

AGENDA ITEM FOR ADMINISTRATIVE MEETING () Discussion only
(X) Action

FROM (DEPT/ DIVISION): County Counsel

SUBJECT: Dispatch Payment

<p>Background:</p> <p>Dispatch has been in conversations with fire districts to obtain additional alerting software to aid in dispatch for fire agencies. The new Honeywell Phoenix Fire Station Alerting device will interact with RIMS to allow for more individualized dispatching for fires and streamline the dispatching component. The proposal is to split the initial cost among the County, Fire District #1 and Pendleton Fire. Due to the total cost, the matter is before the Board for approval. Ongoing costs would also be partially paid by the users.</p>	<p>Requested Action:</p> <p>Approve payment to RIMS in the amount of \$9,250 for Honeywell Phoenix software link, installation and support</p>
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ATTACHMENTS: Memorandum, including quote

*****For Internal Use Only*****

Checkoffs:

- () Dept. Heard (copy)
- () Human Resources (copy)
- () Fiscal
- (X) Legal (copy)
- () (Other - List:)

To be notified of Meeting:
Captain Primmer

Needed at Meeting:

Scheduled for meeting on: April 1, 2026

Action taken:

Follow-up:



Dispatch
March 4th

To: Lieutenant Justin Russell, Umatilla County Sheriff's Office
From: Tamera Melrose
Subject: Quotation for RIMS Software
Date: February 20, 2026

The following is a quotation for RIMS Fire Station Alerting for Honeywell Phoenix G2 software for the Umatilla County Fire District #1, based on your recent request.

It is important to note that Umatilla-Morrow Data District has a contractual relationship with Sun Ridge, and the Umatilla County Fire does not. As such, we cannot engage anyone but Umatilla-Morrow Data District for the purchase of our software and services, including on-going support and update services. Any purchases made on behalf of the Fire Department need to be routed through the Umatilla-Morrow Data District's JPA.

Item	Price
RIMS Station Alerting to Honeywell Phoenix G2 Alerting Software Link	\$7,000
Installation and Testing	\$1,200
RIMS Support and Updates – First Year	\$1,050
TOTAL	\$9,250

The price is for ONE Honeywell Fire Station Alerting device. Additional Station Alerting devices will require additional software license and setup fees.

This quotation is for RIMS software only and does not include any hardware or third-party software that may be required to support third-party interfaces. You are encouraged to contact your third-party vendor to determine any costs that may be associated with providing their portion of the desired interface.

If you plan to purchase via purchase order, Sun Ridge Systems may require you to make some minor modifications to the purchase order's Standard Terms and Conditions. Specifically, sections related to Warranty and indemnification may require modification. Examples of these modifications can be provided upon request.

This quotation is valid for 90 days and may change thereafter. If you have any questions, please call me on 800-474-2565. Thank you for your continued interest in RIMS.

By signing and accepting this quote, I agree that I have signature authority on behalf of my department and/or organization and this signature will be an electronic representation of my signature for all purposes when I use them on documents, including legally binding contracts – just the same as a wet ink signature on paper.

Authorized by: _____
Name and Title

Date:

Doug & Nick,

Today at our monthly fire meeting, a quote was presented for an additional piece of hardware that will not only assist the 2 big area fire departments but greatly streamline the dispatching piece for Umatilla County Dispatch.

This is an addition to our existing CAD system that would alert the fire departments with less dispatching hands on. The Phoenix G2-Honeywell Software was presented in an email to the Sheriff and Undersheriff by Chief Scott Stanton on June 24, 2025. (see attached). The fire districts have gone ahead and made the purchase on their own.

The program overall brings about improvements in efficiency and safety for emergency responses, as well as providing a marked improvement in dispatch automation. Only those crews dispatched will be alerted via which unit and/or station they are assigned to.

One notable feature of the new system is the dispatch component which includes redundant servers at county dispatch that tie to the CAD system and the radio system.

The ask from today's meeting, was for a 3 way share of the cost from our CAD vendor for the toning piece of the Honeywell system.

As this is tied directly to our respective dispatching services, I am in support of this 3-way split. The cost for Umatilla County would be around \$3,083.33 which is 1/3 of \$9250.00 on the quote. This includes The Alerting Software Link, Installation and testing and the 1st year of RIMS Support and Updates.

The following years of support will be determined by RIMS but as this also benefits our area fire departments and the cost is low, this could be included in the yearly portion of fees that RIMS charges already that everyone contributes to via the agency cost sharing for dispatch services.

Here are my questions:

#1. /Can you and Nick please review the quote for validity? As Kathy was the original signer on the original RIMS contract and coordinator that has become my responsibility as the Communications Division Head. As such, RIMS will only deal directly with me on any proposals that are tied to the global original contract/dispatching pieces.

#2. / Do you see anything that prevents the rolling of the on-going Maintenance fees being rolled into the rest of the yearly fees that are paid? In the recent past, if an agency wished to have "an add on component" not related to any dispatching function, that agency was advised that they had to pay that directly. This includes Umatilla PD for ticketing, soon to be Hermiston PD for ticketing, various fire departments that choice to go to IRIMS and a few other things.

#3. / I know that this will most likely need to be approved by the Board of Commissioners who did get the information from me back in June of 2025. What will be the next step for gaining approval of this?

#4. / Not a question but information – I do have money in my respective budget from this budget year to cover this cost share.

Information:

As the dispatch portion of the Honeywell/Phoenix G2 system provides automation and will free up dispatchers to handle other priority calls, more radio and area agencies, I think this is tied directly to the dispatch function. The system automatically dispatches crews via the RIMS & radio system when the call is created. The automation feature allows the system to alert the responders while the dispatcher is still gathering additional information. The voice for the dispatching goes out through the system which further aids dispatchers as they don't have to give the verbiage of the call and its nature.

This feature allows dispatchers to remain connected with 911 callers, gathering crucial information or providing instructions. With the limited staffing in Umatilla County Dispatch, this vastly improves efficiency, specifically during busy times. There is no need for the dispatcher to stop what they are doing, find the correct pager tone, and dispatch the call over the radio.

I would also point out that fire is driven by response times for their insurances and national standards. This system has been shown to get these times down to 10 seconds, depending on the specific situation of course.

Overall by adding this Interface to our existing CAD system it will reduce on-hold time to the citizens, alleviate stress for dispatchers, and automate the dispatching process. Going further this will also reduce the human error factor, thus supporting dispatcher efficiency.

Here is a brief overview of the automation:

Call is created ◊ Unit(s) are assigned (CAD) ◊ The Phoenix G2 system is simultaneously dispatching these units on the radio & the fire station alerting system.

An additional benefit is that call processing times will be drastically reduced in all percentile ranges.

Thank you for your help.

Karen



Dispatch
March 4th

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From: Tamera Melrose
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Authorized by: _____
Name and Title

_____ Date:



Karen Primmer <karen.primmer@umatillacounty.gov>

Sun ridge interface

2 messages

Anthony Pierotti <Anthony.Pierotti@pendletonor.gov>
To: Karen Primmer <karen.primmer@umatillacounty.gov>

Wed, Mar 4, 2026 at 11:24 AM

Hello Karen,
Per our discussion today at the user group meeting I am in support of a three way split of the approximately \$9,000 invoice for sunridge's interface between Pendleton Fire, UCFD 1 and the County.

Get Outlook for iOS

Karen Primmer <karen.primmer@umatillacounty.gov>
To: Anthony Pierotti <Anthony.Pierotti@pendletonor.gov>

Wed, Mar 4, 2026 at 11:29 AM

Tony,

Thank you and I am working on this.

Karen
[Quoted text hidden]

BOC Questions on Phoenix G2 Alerting Software 06-23-25

How exactly will the alerting software work? Will it pull from the CAD System – RIMS for the alerting to take place? That is what I have been seeing so far is the way this works.

When you dispatch a unit in RIMS it will dispatch that unit in the Station alerting system. It alerts the station and also sends out the tones on the radio.

Where will the components be housed at for the alerting software? UCFD#1, UCSO Dispatch or other?

The alerting software will be hosted on a virtual server, controlled by UC dispatch.

What are the technical schematics for the integrations from RIMS to the Phoenix Software and also to the radio system? I spoke briefly to the Radio Data District Manager – Brett Mueller who indicated that they also still have a large number of questions still to be answered from their side.

I will attach the schematics.

Has County IT been in the loop on this project? Have the financial impacts for the County IT been discussed yet?

The County IT has been looped in. There is no financial impact that I know of.

Is the company CJIS cleared to operate on the equipment?

Dispatch will operate the equipment. As far as setup goes I do not know if they are CJIS certified, but I believe RIMS people work the CAD side and the engineer works the server side.

Has the Radio Data District been in the loop? Have the financial impacts for the Radio Data District been discussed yet?

Yes in the loop. Costs have not been discussed yet.

What is the implementation time line for the software to go live?

This has not been set. We plan on ordering in July, which would mean that system designs would start within 30 days. But again, there is not currently a go lime or other timeline set.

What is the training for dispatch look like and again, implementation of this look like?

The training would just be regular in-house training by the Honeywell people onsite. There is not really much training for dispatchers. For myself and the supervisors (Justin) there is some extensive training(4 hours) on how to change settings and things like that.

What is UCFD#1's expectation on the County's portion of paying for the software? Currently I am showing the cost to be \$72,000? I understand that there is the possibility of having PFD come on board so what would that look like in terms of cost or cost reduction?

I do not have this information. I will ask Chief Stanton to be present at our next meeting on July 1st.

What are the ongoing fees for yearly support, etc.? What is UCFD#1's expectation from the County on this item? Would UCFD#1 pay it all or a portion with the thought that Umatilla County pick up a portion or what is the thought process?

I need to double check with Chief Stanton and Honeywell. I don't believe we would have any costs, but there is an optional warranty/support fee of \$4230 each year after the first year is over... IMO we might want to keep this.

Is it possible to look at the RFP for this program or have you actually selected one as of yet and this is just an option?

There is no RFP. We are going with a sole source type implementation.

Are you able to hop on a video conference with Honeywell to explain any of these in further detail?