



SCOTT EMERGENCY COMMUNICATIONS CENTER (SECC) BOARD
EOC Scott Emergency Communications Center
1100 E 46th St., Davenport, Iowa
JANUARY 19, 2017 at 3:30 p.m.

MEETING AGENDA

1. Roll Call: Earnhardt, Frieden, Gallagher, Klipsch, and O'Boyle.
Ex officio members: Frederiksen, Ploehn, Sharma, and Spiegel
2. Pledge of Allegiance
3. Approval of Minutes
4. Election of Officers
 - A. Chair
 - B. Vice Chair
 - C. Secretary/Treasurer
5. Radio Project Update
6. Priority Dispatch Determinants Update
7. Director's Report
8. Approval of Revised SECC SOG #1 Phone Answering Procedures
9. Approval of Revised SECC Work Rules-Personnel Policies Section 6.2 Dress Code
10. Approval of LED Lighting System on SECC Monopole
11. Next meeting date – February 16, 2017 at 3:30 p.m.
12. Adjourn

For previous meeting Minutes, please visit our website at www.secc911.com.



MINUTES
SCOTT EMERGENCY COMMUNICATIONS CENTER (SECC) BOARD
THURSDAY, DECEMBER 15, 2016, 3:30 P.M.

Board Members present: Rob Frieden, Bob Gallagher, Jim Hancock, and Marty O'Boyle.

Ex Officio members present: Linda Frederiksen, Decker Ploehn, and Mary Thee for Mahesh Sharma.

Staff present: Mike Becker, Stacey Bollinger, Annie Nugent, Pam Paulsen, Denise Pavlik, Tracey Sanders, Vickie Odean, Tom Tillberg, and Kathryn Hale.

Moved by Gallagher, seconded by Frieden approval of the Minutes of the November 17, 2016 SECC meeting. All ayes.

Moved by Gallagher, seconded by Frieden approval of the FY2017-2018 budget. All ayes.

The next meeting is scheduled for Thursday, January 19, 2017, at 3:30 p.m.

Moved by O'Boyle seconded by Gallagher adjournment of the meeting at 3:45 p.m. All ayes.

These minutes are subject to approval at the next regularly scheduled meeting.

Respectfully submitted by,

Annie Nugent
Administrative Assistant

Attested by,

A handwritten signature in black ink, appearing to read "Rob Frieden".

Rob Frieden
Secretary/Treasurer

R E S O L U T I O N

SCOTT COUNTY EMERGENCY COMMUNICATIONS CENTER BOARD

January 19, 20117

A RESOLUTION APPROVING STANDARD OPERATING GUIDE (SOG) #1 PHONE
ANSWERING PROCEDURES

BE IT RESOLVED BY the Scott Emergency Communications Center Board as follows:

- Section 1. The SECC Board approves Standard Operating Guide (SOG) #1 Phone Answering Procedures.
- Section 2. This resolution shall take effect immediately.



SCOTT EMERGENCY COMMUNICATIONS CENTER (SECC)	
SOG # 1	Rescinds: Fire/Police SOP's Answering Phones & Incident Address & Phone Verification
Effective Date: 02/01/2017	Director's Signature:
Phone Answering Procedures	

Purpose:

It is well documented that the public's impression of professional demeanor and ability is determined in the first few seconds of a telephone call. Furthermore, the ability to determine what is occurring quickly and accurately in large part is due to the call handling process. All calls received, whether 9-1-1, emergency or non-emergency in origin, shall be answered in a uniform, business-like and professional manner. It is for this reason a standard guideline outlining answering procedures for all incoming calls was developed.

Policy:

All calls will be answered in a professional manner utilizing a series of standardized questions applicable to the type of incident being reported. The Dispatcher answering the call must "take command" of the call at the beginning and determine the location and nature of the call as quickly and accurately as possible. For all calls taken, the Dispatcher must verbally verify the location of the caller and call-back number and make every attempt to obtain the caller information.

All calls are required to be processed in real time, entering said information into the Computer Aided Dispatch (CAD) System while being gathered in a timely and accurate manner. Furthermore, the Dispatcher is required to dispatch the appropriate fire and/or police entity, or properly transfer the call for EMS in an efficient and effective manner as soon as possible based on the priority of the call, and is responsible for relaying all pertinent information to responders to ensure their safety and the safety of the public.

Finally, all Dispatchers are reminded 9-1-1 calls require special attention and every effort should be made to answer all incoming 9-1-1 calls within three (3) rings.

Procedure:

9-1-1 Calls

Since an incoming 9-1-1 call can be from any of the participating agencies within SECC, the Dispatcher shall answer the incoming 9-1-1 landline by saying "9-1-1 where is your emergency?"

1. The Dispatcher shall verbally verify the address where the emergency is occurring by asking the caller to repeat the address given and simultaneously open an incident into CAD with the information provided.
2. The Dispatcher must then compare the information received with the information provided on the Automatic Location Identification (ALI) screen. In instances where the location given by the calling party is not the same as the ALI screen information provided, the Dispatcher must pay special attention to the call which may require further questioning of the caller. In cases where the call is from a wireless device, the Dispatcher shall attempt to re-bid the call for more correct caller location information.
3. The Dispatcher shall verbally verify the phone number of the caller by asking caller for the phone number they are calling from. The Dispatcher shall compare the phone number given to the number provided on the ALI screen. In instances where the phone number is not the same as the ALI information provided, the dispatcher shall ask the caller to repeat the phone number to verify accuracy.

4. Upon determining the correct location of the emergency, and the phone number, the Dispatcher shall then obtain the nature of the incident by asking the caller to tell them exactly what happened.
5. After determining the correct location and nature of the incident, the responsible Dispatcher shall determine the proper response using the appropriate fire or police agency and dispatch such incident accordingly. The Dispatcher shall also advise the responding units of any cautions which are attached to that location.
 - a. For Police: Should the responsible agency not have any available units to send, the incident shall be placed on hold and the Supervisor on duty shall be advised of the incident.
 - b. For Fire: Should the responsible agency not have any available units, the incident shall be toned as usual and the next due and available company shall be announced in the dispatch.

In cases where EMS assistance is needed, the dispatcher will transfer the caller to MEDIC for handling.

6. The Dispatcher shall ask the caller their name and if needed, ask the caller for the correct spelling.
7. The dispatcher shall remain on the line and obtain any additional information needed based on the type of incident. All information received shall be placed into the CAD incident and relayed to the officer accordingly.

Seven-Digit Emergency and Non-Emergency Calls

Dispatchers must be aware that often a 9-1-1 type emergency can be received on the seven-digit emergency and/or non-emergency lines therefore; similar questioning techniques will be utilized when answering these lines. The Dispatcher shall answer these lines by saying "Scott Emergency Communications, how may I help you?"

1. If the Dispatcher determines the call received is actually an emergency, the call will be processed in the same manner aforementioned for processing an incoming 9-1-1 call.
2. If the Dispatcher determines the call is a non-emergency but still requires the dispatch of a public safety entity, the Dispatcher shall ascertain all pertinent information utilizing the same questioning techniques and the responsible dispatcher shall dispatch the appropriate agency accordingly.
3. If the Dispatcher determines the call is of an administrative nature, the Dispatcher will refer the caller to the administrative phone number for the appropriate agency or transfer the caller to that agency if feasible.
4. If the Dispatcher is unable to determine the complaint of the caller or if the caller demands or wishes to speak to a police or fire officer, the Dispatcher will obtain the appropriate information of the caller and contact the Shift Supervisor or Officer in Charge for the correct agency and advise them of the information. It shall be the responsibility of the Shift Commander or Officer in Charge to resolve the issue after being notified by SECC.
5. In instances where the line is silent, the Dispatcher shall institute a TTY response. The Dispatcher will also remain on the open line and listen carefully for any background noises, utterances, or other information that may be useful to responding personnel. If no TTY response is received and contact information is not known, the Dispatcher may then disconnect the line.

SECC will not take personal messages for fire or police personnel of the participating agencies unless the message is of an urgent and/or emergency nature. Then such message will be taken and relayed without delay.

Unverified/Hang-Up/Silent Landline/Wireless 9-1-1 Calls

In some instances a caller may be able to complete a call but may be unable to speak when the call is answered. Additionally, there may be instances where a call is completed to the dispatch center but the caller has hung up prior to the connection being made. In all cases, these hang-ups, silent calls, and unverified calls must be handled as if the call is of an emergency nature.

1. The Dispatcher shall open an incident into CAD using the information delivered from the ALI Screen.
2. Upon entering the incident into CAD, the responsible Dispatcher shall dispatch two police units from the appropriate agency to the location. The Dispatcher shall advise the responding units that the call originated from 9-1-1 (landline or wireless) but the nature of the emergency could not be verified. The Dispatcher shall also advise responding units of any cautions that may be attached to that location.
 - a. Should the responsible agency not have any available units to send, the incident shall be placed on hold, the Police Supervisor on duty shall be advised of the incident, and a comment remarking the same shall be entered into the comments of the incident.
3. In the instances where the call is a hang up, the Dispatcher will attempt a recall. If the recall is successful the Dispatcher can speak to the caller using the standard questions to ascertain the nature of the call. The responsible agency Dispatcher will advise the responding units contact has been made and the nature of the emergency.
4. In instances where the line is silent, the Dispatcher shall institute a TTY response. The Dispatcher will also remain on the open line and listen carefully for any background noises, utterances, or other information that may be useful to responding personnel. The Dispatcher shall continue to monitor the open line until such time as advised the line can be disconnected by a responding unit.
5. At any time should any responding unit request a greater response the Dispatcher shall make every effort to provide the additional response units in a timely manner.

Nothing in this policy shall restrict the responsible agency from initiating a different response than dispatched.

R E S O L U T I O N

SCOTT COUNTY EMERGENCY COMMUNICATIONS CENTER BOARD

January 19, 20117

A RESOLUTION APPROVING SECC WORK RULES – PERSONNEL POLICIES
SECTION 6.2 – DRESS CODE

BE IT RESOLVED BY the Scott Emergency Communications Center Board as follows:

- Section 1. The SECC Board approves the revisions to the SECC Work Rules – Personnel Policies Section 6.2- Dress Code
- Section 2. This resolution shall take effect immediately.

6.2 Dress Code

When working within or representing SECC employees shall wear clothing that shall be neat and clean without visible stains and/or discoloration. Soiled, torn, frayed, damaged clothing shall not be worn. Clothing shall not be too tight, too loose, too baggy, too long or too short. No clothing will be allowed if it is “see through” material, has fringes, all lace, lace up or all leather. Additionally, clothing that is of a provocative, suggestive, sexual, racial, obscene, ethnic, or gender sensitive nature, whether by design, wording or image, shall never be worn. Clothing that would normally be considered inappropriate in a business environment is most likely inappropriate for working at SECC. However, certain modifications have been made for our employees working which would include the following:

1. Pants/Trousers- casual dress slacks, khakis, and dark colored jeans as well as capri pants are permitted. All pants will have both legs of the same length. No sweat pants, yoga pants, **or pants with any type of writing on them** will be allowed at any time. Appropriate maternity pants will be permitted at all times.
2. Shorts- casual dress shorts, cargo shorts, khakis and dark colored jean shorts will be permitted at all times providing they are mid-thigh in length.
3. Shirts/Blouses- casual dress shirts and SECC logo shirts are permitted at all times. T-shirts and sweatshirts are permitted if they are in good repair and of good quality material with the SECC logo. No belly shirts, tube tops, crop tops, spaghetti straps, sports bras, halter tops, **or tops of any type with any writing on them** are allowed at any time.
4. Skirts- casual dress, khaki, or dark jean skirts are permitted at all times as long as they are no shorter than two (2) inches above the knee. No mini, micro, or short-shorts skirts are allowed.
5. Shoes- casual dress, work boots, gym shoes, and modest high heels may be worn. All shoes must be in good repair at all times. **Flip-flops, moccasins, clogs, jelly shoes, or any shoes that do not fit snugly on the entire foot are not permitted. Shoes are to be worn at all times; being barefoot at any time is not allowed.**
6. Hats- No hats may be worn at any time.

Everyone is encouraged to have a SECC logo shirt for use when tours come through SECC. Every effort will be made to notify SECC employees when tours are scheduled so all personnel may dress appropriately. Any deviation from this established dress code requires permission from the Director or his/her designee.

R E S O L U T I O N

SCOTT COUNTY EMERGENCY COMMUNICATIONS CENTER BOARD

January 19, 2017

A RESOLUTION APPROVING THE REPLACEMENT OF THE LED LIGHTING SYSTEM ON THE SECC MONOPOLE WITH THE FTS 370D VANGUARD II SYSTEM INCLUDING A 5-YEAR WARRANTY IN THE AMOUNT OF \$11,688.00.

BE IT RESOLVED BY the Scott Emergency Communications Center Board as follows:

- Section 1. That the replacement of the LED lighting system on the SECC monopole with the FTS 370d Vanguard II System including a 5-year warranty in the amount of \$11,688.00 is hereby approved and awarded.
- Section 2. That the above listed LED System shall be billed and paid for in one payment of \$11,688.00.
- Section 3. This resolution shall take effect immediately.



To: Carol Earnhardt SECC Board Chairman and SECC Board Members
From: Director Denise Pavlik, ENP
Date: January 12, 2017
Subject: Executive Summary – Replacement of LED Lighting System on SECC Monopole

Following the holidays this year it was noted the aviation obstruction daytime light on the top of the SECC Monopole was not functioning.

Through our current radio vendor, RACOM, a technician was sent out to check the lighting system to ensure both the day-time and evening light was operating properly, and if needed, repair the non-functioning lighting. After examination, it was discovered it was only the daytime LED light that is not functioning and needed to be replaced.

RACOM was asked to obtain a quote for the replacement of the light and in the process discovered that is getting more difficult to find replacement parts for our existing system. The quote they received from the tower company for the replacement of the LED light was \$9,275.00 and they would provide a one-year service warranty.

Due to the extremely high price coupled with the fact the supply of parts in the near future is unknown, RACOM obtained another quote from Flash Technologies to replace the entire LED Aviation Obstruction Lighting System with the newest updated system. The quote received is for a LED system with FTS 370D and a five-year warranty. This quote also includes the labor to replace the older system with the new system. The total for this new system is \$11,688.00.

I have attached both quotes for the Board to review. It is my recommendation to move forward with the full replacement of the current system with the new Flash Technologies LED System with FTS 370D and a five-year warranty. This will ensure the system will be the most current system with the extended warranty and a guarantee for replacement parts should they be needed in the near future.

The attached Resolution outlines the financial obligations needed in approving this proposal. It is my hope the Board will approve this resolution during the Board Meeting.

