

# **SECC TECHNICAL ADVISORY COMMITTEE**

EOC, Scott Emergency Communications Center

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

**September 15, 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 – October 20, 2020 at 2:00 p.m.
9. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES  
TUESDAY, AUGUST 18, 2020, 2:00 P.M.

**Board Members Present:** Bettendorf Police Chief Keith Kimball, Davenport Fire Chief Mike Carlsten, EMS Executive Director Linda Frederiksen, Scott County EMS Representative Dr. Richard Vermeer, Rural Police Representative Chief Dave Kopatich, Rural Fire Representative Joe Hahn, & Scott County Conservation Director Roger Kean via Zoom.

**Others Present:** Dave Donovan, Stacey Bollinger, Cameo Jensen, Jason Cook, Tracey Sanders, Michelle Conklin, Al Poirer, Troy Said, Justin Paul, Robb MacDougall, Paul Hartman, Paul Andorf, Sam Samara & Sam Fleege via Zoom

Chair Kimball called the meeting to order at 2:03 p.m.

Motion made by Roger Kean and seconded by Joe Hahn to approve the minutes from the last meeting, on July 21, 2020. All ayes

**Comments from the Public:** None

**Technology Update:**

**a. SECC Update:**

Bollinger gave an update on the CAD upgrade. Advised went smoothly and Tyler was ready for this upgrade. He told the group if any users/agencies have issues to let him know.

Dave Donovan told the group that on Thursday we are migrating out 911 trunks. Supposed to start at 11 a.m. and will have a telecommunicator in Johnson County answering our 911 calls as they are our backup until the change is complete.

**b. Scott County IT Update:**

Maintenance will be completed this month. Scott County IT rolled out a new program recently called Cisco WebEx for virtual meetings. Advised all users that received an email to activate an account for this program. Donovan advised that SECC would not be using the program at this time as we have been using Zoom and it is working.

**c. RACOM Update:**

Sam Fleege gave an update on the towers from the recent storms. Advised no damage done to the towers in Scott County. Clinton County had a tower go down as it belonged to an FM radio station and RACOM was leasing space from it. Stated that during the storms and days after the towers couldn't talk to each other so had to patch talk groups in order to dispatch agencies.

Sam Fleege stated that all the generators at the tower sites worked correctly and didn't lose power to any of the towers. Stated that the new tower sites will run off batteries and that the generators will be used to charge those batteries to keep the towers running.

Rural fire groups were concerned that before and during storm not able to talk to dispatch. Asked what steps are moving forward so that it doesn't happen again. Dave and Sam Fleege advised that with the tower and radio system upgrades should help with communication. Sam Fleege stated that the engineering from these towers is reaching the end of their life and is 20+ years old.

Rural departments want to have a meeting at a separate time to set up a plan. Joe Hahn asked about moving the county to quadrants and having an incident command speak with the dispatcher and move calls from there.

The group discussed the importance of the microwaves on the towers and capability during the storm. RACOM advised that only a few of the towers will have fiber running from them.

**Radio Project Update:**

Donovan advised the group of the bid updates for the tower construction. Told the group that the SECC board will approve the bids at their next meeting. T Steele out of Rock Island County had the lowest bid and believed will be

picked at the upcoming SECC board meeting. The bids were to complete 5 new tower sites and changes to 2 of the existing sites that are being used.

RACOM working with the two dispatch centers, SECC & QCOMM, on getting fiber and switches set up so that the two can work together.

**Intergovernmental Advisory Group Update:**

Sanders 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.

**Administrative Team Report Discussion:**

Donovan gave a quick update on the three new trainees that have started and the other three continuing their training on the dispatch floor.

Chief Kimball asked the group if they had any questions about the admin report. Nothing from the group.

**The next meeting is scheduled for Tuesday, September 15, 2020 at 2:00 p.m.**

Chief Kimball adjourned the meeting at 2:47 p.m.



To: Tony Knobbe, Board Chair  
From: Dave Donovan, SECC/EMA Director  
Date: September 14, 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 and is now cleared to work solo in Davenport dispatch. Congrats Keely!

Our July hires, Joanna, Morgan and Dominick have completed classroom training and are in various phases of call taking training on the dispatch floor. 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, along Dispatcher Mandy Tripp from our training group, with all our CTO's and classroom instructors, have done a fantastic job in getting the three new hires through classroom and keeping all our trainees progressing forward. Many thanks for everyone's hard work and dedication in this trying time.

### **Recruitment**

We received over 450 applications for the vacant Warrant Clerk position that resulted from the promotion of Jason Cook to the Administrative Assistant position. Earlier this month we conducted testing and have scheduled interview for our top candidates on September 18<sup>th</sup>. We hope to have a person in place by mid to late October.

The vacant Training Coordinator and Quality Assurance Coordinator positions will be posted later this week. This is an internal promotional opportunity. We believe that we have numerous good candidates for these vacancies within the SECC family. We expect to conduct interviews in the first part of October and hope to have the first selection made in October. I plan to fill the Training Coordinator first and there will likely be a short lag (30-60 days) before we fill the Quality Assurance Coordinator. This will allow us to be better prepared to deal with the vacancies we expect from internal promotions.

### **911 Phone System**

After our 9-1-1 SIP migration last month, we started experiencing issues with a number of Scott County's 9-1-1 calls rolling over to the State Patrol dispatch. Comtech is working to resolve this issue as quickly as possible, and they have since put implementing further migrations across the state on hold.

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

1. Our Production Environment was upgraded on August 12<sup>th</sup>, 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; only exceptions are once dispatchers are sitting at their assigned dispatch consoles they can remove their masks.

Our Transition to Guardian Tracking is still in transition.

### **Radio Project Update**

Contracts are signed and the Notice to Proceed was given to T. Steele Construction for the construction of our new radio towers. We are working to schedule coordination meetings 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. We are working with True North Consulting and Racom to devise a delivery acceptance testing strategy once the equipment is delivered here.

Last month, we had asked for regulatory relief for Tribal approvals for the Buffalo and Walcott sites. Tribal reviews had been halted due to COVID, delaying our final regulatory hurdle. Shortly after we submitted our request, the tribal reviews resumed at their normal 60 day expected timeframe. We now expect this approval by October 8, 2020. We would then plan to close on the purchase of the Walcott site later in October. That purchase is a structured payment over the next four years.

Our lease and lease payments for the South Utah site will begin on October 1, 2020, now that we have a contract and expect work to begin. I am working with our insurance broker, Arthur J. Gallagher to put in place the necessary liability coverages and builder's risk policies for the project.

Final testing of fiber links between Rock Island County and SECC are scheduled for September 14, 2020. Once that work is completed, Racom can procure and install the equipment to light the fiber network and begin to transition the second core switch to SECC.

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

The P-25 Intergov Group met for the third time via ZOOM on August 26, 2020. The group continues to work to finalize their by-laws and began preliminary discussions of talkgroups and fleet mapping. Next meeting is scheduled via ZOOM on September 23, 2020 at 2:00pm.