



TECHNICAL ADVISORY COMMITTEE MINUTES
TUESDAY, FEBRUARY 20, 2018, 2:00 P.M.

Board Members Present: Bettendorf Fire Assistant Chief Steve Knorrek, Bettendorf Police Chief Phil Redington, Davenport District Fire Chief Paul Hartman, Medic Executive Director Linda Frederiksen, Rural Police Representative Chief Dave Kopatich, Rural EMS Representative Orville Randolph, Rural Fire Representative Joe Hahn, Scott County EMS representative Doctor Richard Vermeer, and Scott County Conservation Executive Director Roger Kean.

Others Present: Justin Paul, Keith Kimball, Matt Lawson, Sam Samara, Sam Fleege, Denise Pavlik, Stacey Bollinger, Michelle Conklin, Tracey Sanders, and Annie Nugent.

Chair Kean called the meeting to order.

A motion was made by Randolph to approve the January 16, 2018 meeting Minutes, seconded by Knorrek. All ayes.

Technology Update:

SECC Update: Bollinger reported that he, Conklin, and Sanders attended a NWS user group in Elgin, and while there, Sanders met up with the Vice President of Customer Satisfaction, and expressed her concerns of not getting any resolutions with current issues. SECC now has a new customer support representative and several items have been resolved that had been ongoing. Bollinger stated that things have been going better.

Sanders followed up saying that when the new customer representative is on site, she will notify the agencies so they can meet him. The new advisor is new to Tyler Technologies, so they will be bringing him in slowly to his territory. Jim Wisor will no longer be the customer representative.

Scott County IT Update: Samara reported that the scheduled maintenance is tonight and the County telephone upgrade will also take place during that time; only Scott County will be affected. The emergency contact number for IT of 563-328-4011 will still work.

RACOM Update: Fleege explained there have been issues with incorrect information being given for complaints, and asked that callers be more specific. Define where the issue is, location, mobile or portable, in the car or out of the car, etc. Fleege reported that Racom used to just work through DPD IT, but now they use a repair form to track what is going on, so the users themselves are giving firsthand information so nothing gets lost in translation.

Tom Holliday will provide refresher training to the Supervisors on back-up and patching procedures.

Kean asked for information regarding the radio issue yesterday. Fleege explained some Windstream phone lines were cut in West Des Moines. Service was on/off all weekend until Windstream made the repairs. Hahn stated public safety should not wait 3-4 days for repairs. Fleege advised multiple public safety agencies were affected and he will be contacting someone to get specifics on the issue was and why it took so long to repair.

Director's Report: Pavlik stated the budget has been approved through the EMA commission. Pavlik answered there is money set aside for the radio project in the FY19 & FY20 budgets.

Pavlik advised a quote was received for Text to 911. The State advised they would pay half of the quote for integrated text or they would pay the entire amount if SECC went with the browser option. At this time we are not much closer to implementing text to 911.

SECC has 2 new employees. Each have dispatching experience, and just started training on February 19th.

Radio Project Update: The pre-proposal questions have been answered and sent back to the vendors as well as the SECC Board, Radio Committee, and TAC Committee members. Pavlik stated no additional questions have been asked since then and the vendors have until Thursday to submit any further questions. Pavlik advised this first round of questions and answers has been added as an addendum to the RFP. Proposals are due April 26, 2018.

Priority Dispatch w/Determinants Update: SECC has been working with Fire and have also met with Dispatch staff. A Fast Track procedure was implemented two weeks ago to address some concerns. Fast Track calls get dispatched before the call is transferred to Medic.

The next meeting is scheduled for Tuesday, March 20, 2018 at 2:00 p.m.

A motion to adjourn was made by Redington, seconded by Kopatich. All ayes.

Adjournment was at 2:25 p.m.

Respectfully submitted by,

Annie Nugent, Administrative Assistant

Attested by,

Roger Kean, SECC TAC Chair