

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

June 21, 2022 at 2:00 p.m.

MEETING AGENDA

1. Call the meeting to order
2. Roll Call
3. Approval of May 17, 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 – July 19, 2022 at 2:00 p.m.
10. Adjourn



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

Board Members Present: Bettendorf Police Chief Keith Kimball, Bettendorf Fire Chief Steve Knorrek, Davenport Police Chief Paul Sikorski, Davenport Fire Chief Mike Carlsten, Scott County Physician's Advisory Board Member Richard Vermeer, Scott County Conservation Director Roger Kean, Scott County Rural EMS Representative Orville Randolph, and Scott County Rural Police Representative Princeton Police Chief Brian Carsten.

Others Present: Dave Donovan, Courtney Pershall, Jason Cook, and Sam Samara.

Chief Brian Carsten 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 March 15, 2022 Meeting minutes. Chief Sikorski seconded the motion. All Ayes.

Comments from the Public:

None – No public present

Technology Update:

a. SECC Update:

Dave Donovan provided an update on the Version Upgrade that was recently applied. Having a few issues and working on getting those fixed. Upgrade didn't go as smooth as previous upgrades. The monthly maintenance window will be next week – May 25th.

b. Scott County IT Update:

Sam Samara advised that there is a maintenance window next week. Provided an update on projects the IT department is working on for SECC.

RACOM Update:

No one from RACOM attended meeting.

Dave Donovan provided an update – advised that RACOM is still working on migrating agencies over to the new radio system. All volunteer fire departments and a few police agencies made the transition. Davenport PD and Fire along with Scott County Sheriff will be the last agencies. As they are awaiting installation of their BDA's in respected buildings.

Radio Project Update:

Donovan advised that there is a SCBA workshop for fire departments to attend. This will help show and work the Bluetooth connectivity with radios and the SCBA. Other workshops will be set up so others can attend.

Admin Team Report:

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

New Chair Discussion:

Current Chair Brian Carsten is retiring from Princeton Police Department at the end of May. Discussion was held about how to move forward for the remaining of the year. Dr. Vermeer motioned to move the Vice-Chair Chief Steve Knorrek to chair. Chief Kimball seconded the motion. All Ayes. Motion approved to move Chief Knorrek to chair and leave the vice-chair vacant until next election.

Other Business:

None.

The next meeting is scheduled for Tuesday, June 21, 2022 at 2:00 p.m.

Meeting adjourned at 2:44 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 2, 2022 and is currently assigned to afternoon shift.

Unfortunately, Nichole Smith submitted her resignation from the SECC training program on May 16, 2022. We were sorry to see her leave.

The training team will be meeting over the next several weeks to discuss training plans and schedules in anticipation of the next group of recruits starting at the end of July.

Quality Assurance

Our QA Team has been working on more Case Entry Audits. We have been providing more feedback in a timely matter to ensure we are providing the best services to our Citizens and First Responders. We are in the process of working with individuals and identifying any needs for future training. Our Audits will be expanding soon to evaluate more types of calls, and we will be adding additional call components and data points to assess. We will be doing an update to our Emergency Fire Dispatching protocols on July 5 and will be doing some brief training during our Shift Briefings.

Please see attached Case Entry Audit charts for April and May 2022.

Recruitment

Our recruitment for dispatcher trainees that we began around the first of the year was completed in April. 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 schedule and quickly reposted our recruitment. That closed on May 9 and we received 75 applications. Of those, we referred 64 candidates for

scheduling of testing. We conducted testing the week of May 23, 2022. We followed with interviews in early June. From those interviews, we created an eligibility list of six – one from the earlier recruitment and five from the current recruitment. We have made conditional offers to the first three on that list and are evaluating the possibility of adding a fourth trainee. We expect to bring that next group (of either three or four) 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 software changes. This upgrade was not as smooth as the past few, and we are working with Tyler to determine the cause and reduce the likelihood of issues with future upgrades. It appears that many of the problems 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 received an updated quote from Lumen and are moving ahead with their work to connect the Viper 911 switch to the recorder to allow for the recording of 911 calls at both locations.

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. The new VHF paging system is close to complete, also. Expect Bettendorf Fire and Rescue to go live on the Phoenix system sometime soon, either via the Phoenix Mobile App or the new paging system. The Phoenix system will also trigger devices at each Bettendorf Fire station.

We are working with USDD to implement enhancements to allow differing message lengths and paging tones by the agency. Rural agencies will transition to the system once the new paging system is live and we have worked through operational issues, including repeat pages.

Radio Project Update

User migration to the new system continues. All core public safety agencies are live on the new system, except for Davenport Fire and Police and the Scott County Sheriff's Office. Those agencies have been on-hold pending the completion of bi-directional amplifiers in the Davenport Police Station and the Scott County Courthouse and Jail.

Installation is nearly completed 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 Racom has ordered the components. We scheduled cabling installers to do a walk-through and provide bids to install the needed cabling.

Migration in Rock Island County continues parallel to 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. Complicating is the old EDACS system linked to the new system during migration. We continue to work with Racom and our consultant to address concerns with voice intelligibility.

Some fire agencies have expressed voice intelligibility and distortion concerns while using self-contained breathing apparatus (SCBA). SCBAs 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.

On May 19 and June 1, we held two workshops for fire agencies. Representatives from Racom and SCBA suppliers attended to instruct fire agencies on best practices for using radios while wearing breathing apparatus. We will likely hold two more workshops in the coming weeks, one specifically for Davenport Fire and another opportunity for volunteer agencies. Our goal with the workshops is to enable them to have the best possible radio quality while using that equipment.

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

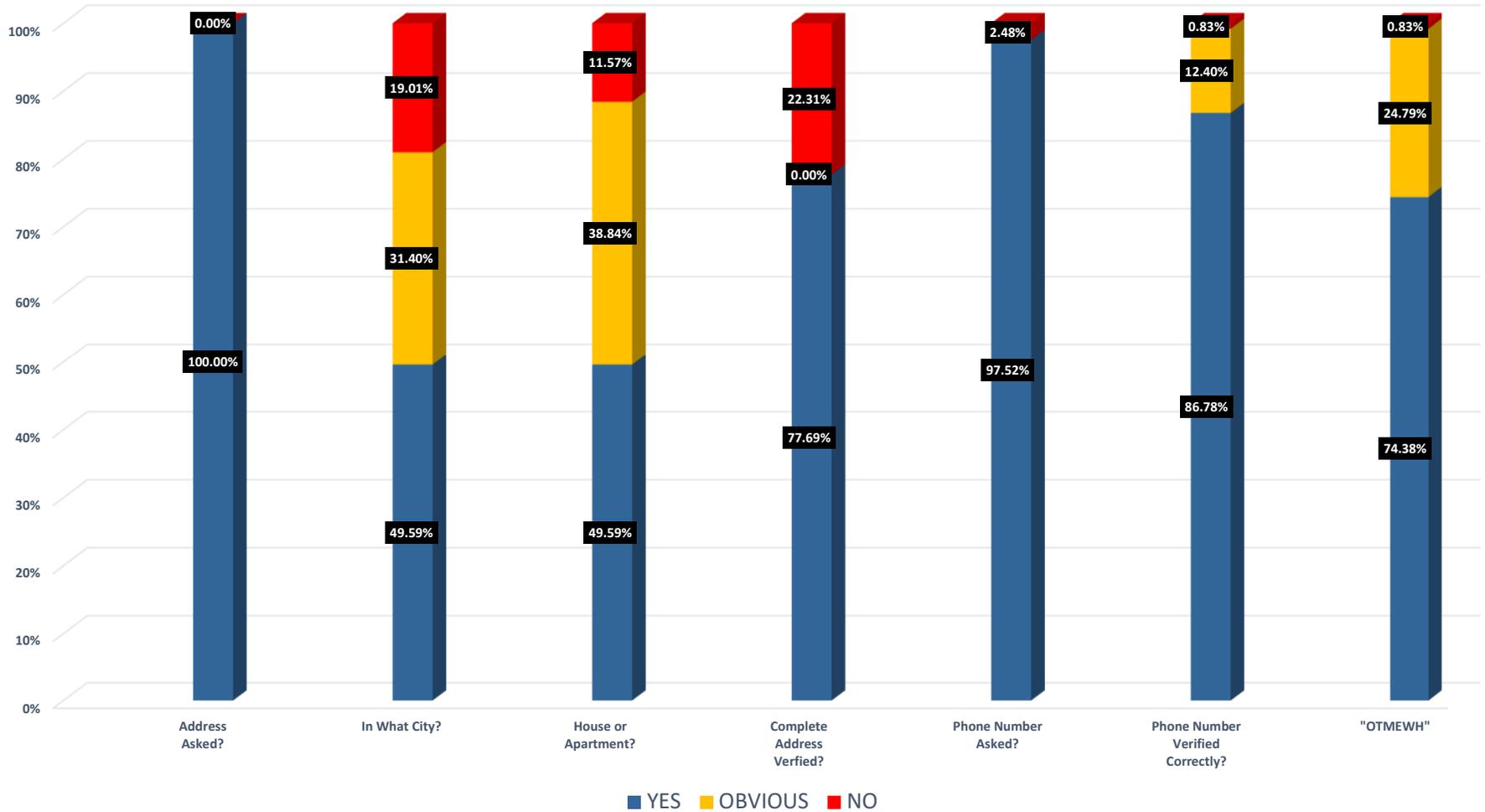
QC P-25 Radio Intergovernmental Group

The P-25 Intergovernmental Group met via Zoom on May 25, 2022. The group discussed Request for Service applications, approving an application for two Illinois agencies. The group also discussed migration and the status of several 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 developing policies to guide us as we move ahead with this joint system.

The next Intergovernmental Group meeting is June 22, 2022, at 2:00 p.m.

SECC CASE ENTRY AUDITS 4.1.2022 - 4.30.2022



SECC CASE ENTRY AUDITS 5.1.2022 - 5.31.2022

