

CONTRA COSTA COLLEGE
OPERATIONS COUNCIL COMMITTEE
Monday, February 26, 2018
9:00-10:00 a.m., Room SAB-211

Minutes

Committee Members: Ken Sherwood (chair), Beth Goehring, Megan Kinney, Lilly Harper, Brian Williams, Maryam Attai, Jason Berner, Cody Poehnelt (student). Ex-officio: Lt. Thomas Holt, James Eyestone, Darlene Poe, Bruce King, Brandy Howard.

Present: Ken Sherwood, Megan Kinney, Maryam Attai, Brian Williams, Lt. Thomas Holt, Lilly Harper and Lorena Cortez (taking notes)

Guest: Mariles Magalong and Edward Carney

Meeting called to order at 9:10 a.m.

I. Approval of Current Agenda

A motion was made to approve the agenda. The agenda was unanimously approved.

II. Approval of January 22, 2018 Minutes

Maryam Attai moved to approve the minutes Brian Williams seconded the motion. The minutes were unanimously approved.

III. Action items

No action items.

IV. Information/Discussion Items

A. 911 Cellular Demonstration

Chief Edward Carney returned to Operations Council to facilitate the demonstration of 911 Cellular, an emergency panic button system on computers and mobile devices that is currently being piloted at DVC. The demonstration was given by a representative from 911 Cellular via video conferencing. The 911 Cellular software is designed to allow for a more accurate location and faster response times for emergency and non-emergency situations. Using the geo-fencing, GPS and indoor positioning technology features, it sends the message to the campus emergency response team (police services and/or department manager). For non-emergency situations, police services are still notified to go to the location and standby until the manager or person onsite gives them further information. The demonstration focused on capabilities of the mobile app and the desktop panic button.

911Shield Mobile App:

- The emergency button on app will determine if user is located on campus and will send three notifications directly to the Police Services on campus a phone call, text and a message on the web portal.
- Emergency text provide the users name, cell phone number and GPS location. The location of the user is updated every 20 seconds.
- 911Shield mobile app free google and apple app stores for all campus community. It has customizable features. NOTE: The college must purchase the software.
- Friendwatch feature – create a peer-to-peer safety network. Allows users to designate friends or Police Services to look after them when they are walking alone. If the user does not arrive at the destination as indicated, the friend and/or Police Services are notified to go check on the user

Computer Panic Button:

- Discreet activation when user presses the panic button.
- Designed for emergency and non-emergency situations.
- 2 ways to activate panic button, task bar icon or use a two-key keyboard shortcut.
- Campus emergency response team (police services and/or department manager) will see the computer monitor flash along with emergency audio detailing the location and name of user who activated the panic button.

The desktop, mobile and panic buttons are all integrated under one web portal. The software has also a feature called iReports which allows users to send text, photos and video clips of non-emergency situations, e.g. lights out of service, graffiti, potential crimes, etc.; It can be sent anonymously. The notice is sent to Police Services, as well, specific departments as programmed.

Chief Edward Carney provided two pricing proposals the one-year trial period and one-year service.

One-year trial period cost is \$1,775.00; it includes the following:

- 911Shield app (emergency button, iReports, emergency response plans, friendwatch, maps, shuttle link), price: \$980.00/year (25 licenses).
- 50 computer panic button licenses cost is \$795.00/year.
- Support services – cloud-based management web-portal, price: included

One-year service cost is \$7,595.00; it includes the following:

- 911Shield app (emergency button, iReports, emergency response plans, friendwatch, maps, shuttle link), price: \$6,800/year.
- 50 computer panic button licenses cost is \$795.00/year.
- Support services – cloud-based management web-portal, price: included

The committee members discussed the software features, the resources/time it would take to support the implementation of the software. Lt. Holt shared that if 911Cellular was purchased, he would anticipate a few more calls, but not an overwhelming amount; it would just be a different method of receiving notifications. Part of rolling out the software would be through the use of an educational campaign. Per Chief Carney, 911Cellular has resources available to educate the users.

The committee's response the 911Cellular software was positive and came to a consensus to continue the conversation towards a possible implementation of the software on campus. The next group that will need to participate in the 911Cellular conversation to assess the resources and cost of possible implementation is the IT Department. Chief Edward Carney and Ken Sherwood will work on this.

B. Other Discussion/News Items
No discussion items.

V. **Adjournment**

The meeting was adjourned at 10:12 a.m.