

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

August 16, 2022 at 2:00 p.m.

MEETING AGENDA

1. Call the meeting to order
2. Roll Call
3. Approval of July 19, 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 – September 20, 2022 at 2:00 p.m.
10. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES
Tuesday, July 19, 2022, 2:00 P.M.

Board Members Present: 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, Michelle Campbell, Courtney Pershall, Jason Cook, Justin Paul, Paul Andorf, and Keith Schneckloth.

Chief Steve Knorrek called the meeting to order at 2:01 p.m.

Roll Call was completed.

Approval of Previous Meeting Minutes:

Linda Frederiksen made a motion to approve June 21, 2022, Meeting minutes. Chief Mike Carlsten seconded the motion. All Ayes.

Comments from the Public:

None – No public present

Technology Update:

a. SECC Update:

Michelle Campbell advised that there is a maintenance window later this evening. Dave Donovan said that they are getting closer to have a working 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 from Scott County IT. Dave Donovan mentioned a couple of projects they are still working on. Those projects being updating the network and getting things switched to the cloud.

c. RACOM Update:

No one present from Racom. Dave Donovan provided a brief update on their working projects.

Radio Project Update:

Donovan talked about the remaining agencies left to transition to the new P25 system. Advised that there are dates in place for transitioning those remaining agencies. Gave an update on the BDA's needing to be installed at Davenport PD, Courthouse, and the Jail. Stated that there is a delay in getting some of the BDA equipment to get those online. Dave Donovan told the group about an upcoming issue with the T1 on the LeClaire tower being decommissioned later this year. RACOM and SECC working on a contingency plan for this upcoming issue. 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, August 16, 2022, at 2:00 p.m.

Meeting adjourned at 2:36 p.m.



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

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

Training

All four new hires, Andrea Street, Rodney Blackwell, Cari Hamilton and Wendy Stipp, have started their careers with SECC. They will be working in the training room for the first few weeks and transition out to the dispatch floor to continue their training.

Quality Assurance

I am working on wrapping up meeting with staff and implementing and updating a few things to improve our processes on our audits. We have training scheduled September 14th and 15th for our Q Team. We will have a representative on site for two days to provide us some training building our program with QA and calibration. This will allow the opportunity for our team to be on the same page and be able to ask any questions. We want to work hard to build a strong team and provide consistent feedback. While we have had some issues in the past, we are going to push past this and build a strong foundation to ensure we are providing the best services to our community.

Please see attached Case Entry Audit chart for July 2022.

Recruitment

Our four new hires started work on July 28, 2022. Please welcome Andrea Street, Rodney Blackwell, Cari Hamilton and Wendy Stipp to the SECC team. They are in classroom training currently, and should complete that around the end of August. From there, they will work on the floor doing call taking. Courtney has been working with the CTO team to firm up the schedule for the remainder of the training for the four.

New World Public Safety Software

We are in the testing phase of the new TRACS interface project. We are working to resolve some errors before transitioning to New World production.

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

The onboarding for Bettendorf Fire and all volunteer agencies is awaiting the completion of the new VHF paging system. That work is nearing completion, but was moved closer to the end of the project due to other constraints and issues. We have finalized the paging procedures after meeting with Bettendorf Fire and those volunteer agencies. We are also looking at deploying a supplemental product (I Am Responding) to aid in getting critical call information to responders that don't carry radios away from the station.

Bettendorf will go live first on Phoenix, 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.

Recent challenges with the current EDACS system (a T-1 connection scheduled for decommissioning on September 6, 2022) had forced us to work on a schedule to migrate those three agencies before the amplifier in the Courthouse is completed. The compressed schedule was a cause for concern.

After numerous high-level conversations with Racom, the SECC Board, and Windstream (T-1 provider), Windstream extended the T-1 decommissioning to December 1, 2022. We are working with Davenport Fire, Davenport Police, and the Sheriff's Office to re-evaluate their go-live dates, given the extension. Davenport Fire has indicated they wish to wait until we complete the Courthouse BDA. Delaying their migration will also give them time to obtain equipment needed to connect radios via Bluetooth to their SCBA equipment. The Sheriff's Office will migrate much of their agency to P-25 but leave the Jail and bailiffs on EDACS until after we complete the BDA. We will meet with Davenport Police the week of August 15.

Some of the parts for the Courthouse DAS has arrived. A shortage of plenum cable forced Racom to find an alternative source out of the area. That cable is on site. We awarded the cabling contract for the Courthouse to Tri-City Electric. They plan to start work the week of August 15. Expect that work to take up to three weeks.

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.

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 some audio issues 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 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 July 27, 2022. The group received no new Request for Service applications in July. The group discussed migration progress to the new system, several issues and challenges that are impacting the project, and the status of in-building amplification systems.

The group discussed the retirement of Chief Jeff Snyder from Moline Fire and the appointment of a replacement.

The group discussed some potential new service applications, including Davenport Citibus and Davenport Community Schools.

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

The Illinois group will begin charging for radio service on October 1, 2022

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 August 24, 2022, at 2:00 p.m.

SECC CASE ENTRY AUDITS 7.1.2022 - 7.31.2022

