



March 14, 2023

TO: Amal Eltahir, City Manager, City of Oskaloosa
FROM: Resource Management Associates
SUBJ: E911 and Emergency Management Operations Study: Oskaloosa *Herald* Article

Resource Management Associates (“RMA”) wishes to address certain information in the article entitled “New data contradicts reported numbers in 911 evaluation” published in the Oskaloosa *Herald* on March 11, 2023 and subsequent days regarding the E911 and Emergency Management Operations Study (the *E911/EMA Study*).

1. RMA without qualification stands by the *E911/EMA Study* as presented in final form to the Oskaloosa City Council and Mahaska County Supervisors on February 6, 2023.
2. All data in the *E911/EMA Study* related to 911 calls and calls for service were provided personally by the EMA/911 Administrator or 911 Director at RMA’s request.
3. As soon as RMA early in the *E911/EMA Study* process found that the 911 CAD system could provide data only by municipality and not by agency, e.g., Mahaska County Sheriff, RMA specifically asked the EMA/911 Administrator for data on CAD events by agency like Mahaska County Sheriff and was told that data by agency as requested could not be reported from the Mahaska CAD system.
4. The EMA/911 Administrator and Sheriff were full participants in the *E911/EMA Study* from its very beginning and both served on the leadership group which reviewed work products and participated in meetings with the consulting team. This included among other things the leadership group’s review of the final draft of the *E911/EMA Study* on January 25, 2023 which the leadership group had received several days prior to the draft review. No comments were received from anyone at or in the days after the draft review.
5. No one on the leadership group ever once questioned the methodology, findings or recommendations of the *E911/EMA Study* during its duration over several months from November, 2022 to February, 2023. Among other things, this included a complete lack of comment at the final presentation of the *E911/EMA Study* on February 6, 2023 to the City Council and Board of Supervisors.
6. The consulting team exchanged dozens of emails and had numerous conversations with the EMA/911 Administrator or 911 Director over three months in order to make every effort to assure that all data in the *E911/EMA Study* were as complete and accurate as possible.

Continued

7. If any member of the leadership group or anyone else had any knowledge or information which could have enhanced the *E911/EMA Study*, these persons had a professional responsibility to disclose this to the consulting team without being specifically solicited.

Thank you.