

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

May 17, 2022 at 2:00 p.m.

MEETING AGENDA

1. Call the meeting to order
2. Roll Call
3. Approval of March 15, 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. Discussion of New Chair – Chief Carsten Retiring
9. Other Business
10. Next meeting date – June 21, 2022 at 2:00 p.m.
11. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES
Tuesday, March 15, 2022, 2:00 P.M.

Board Members Present: Bettendorf Police Chief Keith Kimball via Zoom, Bettendorf Fire Chief Steve Knorrek, Davenport Police Chief Paul Sikorski, Davenport Fire Chief Mike Carlsten, Medic EMS Executive Director Linda Frederiksen, Scott County Conservation Director Roger Kean via Zoom, Scott County Rural Fire Representative Keith Schneckloth, Scott County Rural EMS Representative Orville Randolph via Zoom, and Scott County Rural Police Representative Princeton Police Chief Brian Carsten via Zoom.

Others Present: Dave Donovan, Tracey Sanders, Michelle Campbell, Todd Malone, Troy Said, Justin Paul via Zoom, Paul Hartman, Jeff Bladel via Zoom, Joe Sisler via Zoom, Paul Andorf, Sam Samara, and Sam Fleege via Zoom.

Chief Steve Knorrek called the meeting to order at 2:00 p.m.

Roll Call was completed.

Approval of Previous Meeting Minutes:

Chief Carlsten made a motion to approve January 18, 2022 Meeting minutes. Chief Sikorski seconded the motion. All Ayes.

Keith Schneckloth made a motion to approve February 15, 2022 Meeting minutes. Chief Carlsten seconded the motion. All Ayes.

Comments from the Public:

None – No public present

Technology Update:

a. SECC Update:

Michelle Campbell provided an update on CAD Issues. Advised that Scott County IT made some changes which caused some freezing and those issues were fixed. There is a scheduled maintenance window for later this evening.

b. Scott County IT Update:

Sam Samara advised that there is a maintenance window later this evening. Will be another one within the next week to make some changes and upgrades.

c. RACOM Update:

Sam Fleege mentioned that they are transitioning portable and mobiles for all agencies. Working on maintaining the old system. If anyone has changes to keep track of them and they'll report on those issues as a group instead of individually.

Chief Carlsten asked about staffing with RACOM. Looking for individuals that can install and update units in squad cars. Also looking for technicians as needed.

Radio Project Update:

Donovan gave an overview of the transition. Starting with agencies that are in the NE corner of Scott County. Most of those agencies are on the old LeClaire tower. Starting to have issues with the Muscatine tower so looking to get in that are to get them transitioned. There is a google doc form for chiefs to use to report issues with the new radio system. RACOM has access to that to review those issues. Looking to have a meeting with the local officials, Chiefs, and the Design team to go over specifications of the new radio system.

Admin Team Report:

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

Michelle Campbell provided an update on USDD/Phoenix dispatching. Currently working on scripting and advised that all scripting has to be the same.

Other Business:

None.

The next meeting is scheduled for Tuesday, April 19, 2022 at 2:00 p.m.

Motioned by Linda Frederiksen, seconded by Chief Sikorski to adjourn the meeting. Meeting adjourned at 2:32 p.m.



To: Ken Beck, Board Chair
From: SECC Administrative Team
Dave Donovan, SECC/EMA Director
Date: May 16, 2022
Subject: Administrative Team Report

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

Training

Dana Ledezma successfully completed the Davenport track of the SECC training program on April 2nd, 2022. She is currently assigned to the day shift but will transition to the afternoon shift starting the second week of May.

Nichole Smith continues her Davenport dispatch training and has moved to the afternoon shift.

Dana and Nichole completed the Iowa 40- hour Telecommunicator Basic Training course May 2nd – 6th, 2022. This training was held at SECC and taught by instructors from both MEDCOM and SECC.

Quality Assurance

We have been providing consistent and timely feedback to our staff regarding our Case Entry Evaluations through Frontline. I am continuing to work on drafting policy and updating procedures for Quality Assurance. We are working towards evaluating our fire calls through PROQA for Emergency Fire Dispatch (EFD). We will be doing some training early summer for our Q team to and calibrating fire calls to ensure we are all scoring the same. We will evaluate those calls and provide consistent feedback and identify any training needs if necessary.

Recruitment

Our recruitment for dispatcher trainees that we began several months ago is completed. Unfortunately, it did not yield enough candidates (3) for our next hiring group.

After consultation with Scott County Human Resources, we determined that the length of our recruiting process hurt our success rate, especially in the current labor market. We developed a condensed scheduled and quickly reposted our recruitment. That closed on May 9 and received 75 applications. Of those, we referred 64 candidates for scheduling of testing. Testing is scheduled for the week of May 23, 2022. We plan to

schedule interviews as quickly as possible thereafter and move promptly to conditional offers. We expect to bring the next group on board in late July.

New World Public Safety Software

After last month's New World upgrade, we are working with users to troubleshoot issues and help navigate through software changes. This upgrade was not as smooth as the past few and we are working with Tyler to determine the cause and to reduce the likelihood of issues with future upgrades. It appears that many of the issues revolve around GIS data, however there were other issues as well.

Work continues on the TrACS update with Tyler/New World interface. The interface has been completed, and plans to test in the field have begun. SC IT Tech Coordinator Jim Duchesneau will be assisting.

New World Public Safety servers are mostly running on version 2012 R2 which will be "end of life" in late 2022. The contract is signed, and planning to migrate to new servers has begun. Tyler has assigned a Project Manager for us to coordinate this project. This project will likely be completed during late 2022 or early 2023.

The logging recorder at the Back-Up Dispatch Center is now live for P-25 Radio. We are waiting for Lumen to submit an updated quote to connect the Viper 911 switch to the recorder to allow for recording of 911 calls at both locations. The previous bid for that work expired last year after multiple attempts to engage with Lumen over a discrepancy contained within that quote.

Dispatch Floor Operations

We have relaxed our masking requirements to align with new CDC guidelines and policies in County facilities. We continue to monitor and adapt as necessary.

Phoenix Station Alerting System

Bettendorf Fire and Rescue is testing the Phoenix Mobile APP for their volunteer users. If all goes well with testing and after their department works through some administrative paperwork with USDD, their fire department will be ready to go live on the paging system.

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

User migration to the new system continues. Attached is the migration list with the most current status. By the time of the June SECC Board meeting, we should be nearing completion, possibly with the exception of Davenport and the Scott County Sheriff's Office. Those agencies are awaiting completion of in-building amplifiers in the Davenport

Police Station and the Scott County Courthouse/Jail. Unfortunately, those systems are delayed due to supply chain issues for some components.

Migration in Rock Island County continues parallel to the work in Scott County. They also have a few agencies awaiting in-building amplification that may delay them.

Thus far, feedback from agencies on the new system has been mixed with positive feedback for system coverage and some concerns over voice intelligibility due to the sound of digital voices. Also complicating that is the old EDACS system that is linked to the new system during migration.

Fire agencies have expressed concerns with the voice intelligibility and distortion whilst using self-contained breathing apparatus (SCBA). SCBA's require communication through "ports" or external speakers and microphones. Some equipment is Bluetooth capable, which would allow them to pair the breathing equipment with the radios to reduce noise. We are working with agencies to hold training and workshops to enable them to have the best possible radio quality while using that equipment.

Installation is underway for the Distributed Antenna System (DAS) at the Davenport Police Station. Reengineering for the DAS for the Scott County Courthouse and Jail is completed and we are scheduling a cabling installer to do a walk-through.

A follow-up meeting with Davenport officials took place on April 13th. True North Consulting, Racom and SECC discussed how to move forward with the issues surrounding in-building coverage. Racom and True North have put together some additional information that building and fire code officials can use to answer questions and provide direction to building owners that may have coverage issues. We are also working to schedule a Quad City wide meeting of fire and building code officials to discuss in-building coverage requirements and solutions.

We continue working with Racom to ensure that we have interoperability in place for neighboring jurisdictions in Clinton, Cedar, and Muscatine Counties in Iowa.

QC P-25 Radio Intergovernmental Group

The P-25 Intergovernmental Group met via Zoom on April 27, 2022. The group discussed Request for Service applications, approving an application for Coal Valley Fire and Palmer College. The group discussed migration, in-building amplification systems. The group also discussed concerns from several agencies regarding voice intelligibility and system noise.

The group recognizes the need to eventually get back at the development of policies to guide us as we move ahead with this joint system.

The next Intergovernmental Group meeting is May 25, 2022, at 2:00 p.m.

SECC CASE ENTRY AUDITS 4.1.2022 - 4.30.2022

