

# **SECC TECHNICAL ADVISORY COMMITTEE**

EOC, Scott Emergency Communications Center

1100 East 46<sup>th</sup> Street, Davenport, IA

**October 20, 2020 at 2:00 p.m.**

## **Via Zoom Meeting Only**

<https://us02web.zoom.us/j/85792005455?pwd=eitnY2NkazQxQ0o5dHVjRWxOUW5tdz09>

Dial In: +1 312 626 6799 US (Chicago)

Meeting ID: 857 9200 5455

Passcode: 855333

## **MEETING AGENDA**

1. Call the meeting to order
2. Approval of Previous Meeting Minutes
3. Comments from the Public
4. Technology Update
  - a. SECC Update – CAD/911
  - b. Scott County IT Update
  - c. Racom Update
5. Radio Project Update
6. Administrative Team Report
7. Other Business
8. Next meeting date – November 17, 2020 at 2:00 p.m.
9. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES  
TUESDAY, September 15, 2020, 2:00 P.M.

**Board Members Present:** Davenport Fire Chief Mike Carlsten, EMS Executive Director Linda Frederiksen, Scott County Physician's Advisory Board Representative Dr. Richard Vermeer, Scott County Conservation Representative Roger Kean, Rural Police Representative Chief Dave Kopatich, & Scott County Rural EMS Representative Orville Randolph all via Zoom.

Others Present: Dave Donovan, Tracey Sanders, Stacey Bollinger, Michelle Conklin, Jason Cook, Troy Said, Sam Samara, Shawn Roth, & Brian Youngren all via Zoom

Dave Donovan called the meeting to order at 2:04 p.m.

Motion made by Linda Frederiksen and seconded by Orville Randolph to approve the minutes from the last meeting on August 18, 2020. All ayes

**Comments from the Public:** None

**Technology Update:**

a. SECC Update:

Bollinger gave an update on the CAD upgrade. Advised since the upgrade there have been minor issues with CAD, like freezing and not able to do an address search. Working with Tyler Technologies to get those fixed.

Dave Donovan advised the group the 911 migration has been completed. There have been issues with 911 calls rolling over to State radio. Working with Comtech to get that issued fixed.

b. Scott County IT Update:

Maintenance will be completed later this evening and doesn't expect any issues. Advised that First Light has completed their fiber optic test between Rock Island County and SECC has been completed. He expects the results will be in over the next couple of weeks.

c. RACOM Update:

Brian Youngren talked in length about tower issues within the county and Rock Island County. Donovan asked if other Legacy EDAC systems are having issues. Brian stated that there are only two EDAC systems left, Dubuque and the Quad Cities. Dubuque is 3 months away from decommissioning their system. Brian, also stated, that the equipment is aging and having a hard time finding other equipment to replace the Quad Cities equipment.

**Radio Project Update:**

Donovan advised the group that T Steele Construction was awarded the bid for the tower sites in Scott and Rock Island Counties. Looking to have the tower sites completed by May 2021, which is a contract requirement by the engineers. Once done with that RACOM will take over and install their equipment. The P25 equipment is in Marshalltown and being tested by RACOM.

Donovan told the group about SECC going to work with Tyler Technologies integrating Phoenix, which is a station alerting program within CAD. Expected to be completed before the radio system and will be a computer based network. Sam Samara will work with SECC and the other agencies to get that network completed.

**Intergovernmental Advisory Group Update:**

Donovan advised that the meetings would be held monthly until further notice. At these meetings they would be discussing the new radio project and getting the fleet mapping completed. Donovan went through the representatives of Iowa and Illinois, that make up this group.

**Administrative Team Report Discussion:**

Donovan gave a quick update on the three new trainees that have started and gave an update about the two that are working on completing their training.

There are two new positions open to internal applicants only at SECC.

**Other Business:**

Chief Kopatich advised to the group there is a letter going around the police unions about the issues with the radios and systems. Donovan told the group that he set up a Zoom meeting with the department heads and union members to discuss the issues. Bringing on RACOM to help facilitate those questions and answers.

**The next meeting is scheduled for Tuesday, October 20, 2020 at 2:00 p.m.**

Dave Donovan adjourned the meeting at 2:47 p.m.



To: Tony Knobbe, Board Chair  
From: Dave Donovan, SECC/EMA Director  
Date: October 1, 2020  
Subject: Administrative Team Report

---

The following summarizes significant activities and project work during the previous month at Scott Emergency Communications Center:

**Dispatch Trainees**

One of our January hires, Shelly Price, has resigned her position effective last week. Brandi Collins continues to train in County dispatch. Keely Bowser has graduated from training and cleared to work solo in Davenport dispatch. Congrats Keely!

Our July hires, Joanna, Morgan, and Dom, have completed classroom training and are in various phases of call taking training on the dispatch floor. They will move to fire dispatch training in a few weeks and move into other training phases from there. All three are doing very well, and we look forward to their graduation in early 2021.

With the vacant Training Coordinator position, supervisors Brook Bates and Courtney Pershall, with Dispatcher Mandy Tripp from our training group, and all our CTO's and classroom instructors, have done a fantastic job getting the three new hires through classroom training and keeping all our trainees progressing forward. Many thanks for everyone's hard work and dedication in this trying time.

**Recruitment**

We are pleased to report that we will welcome Kaecee Whitacker, our newest Warrant Clerk, effective October 12. Our interview team selected Kaecee from over 450 applicants for the position.

We received seven internal applicants for the vacant Training Coordinator and Quality Assurance Coordinator positions. We have tentatively scheduled interviews for the week of October 12. Expect us to announce our selections for the two vacancies before the end of October. We are excited to give current staff this opportunity for advancement and are confident that their talent will be an asset to the SECC organization. We plan to fill the Training Specialist first, and there will likely be a short lag (30-60 days) before we transition the successful candidate to the Quality Assurance Specialist position. Staggering these promotions will allow us to better deal with the resulting vacancies from these promotions.

### **911 Phone System**

After our 9-1-1 SIP migration in August, several of our 9-1-1 calls were rolling over to the State Patrol Dispatch. SECC worked with Comtech to have the roll-over calls from within our SIP region rerouted to us rather than the State Patrol. Since Scott County's calls were the majority of the roll-overs, this was the best way to ensure efficiency of obtaining the information and getting responders dispatched quickly until the issue is resolved.

The cause of the roll-over problem is from ANI/ALI information missing in the Comtech database. Comtech has been working with several Iowa Telco's to obtain and load subscriber information into their database, which is helping to reduce the number of roll-over call occurrences. Comtech has resumed their SIP migration schedule with the rest of the Iowa counties.

### **Tyler New World Public Safety Software**

1. Our Production Environment was upgraded on August 12, 2020. Without a doubt, the best upgrade experience we have ever had! No major problems were encountered. We continue to investigate reported problems. Most have been minor and resolved with a call to New World Public Safety Support Line.
2. Still working to upgrade monitors. We are upgrading from 22" monitors to 24" monitors at all consoles. We will continue to evaluate the opportunity to increase the number of monitors at each CAD workstation as time permits.
3. The two new logging recorders have been installed. We are working with Nelson Systems and RACOM to plan and implement the logging recorder upgrade in conjunction with the Radio System upgrade.

### **Dispatch Floor Operations**

We continue to monitor the COVID situation in our community, and we continue to prohibit food deliveries. We have restricted meetings in the building to small groups, with limited numbers of attendees from the outside. We continue to require masks to be worn by all staff and vendors entering the building, and while inside the building, the only exceptions are once dispatchers are sitting at their assigned dispatch consoles, they can remove their masks.

### **Radio Project Update**

Contracts are signed, and the Notice to Proceed given to T. Steele Construction for construction of our new radio towers. We held coordination meetings at the end of September for our Bettendorf and Princeton towers, as both have adjacent projects in progress that require tight coordination between contractors.

Racom has taken delivery of the new radio system equipment and is testing it at their Marshalltown headquarters. Preliminary testing with True North Consulting and Racom is scheduled for October 6.

Final regulatory approval for our Buffalo and Walcott sites were obtained on October 8. We are now working to schedule the closing on the Walcott site purchase for later in October. That purchase is a structured payment over the next four years.

Our lease and lease payments for the South Utah site began on October 1, 2020, now that we have a contract and expect work to begin. T. Steele Construction is finalizing the schedule for the start and completion dates for all the sites. Expect staggering start and completion dates for all the sites. We expect to have the first completed tower sites in March of 2021. Once a site is complete, Racom will begin to outfit the tower with network and radio transmission equipment. The final tower site is due for completion per contract at the end of May, but our contractor hopes to improve on that.

Now that construction is beginning, we have secured Builder's Risk Coverage for the radio project, with a \$10,000 deductible at the cost of \$13,293.00. That coverage provides coverage for the sites as the contractor begins to make improvements and until the project is accepted. At the time of completion and final acceptance, the insurance coverage will transition to our traditional property policy. We have added each location to our liability coverage as well.

Final testing of fiber links between Rock Island County and SECC has been challenging. Test results provided by the contractor were not sufficient for Racom, and they plan to conduct additional fiber testing on or about October 17. Once Racom completes that additional testing work, they can procure and install the equipment to light the fiber network and transition the second core switch to SECC.

### **QC P-25 Radio Intergovernmental Group**

The P-25 Intergovernmental Group met for the fourth time via ZOOM on September 23, 2020. That group has finalized their by-laws at that meeting. The discussion continues on the topics of radio talk groups and encryption. Additional discussions regarding radio talk groups and encryption with individual agencies are needed in each county also. The next Intergovernmental Group meeting is scheduled via ZOOM on October 28, 2020, at 2:00 pm.