

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

July 19, 2022 at 2:00 p.m.

MEETING AGENDA

1. Call the meeting to order
2. Roll Call
3. Approval of June 21, 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 – August 16, 2022 at 2:00 p.m.
10. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES
Tuesday, June 21, 2022, 2:00 P.M.

Board Members Present: Bettendorf Police Chief Keith Kimball, Bettendorf Fire Chief Steve Knorrek, , Davenport Fire Chief Mike Carlsten, Medic EMS Executive Director Linda Frederiksen, and Scott County Conservation Director Roger Kean.

Others Present: Dave Donovan, Tracey Sanders, Courtney Pershall, Jason Cook, Todd Malone, Troy Said, Justin Paul, Jeff Bladel, and Sam Fleege.

Chief Brian Carsten called the meeting to order at 2:03 p.m.

Roll Call was completed.

Approval of Previous Meeting Minutes:

Chief Kimball made a motion to approve May 17, 2022 Meeting minutes. Roger Kean seconded the motion. All Ayes.

Comments from the Public:

None – No public present

Technology Update:

a. SECC Update:

Dave Donovan advised that there is a maintenance window later this evening. Tracey Sanders said that they are working on a timer of some sort for the fire departments. The timer would help get the fire departments out the door faster on non fast track calls. More information to come on that topic.

b. Scott County IT Update:

No one present.

c. RACOM Update:

Sam Fleege spoke on the following subjects – Maintaining the old system until the new P25 is fully up and running, currently reprogramming and modifying radios for agencies, and working on upgrading the Illinois side.

Radio Project Update:

Donovan talked about the remaining agencies left to transition to the new P25 system. Gave an update on the BDA's needing to be installed at Davenport PD, Courthouse, and the Jail. There will be a future meeting with rural fire regarding the new paging system. Will be meeting with schools in the are regarding using the system for their districts. Then held a discussion with the members about radio and tower issues.

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, July 19, 2022 at 2:00 p.m.

Meeting adjourned at 2:41 p.m.



To: Ken Beck, Board Chair
From: SECC Administrative Team
Dave Donovan, SECC/EMA Director
Date: July 12, 2022
Subject: Administrative Team Report

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

Training

In anticipation of bringing in new employees, the SECC training team has been working diligently to prepare and update our current training resources and have been discussing training schedules to build a successful plan. Our new employees will start at the end of July and will complete SECC's 4 week classroom training. Upon completion of this training our new employees will begin call taking on the dispatch floor where each new employee will have an individual trainer.

Quality Assurance

I have been working with the Q Team for new ideas and any process improvements that may be beneficial to our program. We believe we have some ways to improve address verification and make things easier across the board. I am also in the process of meeting with the staff individually for any feedback, ideas, or improvements that we are able to make. So far, they have been providing good feedback and feel that Frontline QA is very beneficial. They enjoy seeing feedback and our Q Team also finding the good in every call as well to ensure we are providing strength-based feedback to our staff.

Please see attached Case Entry Audit charts for June 2022.

Recruitment

We have successfully now completed two rounds of applications, testing, and interviews. From these we have created a Candidate Eligibility List of 6 individuals. We have presented 4 conditional offers to the first 4 on the list, and all 4 passed their background checks and audiograms. Following this we sent firm offers to each candidate, and each accepted. These 4 individuals will begin employment with us on July 28, 2022. Two of them come to us with previous dispatch experience.

This is the first time we have decided to bring on 4 trainees at a time. Courtney met with all of our trainers to discuss this being a possibility before we presented our 4th conditional offer, as we weren't sure this would be probable with our scheduling and training room

arrangement. After working with SECC IT staff, we were also able to make adjustments to accommodate another trainee to ensure 4 was suitable for an effective training environment. This will be very challenging on our staff for the next 7+ months, but we know it's very dire we get staffing numbers up and our staff is willing to step up and help us out and get us over this hump.

New World Public Safety Software

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

New World Public Safety server migration plans continue. Professional services are scheduled for early 2023.

We continue working on a few minor issues remaining from the NWPS version upgrade in April. Most feedback from users has been positive.

We continually collaborate with Scott County IT to evaluate our Cyber Security posture. This past month, we have met with several vendors and asked for proposals for professional services to help us assess our non-county network systems (radio, 911, state connections, etc.). Once we have the last proposal responses, we will present to the Board for direction.

As previously reported, we requested information from Lumen (Formerly Century Link) to understand how secure our Viper 911 phone system is. We have not received a response as of this report.

Also discovered we are licensed to use Web Briefing Notes, but it is not installed. NWPS re-installed the software, conducted user training and the software product is now in use.

The new Eventide Recorder at the Back Up dispatch Center is pending and update to allow it to record 911 phone calls.

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 – Most likely will update again before meeting

The onboarding for Bettendorf Fire and all volunteer agencies is awaiting the completion of the new VHF paging system. That work is nearing completion in the next month. We recently met with Bettendorf Fire and those volunteer agencies to discuss paging process improvements, testing of the new system and implementation of Phoenix.

Bettendorf will go live first, shortly after the paging system is completed and final testing. Bettendorf has purchased Phoenix components for each fire station, that

Phoenix will trigger. For rural agencies, Phoenix will automate their paging and initial dispatch, freeing the fire dispatcher to continue gathering call information and update CAD. Rural agencies will not invest in visual and audio devices at the stations, since their firefighters are not based at the station and respond from other locations to the station.

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 completed for the Distributed Antenna System (DAS) at the Davenport Police Station. That clears one obstacle for the migration of Davenport Police. PD leadership continues to have concerns about migrating before the Courthouse DAS is completed.

Parts are ordered for the DAS for the Scott County Courthouse and Jail. We are waiting for quotes for cabling installation. We learned recently, that the expected arrival for the parts for the Courthouse and Jail are delayed an additional month (September 1).

Racom has reported that their T-1 vendor has notified them of their intent to decommission two of their data circuits to existing EDACS towers in early September. With the delays to the Courthouse and Jail DAS, that presents some challenges. Ideally, we would want to have all users migrated off of EDACS before September 1. With the delayed parts delivery that seems impossible. Racom is looking at contingency plans and we are exploring legal action.

We had agreed on schedules for training and migration for Davenport PD and Fire, that we made contingent on having the Courthouse and Jail DAS complete. Both agencies prefer to not migrate until they have coverage in those buildings, due to the likelihood of a response there. The T-1 issue applies pressure to migrate sooner. As indicated above, Racom and SECC are exploring all contingency plans. We plan to meet with Davenport PD and Fire soon to discuss options.

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

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. We encourage agencies that experience any issues or complaints to pass those to SECC and Racom.

We expect to host two additional SCBA workshops for fire agencies, likely in late July or early August. As you may recall, we hosted two workshops in May and June. Those workshops help fire agencies to properly use their radios while donning breathing equipment and in noisy environments. 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 June 22, 2022. The group discussed Request for Service applications, approving one for Augustana College. The group also discussed migration and the status of several in-building amplification systems.

The group discussed period tower inspection strategy. The group also discussed a small number of coverage concerns and a reported issue of missing transmissions. Racom is investigating. True North asked if there are continuing reports of sound quality and audio levels. They continue to be an issue and Racom has been responsive to investigating. The issues seem to have gotten better and new users are starting to adapt to the digital sound of the new system. Discussed whether there are any training needs not getting met. The fire department training has been good. Scott County is scheduling training for Davenport Fire, Davenport Police and the Sheriff's Office. They will likely hold two additional SCBA workshops, also.

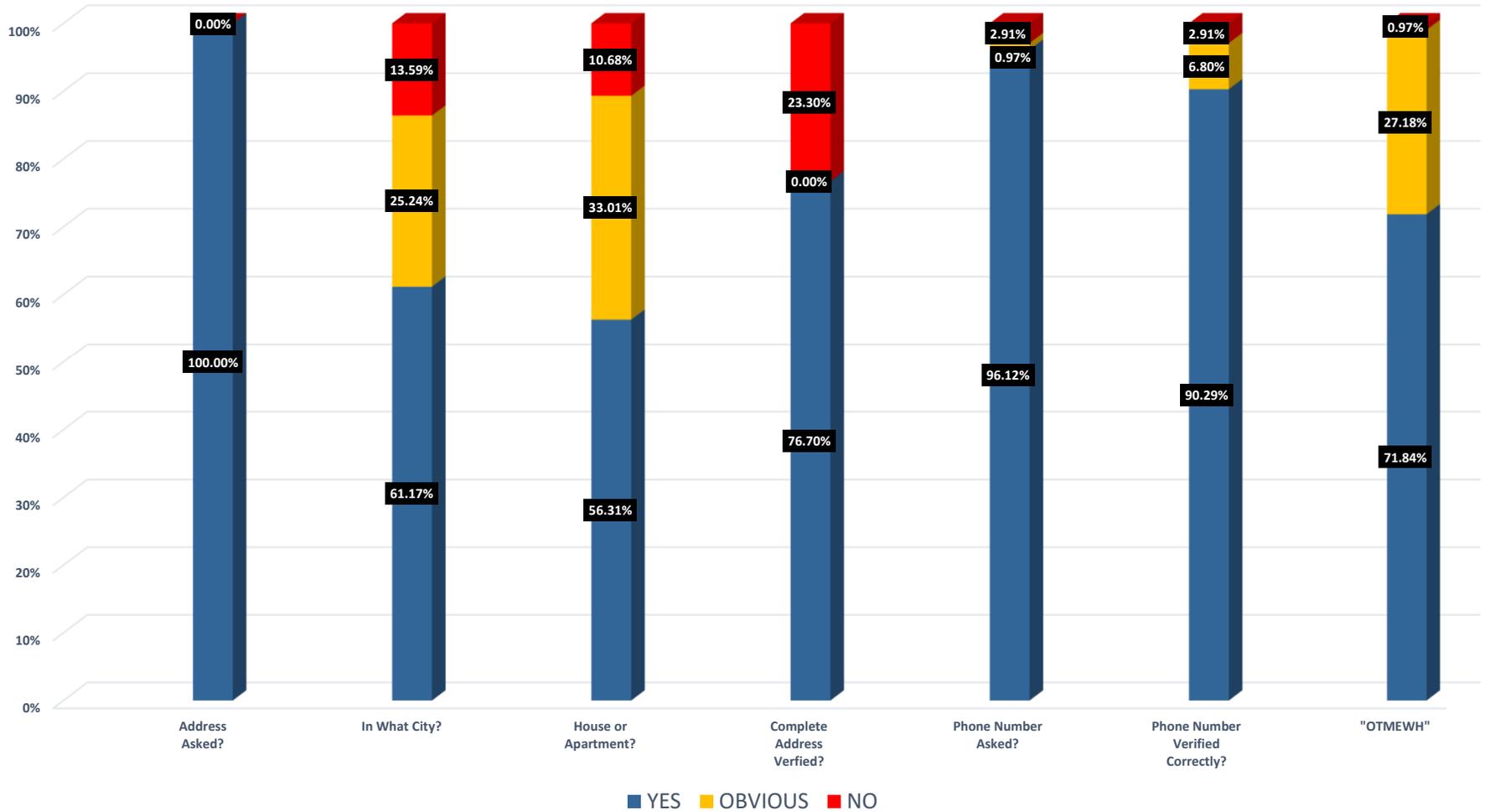
Discussed the status of fire paging in both counties. There is some work remaining on the interface to that system in both counties.

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

No one from the public attended the meeting.

The next Intergovernmental Group meeting is July 27, 2022, at 2:00 p.m.

SECC CASE ENTRY AUDITS 6.1.2022 - 6.30.2022



SECC CASE ENTRY AUDITS 1.1.2022 - 6.30.2022

