

## **SECC TECHNICAL ADVISORY COMMITTEE**

EOC, Scott Emergency Communications Center  
1100 East 46<sup>th</sup> Street, Davenport, IA  
**February 15, 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 January 18, 2022 Meeting Minutes
4. Comments from the Public
5. Technology Update
  - a. SECC Update – CAD/911
  - b. Scott County IT Update
  - c. RACOM Update
6. Radio Project Update
7. Admin Team Report
8. Other Business
9. Next meeting date – March 15, 2022 at 2:00 p.m.
10. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES  
Tuesday, January 18, 2022, 2:00 P.M.

**Board Members Present:** Bettendorf Police Chief Keith Kimball via Zoom, Davenport Fire Chief Mike Carlsten, Scott County Conservation Representative Roger Kean via Zoom, and Scott County Rural Police Representative Princeton Police Chief Brian Carsten.

**Others Present:** Dave Donovan, Tracey Sanders, Jason Cook, Courtney Pershall, Todd Malone, Troy Said, and Sam Fleege via Zoom.

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Chief Carsten called the meeting to order at 2:06 p.m.

Roll Call was completed.

**Approval of Previous Meeting Minutes:**

Motion made by Chief Mike Carlsten, and seconded by Chief Keith Kimball, to approve the minutes from the last meeting on December 21, 2021. All ayes

**Comments from the Public:**

None – No public present

**Technology Update:**

**a. SECC Update:**

Dave Donovan advised that the monthly maintenance window will be later this evening. A new version of CAD was placed on the test servers. Will be reaching out to outside agencies to come in and test it prior to going to live later this year. Donovan mentioned that we will not be able to test interface programs on the test side until we go live.

**b. Scott County IT Update:**

No update provided.

**c. RACOM Update:**

Sam Fleege talked about tower sites almost complete. Advised only punch list items to be taken care of at the sites. Portables will continue to be set up at agencies that need them. Fleege advised the group that there will be no encryption in the new radios and talkgroups until the gateway is gone from the old radio system.

**Radio Project Update:**

Donovan discussed the DAQ testing that took place and is finished up. Will be reaching out to RACOM to provide quotes for BDA's in building that pertain to public safety infrastructure. Donovan advised that Davenport PD, Scott County Jail, and the admin building will need a BDA. Will be sending out a timeline for switching over to the new system for those not on it yet.

**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, February 15, 2022 at 2:00 p.m.**

Motioned by Chief Carlsten, seconded by Troy Said to adjourn the meeting. Meeting adjourned at 2:26 p.m.



To: Ken Beck, Board Chair  
From: SECC Administrative Team  
Dave Donovan, SECC/EMA Director  
Date: February 2, 2022  
Subject: Administrative Team Report

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

### **Training**

Our three trainees are now in various phases of their training paths. Nichole Smith is currently finishing her NCIC/INFO phase and will start her Davenport dispatching training February 28<sup>th</sup> on day shift. Taylor Himmelman continues her Scott County dispatch training on afternoon shift with a tentative completion date being towards the end of March or beginning of April. Dana Ledezma has finished her NCIC/INFO training and is halfway through her Davenport dispatch training phase. Her projected training completion is also the end of March or beginning of April.

All three trainees have successfully completed their Emergency Fire Dispatch certification course and NCIC certification training. They will also be required to take a 40- hour Telecommunicator basic training course which will be taught by trainers from SECC and MEDCOM. This training will be held sometime this spring.

### **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 and Frontline Tech Support 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. Due to current training and the planned changes we are going to make in our SOPs, we have pushed our testing/onboarding back a bit. We anticipate doing testing in early March 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 June or July of 2022.

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

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

New World Public Safety servers are mostly running on version 2012 R2 which will be end of life toward the end of 2022. We have a contract in place with Tyler to migrate to new services in June of 2022. We plan to migrate to a new version of the Tyler Aegis projects in April. To start that process, an upgrade of Test and GIS Servers was completed on January 5, 2022 with no major complications.

Testing of NWPS Version 2021.2 SP2 was conducted on 02/11/22 in the EOC. Overall, the testing went well. Follow up needed to for some minor issues related to GIS data. More testing to follow.

Work continues with Scott County IT to evaluate our Cyber Security posture. Requested information from Lumen (Formerly Century Link) to understand how secure our Viper 911 phone system is. Still waiting for a response.

We discovered CAD Web Reports stopped working in July 2021 which went unreported. It is now fixed. We also discovered that we are licensed to use Web Briefing Notes, but it is not installed. We are working to rectify this error.

The new Eventide Recorder is now live. We are working with vendor to clean up recording format for phone and radio channels.

### **Dispatch Floor Operations**

We continue to have a mask requirement at SECC, but are evaluating that against the falling case numbers and positivity rates. If current trends continue, we expect to modify or lift that requirement soon.

### **Phoenix Station Alerting System**

We are nearing the implementation of the USDD Phoenix Station Alerting system for Bettendorf Fire and Rescue. Some testing of mutual aid areas is needed before we accomplish that go-live.

We are working with USDD to implement enhancements to allow differing message lengths and paging tones by agency. Rural agencies will not transition to the system until the P-25 Radio project is complete and the new paging system is live.

### **Radio Project Update**

We are very close to contract close-out for the tower construction. One issue that is preventing that are some issues with the generators and errors that prevent the units from starting in certain circumstances. The vendor has struggled to successfully correct the issue. This issue is preventing us from moving into transition onto the new system. We retain

adequate contract amounts to safeguard against this risk, but we expect the manufacturer to assist in correcting the problem.

Racom has completed their P-25 work at all sites and is in the final stages, tweaking settings and testing those systems. Remaining is the installation and testing of our interoperability systems. Some of that work cannot be completed until we have all users migrated onto P-25.

We have several agencies that have been testing the system for reliability. We have had 100% availability during the testing thus far. We continue to issue additional radios to other agencies. We have begun to meet with Davenport agencies to address their concerns regarding in-building coverage, testing and bi-directional amplifiers.

Bi-directional amplifier equipment is ordered for the Davenport Police Department and the Scott County Courthouse/Jail. We expect lead times in the 4-8 week range. We have begun to solicit quotes for cabling for those systems. The agencies impacted by those buildings and their coverage issues will not transition until we correct those buildings.

Transitioning agencies to the new system has been delayed due to many of the issues above. We expect that migration of users to begin in the latter half of March.

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

The P-25 Intergovernmental Group met via Zoom on January 26<sup>th</sup>, 2022. On the agenda was 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. We had a quorum at this meeting and were able to get all previous minutes voted and approved on.

The next Intergovernmental Group meeting is February 23, 2022, at 2:00 pm.