

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

January 18, 2022 at 2:00 p.m.

In-person and Zoom Option

<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. Roll Call
3. Approval of December 21, 2021 Meeting Minutes
4. Election of Vice-Chair
5. Comments from the Public
6. Technology Update
 - a. SECC Update – CAD/911
 - b. Scott County IT Update
 - c. RACOM Update
7. Radio Project Update
8. Admin Team Report
9. Other Business
10. Next meeting date – February 15, 2022 at 2:00 p.m.
11. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES
Tuesday, December 21, 2021, 2:00 P.M.

Board Members Present: Bettendorf Police Chief Keith Kimball via Zoom, Davenport Police Chief Paul Sikorski via Zoom, Davenport Fire Chief Mike Carlsten, Medic EMS Executive Director Linda Frederiksen, Scott County EMS Physician's Advisory Board Dr. Richard Vermeer via Zoom, Scott County Conservation Representative Roger Kean via Zoom, and Scott County Rural EMS Representative Chief Orville Randolph via Zoom.

Others Present: Dave Donovan, Tracey Sanders, Jason Cook, Courtney Pershall, Todd Malone, Justin Paul via Zoom, Robb MacDougall, Paul Hartman, Paul Andorf, Sam Fleege via Zoom, Sam Samara via Zoom, and Keith Schneckloth.

Dave Donovan called the meeting to order at 2:02 p.m.

Roll Call was completed.

Approval of Previous Meeting Minutes:

Motion made by Chief Mike Carlsten, and seconded by Linda Frederiksen, to approve the minutes from the last meeting on November 16, 2021. All ayes

Comments from the Public:

None – No public present

Technology Update:

a. SECC Update:

Dave Donovan advised that we will be installing a new CAD update and GIS update in January. Later in the year agencies will be contacted to help with the testing before going live.

b. Scott County IT Update:

Sam Samara discussed the request of a power cycle on some equipment related to the State of Iowa. There will be some NCIC activity that will not work during this reboot.

c. RACOM Update:

Sam Fleege talked about programming and personalities set up for all the agencies. Starting to receive user stats on the new radio system and checking to make sure everything is working properly. Continue to work on testing at a couple of sites that came failed in the initial testing. Medic will start the 30-day burn in to help test the new site.

Radio Project Update:

Donovan discussed the DAQ testing that took place. There were a small amount of buildings that failed the testing. Will start to look at solutions to get those buildings in working order. Starting to discuss a meeting to talk about fire paging for the rural fire departments on the new system. Looking to have that meeting in the early part of January, more info to come on this topic.

Admin Team Report:

Members of the SECC Admin Team went through and updated the Board members with their respective reports.

Other Business:

None.

The next meeting is scheduled for Tuesday, January 18, 2022 at 2:00 p.m.

Motioned by Linda Frederiksen, seconded by Robb MacDougall to adjourn the meeting. Meeting adjourned at 2:25 p.m.



To: Ken Beck, Board Chair
From: SECC Administrative Team
Dave Donovan, SECC/EMA Director
Date: January 14, 2022
Subject: Administrative Team Report

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

Training

1) Current Trainees

Our three trainees have completed both phases of their fire training and have entered into their police dispatch training tracks. Taylor Himmelman did a three-week NCIC/INFO training on the Davenport Information channel to experience working the NCIC terminal and with other NCIC transactions. She has since started the final phase of her training, Scott County Sheriff's Office dispatch training. Taylor's projected training completion is at the beginning of March. Nikkie Smith and Dana Ledezma, who are in the Davenport Police training track, will complete an additional three weeks on the NCIC/INFO training phase before starting their Davenport Police dispatch training. An estimated completion date for Nikkie and Dana is towards the end of March. All three trainees will complete their Emergency Fire Dispatch certification course at the end of January.

2) Cross-Training

Due to unforeseen circumstances, we have postponed cross-training for Keely Bowser. We will reschedule this training as soon as it is feasible.

3) Recertification

All sixteen SECC staff members due for recertification have completed their continuing education requirements and passed their required exams.

Quality Assurance

We are still experiencing issues with data extrication between New World and Frontline. Currently, Frontline is not reading the corrected XML data file that was created. We are still working with Scott County IT to see if we can resolve this.

Case Entry Audits for 2021 are almost complete. I have been in the process of finalizing any outstanding audits and evaluating the metrics since we began utilizing Frontline QA in July 2021. I will have some more information to share once those are all completed.

Recruitment

Our application period for Public Safety Dispatcher has ended, and we are currently reviewing applications. We anticipate doing testing in early February here at SECC. Due to the rise in COVID numbers, we will offer multiple testing sessions and work with HR to schedule these out. We anticipate bringing our next group on board in May or June of 2023.

Tyler New World Public Safety

The New World upgrade on our test environment is complete. SECC staff and members from other agencies will begin testing the software out for approximately three months. Testing allows time to find any errors or issues with the software and correct them before applying the upgrade to our production environment.

Work continues on the TrACS update with Tyler/New World interface.

Work continues with Scott County IT to evaluate our Cyber Security posture. We are still waiting for some information from Lumen (Formerly Century Link) to understand how secure our Viper 911 phone system is.

DSS Performance Dashboards – a web-based analytical tool powered by Tyler's Socrata analytical software is live, and some users have been approved for access

The new Eventide Recorder is now live. This device records radio and telephone traffic. We are working with our vendor to clean up the recording format for phone and radio channels.

Dispatch Floor Operations

We have implemented our Mask Policy again here at SECC. Dispatchers actively working a radio channel or while on a phone call on the dispatch floor are not required to wear masks. If they leave the dispatch floor or need to talk to someone on the floor close, they are required to put their masks on. While in any other public area of the building, we require masks for all employees and visitors. We are once again looking closely at in-person meetings versus electronic options. Larger gatherings will move to remote until the community spread subsides. We continue to limit visitors and require contactless deliveries.

As you know, OSHA had proposed new rules regarding vaccinations, testing, and masking requirements for employers with more than 100 employees. Recently, the US Supreme Court struck down those rules after numerous legal challenges. We will continue to monitor the situation, working with Scott County Human Resources to respond accordingly.

Radio Project Update

We are very close to contract close-out for the tower construction. Racom has completed their work at all sites and is in the final stages, tweaking settings and testing systems. The tower contractor (T. Steele) and Racom are working on completing punch list items.

We completed in-building Delivered Audio Quality (DAQ) testing on December 6-10, 2021. Results were essentially very good. The system delivers signal strength that complies with the RFP and contract. We discovered a small handful of buildings where the signal would not penetrate the interior. We expected that some buildings would be problematic. Unfortunately, it is practically impossible to deliver a system penetrating all buildings. The Davenport Police Department and the Scott County Courthouse and Jail have interior coverage issues. Those issues will prevent us from transitioning the Davenport Police Department, Davenport Fire Department, and Scott County Sheriff's Office to the new system. Racom is developing proposals for in-building amplifier and antenna systems to correct the issues.

The 30 day burn-in period began after the DAQ testing in mid-December. We expect to extend that testing to allow more users to test the new system in the field.

We are working with Racom to address some concerns with rural fire paging. We believe that we have a solution that will allow rural fire departments to hear radio traffic across their pagers, similar to the existing system.

Transitioning agencies to the new system is delayed due to the conversations regarding the in-building coverage in the two buildings above, the paging discussions, and the desire for additional burn in testing. We do not have a definitive date. Racom is working on a revised schedule and we should have that early next week. The earliest to expect that transition to begin is sometime in February.

QC P-25 Radio Intergovernmental Group

The P-25 Intergovernmental Group met via Zoom on December 15th, 2021. On the agenda were the discussion of the project timeline, fleet mapping and radio templates, and the upcoming system and DAQ testing. The group continued discussion of the Request for Service application document for use in bringing new subscribers onto the system, as well as talking about the importance of getting our policies in front of the group again very soon. Unfortunately, we have not had a quorum on the past two meetings

and were unable to conduct business, like approving service requests and meeting minutes. We hope to correct that at our meeting in January and get caught up.

The next Intergovernmental Group meeting is January 26, 2021, at 2:00 pm.