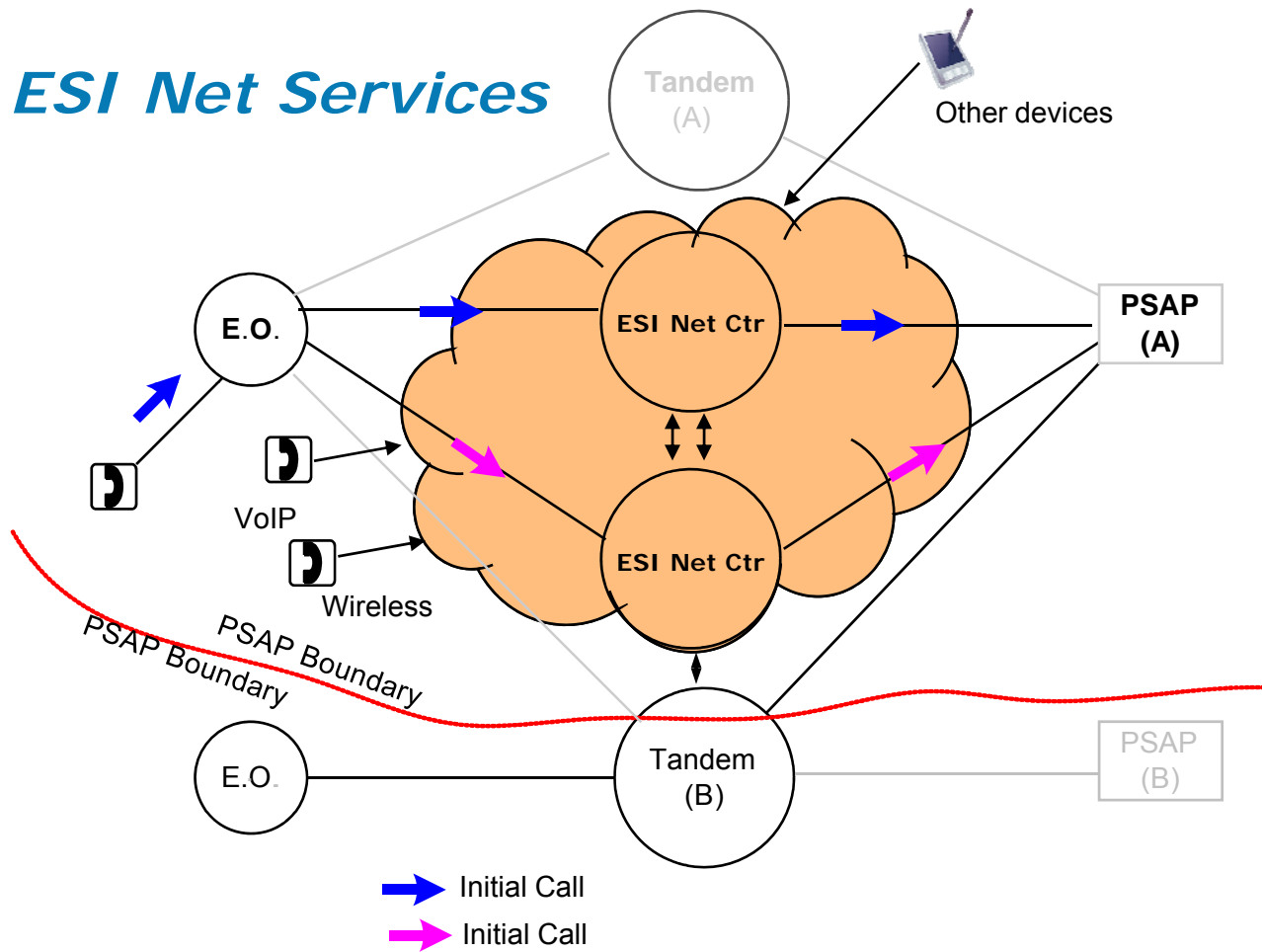
Diversify the Routing

Dual Mated Dual Homed Tandems



Diversify the Routing

ESI Net Services



Network the PSAPs

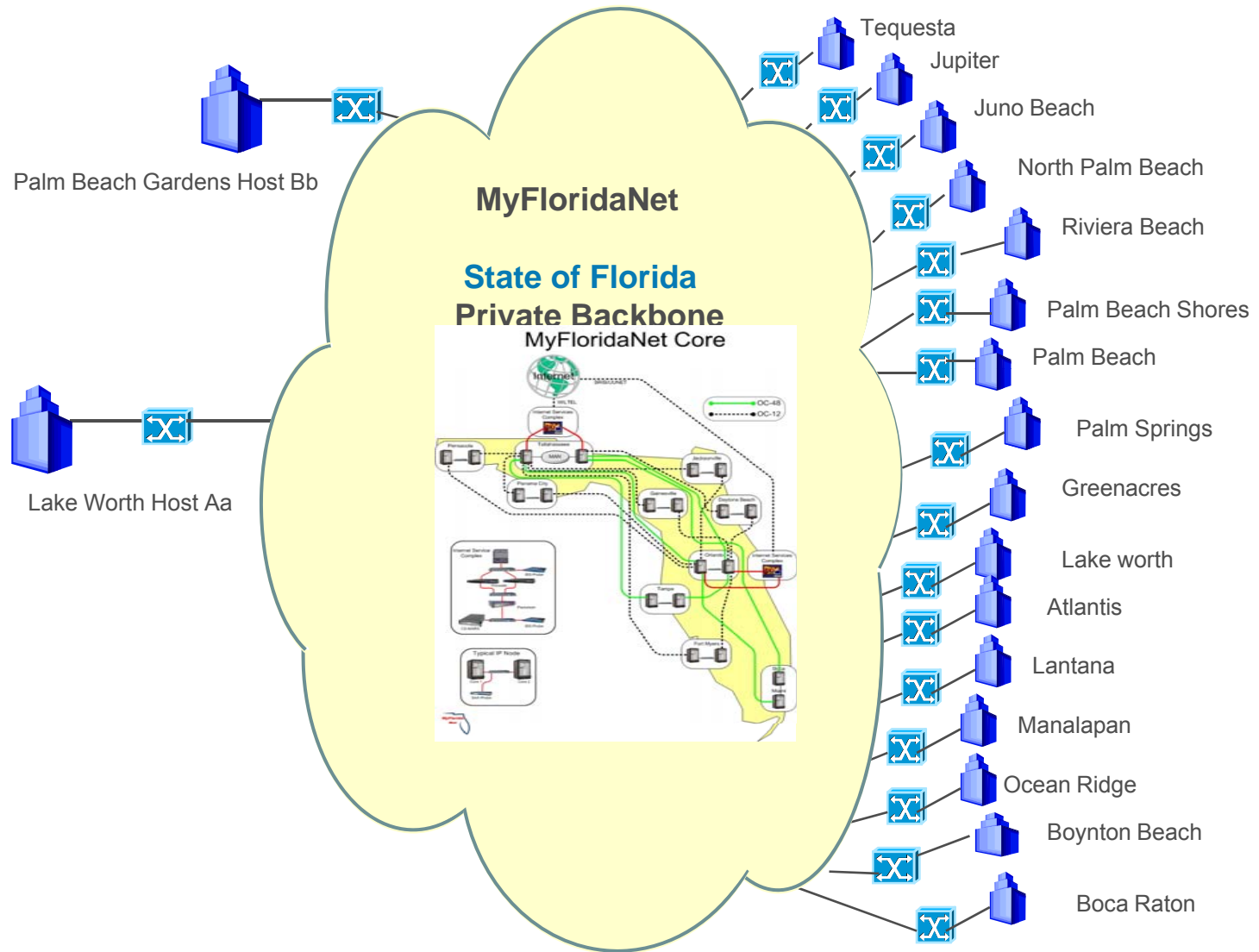
Deliver IP flexibility and speed to PSAPs

Strength through dispersion

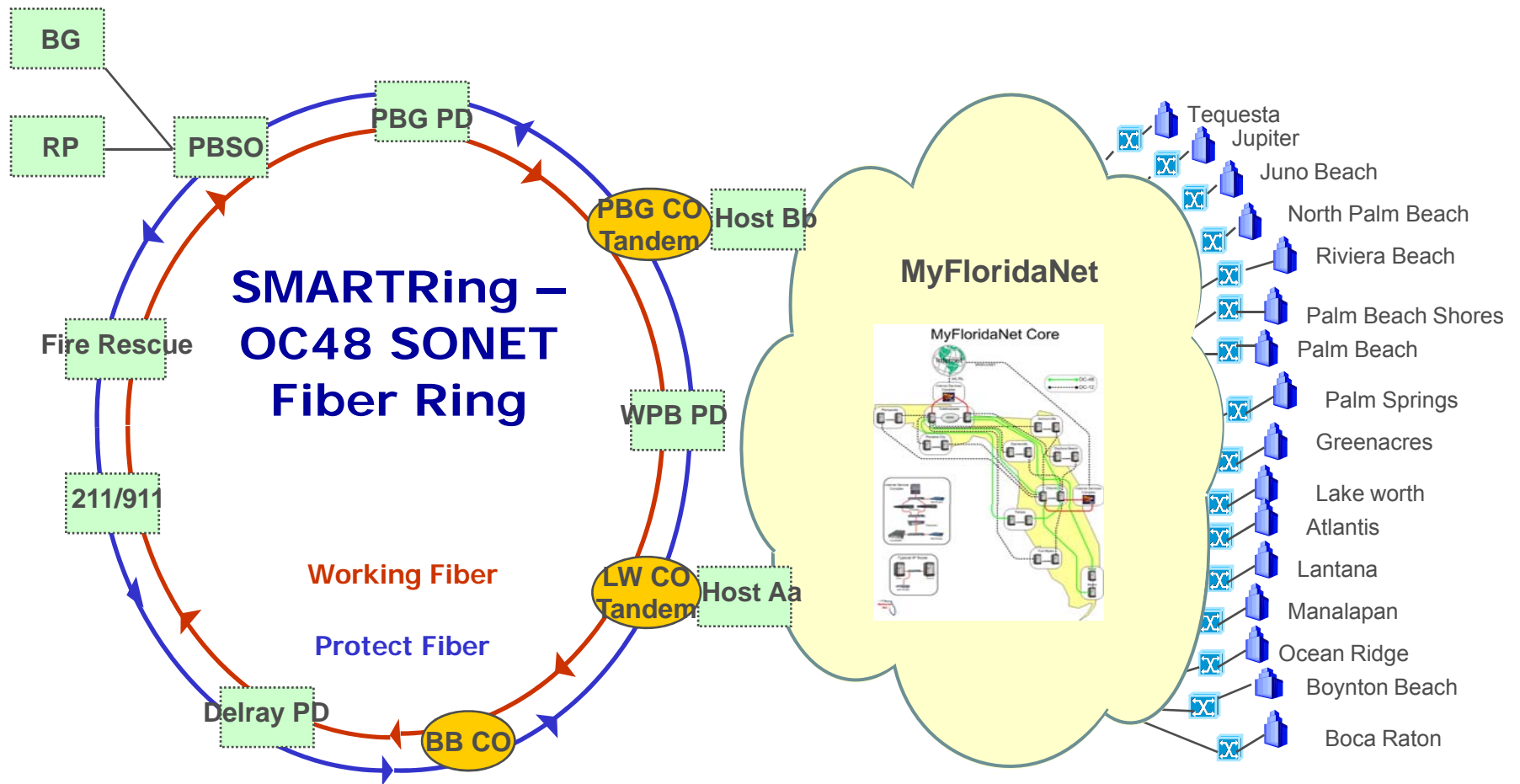
MyFloridaNet MPLS network

- Fiber MetroEthernet to each PSAP
- First applications: IP ALI, MIS

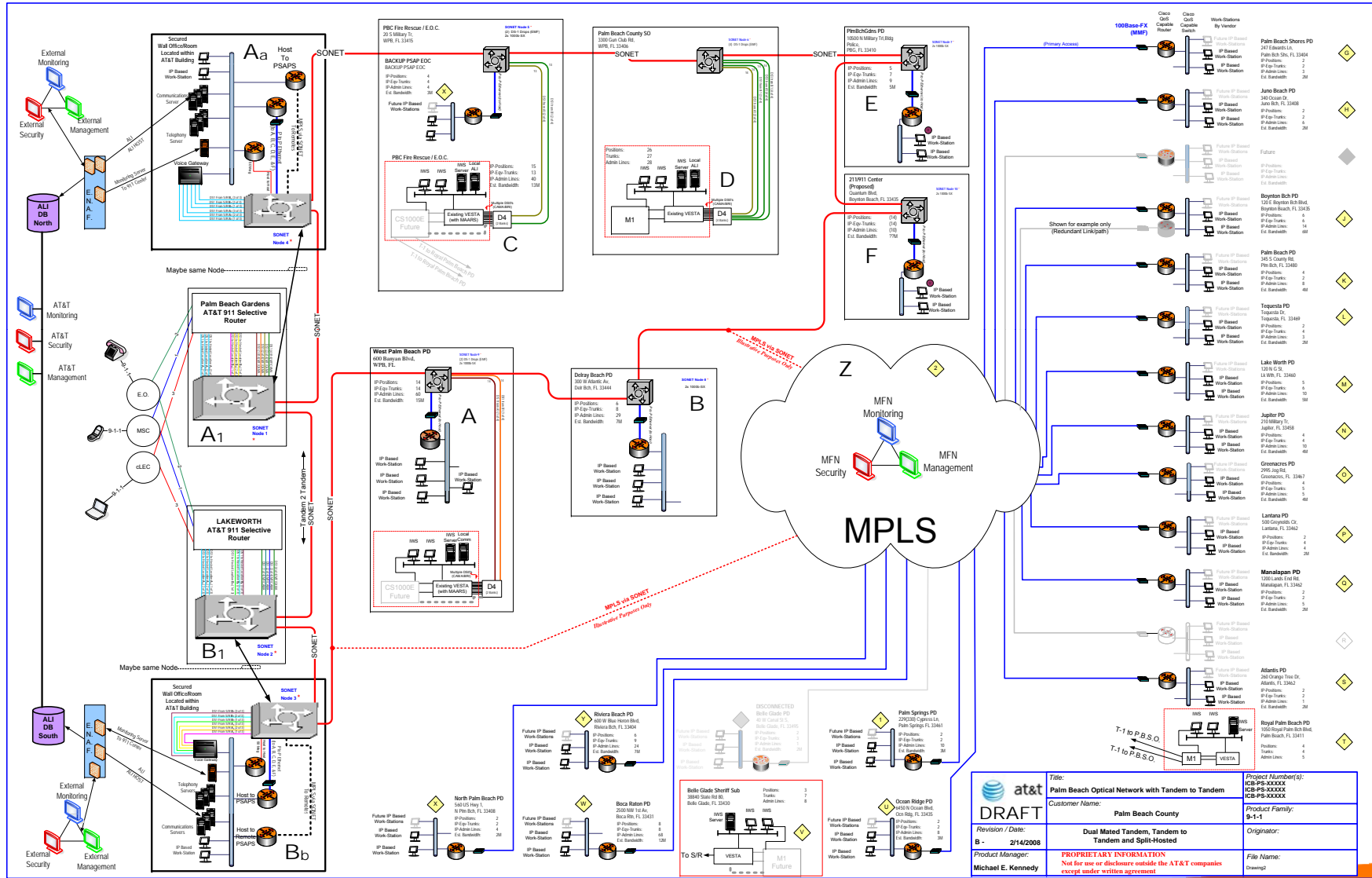
Network the PSAPs



Host the Applications



Palm Beach County E911 Network



**Infrastructure is a means to an end
It delivers what you want, where you want
it, all the time.**

Now let's talk about what you want delivered!



Vesta

Patriot

Applications

Review

NG E911

Palm Beach County NG E911 Design

- Infrastructure
- Equipment
 - Vesta
 - Patriot
- Applications

Meeting Your Needs

➤ Standards Based Solutions

- ✓ Focused on the future
- ✓ Leading edge not bleeding edge
- ✓ Open architecture
- ✓ Highly scalable
- ✓ Minimize your risk
- ✓ Maximize your return on investment

➤ Flexible, Integrated Services

- ✓ Data Validation
- ✓ Call Routing
- ✓ Network Architecture
- ✓ Call Handling
- ✓ Monitoring and Maintenance
- ✓ Disaster Mitigation and Recovery

Your 9-1-1 Services Provider – The AT&T Difference

- ❖ Long and proud history as a 9-1-1 System Service Provider
- ❖ Leading edge industry standard solutions
- ❖ Commitment to open architecture
- ❖ World class technical expertise
 - Renowned network reliability
 - Unsurpassed IP based-network capabilities, assets and resources
 - Extensive network security experience
- ❖ Dedicated 9-1-1 resources – local presence and national perspective
- ❖ Global reach, depth and breadth
- ❖ Superior financial strength and history of innovation
- ❖ Complete suite of fully integrated solutions
- ❖ Fully committed to moving Public Safety forward to the Next Generation

Discussion, Next Steps

Meet with AT&T and PlantCML to discuss:

- How do you want your agency to work?
- How do the Vesta community of agencies want to interwork?
- How do the Patriot community of agencies want to interwork?

Key Takeaways

Only AT&T and Plant can deliver the past, present and future

AT&T and Plant have invested in a detailed custom design for PBC

NENA's future is not complete, but AT&T and Plant will deliver against future standards



at&t

Thank You!



NG9-1-1 Project Newsletter

Issue 3

October 2010

Inside this issue:

PROJECT STATUS UPDATE	1
BUSINESS POLICIES ADVISORY SUB- COMMITTEE NOTES	2
GIS UPDATE— NEW!	2
PSAP MANAGERS' CORNER	3
CONTACT INFO & WHO'S WHO	4

Notes From Bill Johnson

Greetings again....

We are excited about progress we continue to make in the NG 9-1-1 project. For example, we are pleased to announce that we have ordered our first equipment for the Belle Glade PSAP. The equipment is to be delivered on November 15th, and have an estimated December start up. This will be a standalone PSAP.

As the NG 9-1-1 project continues to grow so does the NG 9-1-1 staff. As such, I would like to introduce Mr. Steve Booth as our NG 9-1-1 Planning Coordinator. Steve began his Emergency Services career in 1974 in Ohio. In 1982, he was hired by the Greenacres Police Department. During his time there he participated in the consolidation of the police and fire department to become Greenacres Public Safety Department. During his career, he served in many roles including captain of Communications. He eventually retired as the Assistant Director. He is the co-author of the Greenacres City's Emergency Management, Continuity of Operations (COOP), and Pandemic Influenza Plans. Please join me in welcoming Steve to the NG 9-1-1 team. His experience and knowledge in the field of 9-1-1 and the PSAPs of Palm Beach County will be an asset in bringing the NG 9-1-1 project to success.

See you next month.

Bill

Bill Johnson, RN, MS, CEM®

Project Status Update

Our NG 9-1-1 project is accelerating and we are seeing progress with many areas of the implementation process. The size of the project and its importance to the residents and visitors to Palm Beach County demands that the project stay on schedule. To do this, diligent focus must be paid to preparation. Part of that preparation obviously involves the individual PSAPs in the county.

The PBC Public Safety web site (www.PBC9-1-1.org) has a new addition, a web tool from Intrado/Positron. This web tool is a wizard used obtain information concerning your individual PSAP. Please make this a priority to complete and submit. The instructions are in a step-by-step format. It is important that each PSAP complete this information within the next 30 days if possible.

The Intrado/Positron PSAP site surveys have generated a list of items that need to be addressed at each PSAP. The police chiefs and PSAP management will be receiving this list in shortly. It is important that the items for your PSAP become an action item to be complete before the end of this year. Prompt, or early, completion of your items will ensure the project schedule remains in tact.

AT&T began their network site survey during the week of 9/20/10. Several different engineering teams are engaged. These surveys will determine the AT&T equipment and the entrance cables requirements. Once these surveys have been completed the requirements will be forwarded to the PSAPs. Coordination with the PSAPs will take place to accomplish these action items.

Training is a primary concern to all. We will be reaching out soon to discuss and establish schedules.

The NG 9-1-1 Implementation Team appreciates your comments and we look forward to addressing your needs. Please don't hesitate to bring your concerns and comments to our attention. Contact info is located on page 4 of this newsletter.

Thank you.
Dennis Cleary
L. R. Kimball

Business Policy Advisory Subcommittee (BPAS) Update

The Business Policy Advisory Subcommittee met on September 9th. Discussed were the updates to the policies presented at the previous meeting. The policies included the master clock, equipment ownership, and disaster plan policies

dated plan is in place.

Ultimately, the consensus was to limit the Disaster Plan policy to the first two sections and the first sentence of the third section.

Logging Recorder Policy

During the PSAP site visits, a number of questions were raised regarding the ability to connect the local logging recorders to the NG9-1-1 system master clock to ensure system wide synchronization. This issue has not yet been resolved. The system vendors and the project consultant are addressing this question. As a result, updates for this policy are not available.

The policy is temporarily on hold until the issue is resolved.

Disaster Recovery Policy

The proposed disaster recovery policy was discussed again. It was the opinion of the members that the revised policy still contained too many requirements that conflict with policies and procedures of their operations. The membership felt that the business policy should be limited to requiring that each PSAP have a disaster plan but leave the plan content up to the PSAPs to provide operational discretion.

The subcommittee membership also felt that in some cases the content of their disaster plans could be confidential, so they didn't want to include a provision requiring each PSAP provide a copy of their disaster plan for periodic review. It was felt however, for the County to perform due diligence, that each PSAP could provide an annual confirmation letter stating that an up-

Equipment Ownership Policy

Minor updates were made to the equipment ownership policy along with the addition of the final paragraph regarding the issue of a hardware / software refresh. The provisions of the policy require that the Division of Emergency Management address the requirement for a hardware / software refresh after the first three years of operation. As noted in previous subcommittee meetings, if a complete system replacement with new technology is considered, after the first six years, it is likely that a system refresh won't be necessary.

The issue of PSAPs being required to insure equipment against property loss was raised. Originally raised during the August subcommittee meeting, the issue was tabled due to time constraints and revisited at this meeting. As of this writing, the County's Risk Management Department has addressed the issue and have determined that PSAPs will be required to insure the equipment. The specifics of the requirement are still being worked out, but further details will be available at the next meeting.

Next Meeting

The next meeting is scheduled for October 14, 2010 at 11:00AM in Conference Room #2 at the EOC.

GIS Update

On August 26, 2010 data sets were submitted for the NextGen project to PBC 911, Intrado and AT&T. A resubmission of data sets occurred in September due to incomplete data set submission in August.

While consigning the spatial routing portion of the project, MicroData requested PBC 911/GIS and AT&T meet for "think tank" discussions. The topics discussed included data collection, accurate data delivery and data maintenance. These "brain storming" sessions occur twice a month. After development of basic system proc-

esses, Intrado's expertise with MSAG and call routing will necessitate their involvement in these meetings once the development of these basic system processes occur.

In the very near future, Intrado and their GIS team will be tasked to analyze basic system processes and incorporating these processes into the next generation system being developed for Palm Beach County.

PSAP Managers' Corner

Modifications to Your PSAP for NG 9-1-1

Palm Beach County, AT&T and Intrado have been visiting your site to evaluate what is needed to prepare for the installation of the new Positron Viper equipment. Certain site modifications may be necessary to ready your PSAP for this new system. You will be provided with a list of modifications that will be needed to be made to your PSAP. Who will be responsible for each modification will be clearly indicated. Generally, the following will occur.

First, cabling, both inside and outside of your PSAP, will be provided at no cost to the PSAP. AT&T will be providing cabling to the demarcation point in your 9-1-1 telephone equipment room. All PSAPs will have fiber delivered to the PSAP. As part of the Sonnet ring, PBSO, Boca Raton, PBCFR and Palm Beach Gardens PD will have dual entry into the PSAP at least 20 feet apart. The remainder of the PSAPs will be served by Metro Ethernet with a single fiber entry into the building. Intrado will be providing the cabling from the demark point to the Positron Viper cabinets and then out to the 9-1-1 answering positions.

Electrical power is the next challenge. An isolated circuit with its own breaker box is part of the requirement for the current AT&T equipment. This equipment can be utilized in provisioning power to the back room equipment and the answering positions. AT&T uses twist lock outlets while the Positron Viper equipment uses a standard 110 volt outlet. Since both systems will be running side by side for a short time, sufficient electric power must be provided for both the AT&T Equipment and the Vipers.

The PSAP will be responsible for making this modification. Palm Beach County will reimburse the PSAP for most of the costs related to providing power to the Viper equipment. We request that you follow the following steps.

1. Secure a quote from a qualified contractor.
2. Download the requisition form from the www.pbc9-1-1.org web site in the 'Forms' folder in the 'Downloads' section and complete it.
3. Submit both to Palm Beach County for approval.
4. Upon approval from PBC 9-1-1, have the work completed.
5. Submit the vendor invoice and the processed check to PBC 9-1-1.

Some PSAPs may have their own public works staff perform the electrical or other work. PBC 9-1-1 will only reimburse for materials in this instance due to the absence of an invoice and processed check. Follow the procedure outlined above with the materials list.

Grounding is another challenge. This also will be the responsibility of the PSAP. For most of the PSAPs this will not be an issue but the procedures listed above can be used to request reimbursement for this expense if necessary. Other expenses, such as console and building modifications, CAD interface costs, etc. may also be reimbursable using the procedures listed above.

In order to install the Positron Viper equipment in February / March of 2011, these modifications will need to be completed in early January to allow for unexpected circumstances.

In an effort to bring a state-of-the-art 9-1-1 system to handle all of the communications needs of residents and visitors to your municipalities and Palm Beach County, we must work together as a team to get these and other tasks completed. We greatly appreciate your work in this effort.

**PALM BEACH
COUNTY**

Division of Emergency
Management
20 S. Military Trail
West Palm Beach, Florida
33412

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We're on the Web!
WWW.PBC9-1-1.org



Contact Information / Resources

Submission of Questions for the Question/Answer Section:

Mark Adler—madler@pbcgov.org or

Project Questions Specific to your PSAP:

Dennis Cleary—dennis.cleary@lrkimball.com

Questions Regarding Information Published in the Newsletter:

Mark Adler—madler@pbcgov.org

GIS Questions:

Brian Duffy—bduffy@pbcgov.org

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Brian Duffy, 9-1-1 Database Analyst	561 712-6327	bduffy@pbcgov.org
Steven Booth, NG9-1-1 Planning Coordinator	561 712-6386	SBooth@pbcgov.org

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Vendors

AT&T—Network

Intrado/Positron—9-1-1 Answering Equipment



NG9-1-1 Project Newsletter

Issue 7

February 2011

Inside this issue:

NOTES FROM BILL JOHNSON	1
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Notes From Bill Johnson

Hello Everyone,

I hope everyone had a great start to the New Year!

We are pleased to announce that the first VIPER system has been installed in the new Belle Glade facility. This VIPER had to be installed first as a standalone system. Once the fiber network and host sites are installed, the Belle Glade PSAP will be re-configured and placed on the new fiber NG 9-1-1 network. While all new systems have some "bugs" to work out we feel that the cut over went well and lessons learned will help us benefit on future installations.

The Palm Beach County NG 9-1-1 Team is looking forward to the next piece of the puzzle, which is to begin the activation and testing of the fiber optic Smart ring.

As always, we will continue to support the PSAPS during this exciting time in Palm Beach County.

Bill
Bill Johnson, RN, MS, CEM®

Project Status Update

Greetings once again, from the PB County 9-1-1 project team!

As Bill announced in his notes, we now have a stand-alone Intrado VIPER up and running in the county in Belle Glade. The move from the old PSAP to the new PSAP took place on Monday, January 24th.

The next step is to focus on installation of the host locations in the EOC and the AT&T data center in Orlando. Working in parallel with the host location installations, we hope to have the electrical work and entrance facilities put in place, where needed, at the PSAPs throughout the county soon. You should receive advance notice before any vendor comes to your PSAP. If not, please let Steve Booth know.

The turn up of a PSAP to the new system is referred to as a cutover. We now have our cut over order list completed. This includes the backup and failover locations for each PSAP. This is important information which the vendors to build out the data bases in the new VIPER.

Please don't hesitate to contact any one of our team members should you have any issues or questions. Our team includes Steve Booth, Mark Adler, Clark Curtis, and Dennis Cleary.

Thank you.

Dennis Cleary
L.R. Kimball

PSAP Managers' Corner

POWER MIS

On January 19th Nancy Bott provided MIS and Power 9-1-1 training. Nancy took us through the MIS and Power 9-1-1 computer telephone interface. The following is some information that should segment what Nancy presented.

Power MIS provides PSAP managers and system administrators with vital and timely information on the performance of call and incident handling activities. All information pertaining to each call, incident, or dispatched event, from the time a call or incident was created in Power 911 until assistance was rendered and completed, is kept in the Power MIS database. Users can search for historical incident handling activities, and generate a wide range of detailed reports. These reports can be used for resource, performance, and trend analyses of one or more PSAPs. Power MIS can retrieve critical information such as the time a call was received, how long it took for a call to be answered, questions asked by the operator, the caller's responses, and the agencies to which a call was transferred. Power MIS can generate statistics to evaluate the overall PSAP results, or an individual call-taker and/or dispatcher's performance.

Standard Reports

A powerful features of Power MIS is the extensive selection of standard reports. The predefined reports have been configured to reflect most commonly requested parameters in today's communication center. Users have the ability to immediately generate reports by selecting desired type and specifying only the most basic parameters.

Positron VIPER provides a CDR printer port which automatically prints the following information when a 9-1-1 call is released:

- ANI/ALI of the call.
- Position of the call taker.
- Time of the various connect and disconnect events, including the time the call was released.
- The transferred destination, if the call was transferred.

Positron's VIPER can also print extended CDR records consisting of these components:

- Electronic storage of CDR data is available through Positron's ePrinter. ePrinter is software that replaces the call detail record printer. ePrinter provides electronic capture, storage and management of call information as calls are processed from any ANI/ALI controller. ePrinter eliminates as well the need for paper printouts.
- ePrinter offers an easy-to-use graphical user interface to locate call detail records quickly, providing the administrator with the information needed, sooner and in a more reliable way. ePrinter also provides data reporting, archiving and export features to the system administrator to work with the information in other applications.
- ePrinter allows users to export reports so that it can be opened in a software application other than ePrinter, such as Microsoft Excel or Adobe Acrobat. Users can then, if required, manipulate the data to serve your purposes. For example, you can export a report in PDF format (Acrobat Format option) so that it can be easily distributed and viewed on various platforms.

You can export a report to the following destinations:

- To another file format (disk file), such as Microsoft Word or Excel. You will be able to open the report only from within the application that uses that format.
- Directly from another application, such as Microsoft Word or Excel. The application must be installed on the same computer as Positron ePrinter.
- To one of three network e-mail servers: Exchange folder (Microsoft Exchange prompts the user for a profile to send report to), Lotus Domino (prompts the user for a profile to send report to), or Microsoft Mail (MAPI) (report appears in an e-mail).

ePrinter allows users to view electronic reports sorted by day. ePrinter CDR records are also searchable by date and keyword text parameters.

CDR information is also stored within the Power 911 database and Power MIS database. The Power MIS system includes a predefined call detail report. Users can also generate custom call detail reports in a customer desired format.

(Continued on page 3)

Business Policy Advisory Subcommittee (BPAS) Update

With the installation of the first VIPER out in Belle Glade for PBSO and the Power MIS training, we are beginning to learn how the new 9-1-1 system will work and some of its features. This is critical to developing business policies for the system. We have begun this process with determining the failover for the PSAPs, what we commonly known as alternate routing. This first phase will help us establish business policies for alternate routing. Examples are:

- What the system will do in an all SIP trunks busy situation
- A call that rings for 20 seconds without being answered
- No positions logged in at the PSAP.

During the last meeting, Ben Rodriguez came in and began to answer our questions. As a result of this question and answer session, it has become apparent how the Positron VIPERs would work and what would be needed for

the time synchronization. With all of this in mind I am proposing a new methodology. I propose that the Business Practices and Policy Committee meet every two weeks with AT&T and Intrado in attendance.

From discussions with Intrado, I understand that we will need to set rules for the call routing that was mentioned earlier. While the hosts and the network rings are being constructed, we can take the time to plan for the system so that we can configure it the way that will fit our needs.

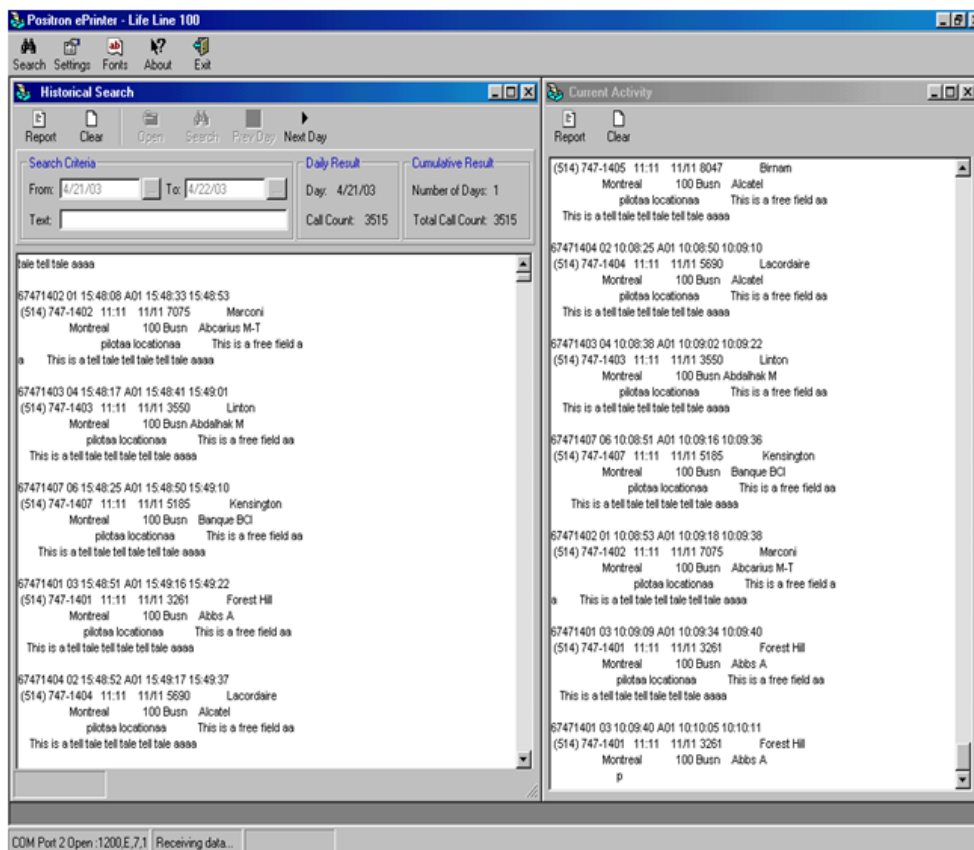
We will need to set up profiles for:

- The PSAP
- The role such as the call-taker or supervisor
- The agent or individual
- The answering position.

This committee will work to review the information provided by the vendors and propose rules to the 9-1-1 managers and PBC Emergency Management.

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The Power MIS Call Detail Report is accessible (via a web browser) from any workstation with network connectivity to the Power MIS Database server. A user ID and password are required to login to the system. Access to ePrinter is provided through the ePrinter workstation only.



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Contact Information / Resources

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Project Questions Specific to your PSAP:

Dennis Cleary—dennis.cleary@lrkimball.com

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Vendors

- AT&T—Network
- Intrado/Positron—9-1-1 Answering Equipment