

SECC TECHNICAL ADVISORY COMMITTEE

EOC, Scott Emergency Communications Center

1100 East 46th Street, Davenport, IA

September 20, 2022, at 2:00 p.m.

MEETING AGENDA

1. Call the meeting to order
2. Roll Call
3. Approval of August 16, 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 – October 18, 2022, at 2:00 p.m.
10. Adjourn



TECHNICAL ADVISORY COMMITTEE MINUTES
Tuesday, August 16, 2022, 2:00 P.M.

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

Others Present: Dave Donovan, Tracey Sanders, Michelle Campbell, Jason Cook, Todd Malone, Troy Said, Justin Paul, Paul Andorf, Sam Fleege, and Sam Samara

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

Roll Call was completed.

Approval of Previous Meeting Minutes:

Chief Mike Carlsten made a motion to approve July 19, 2022, Meeting minutes. Linda Frederiksen 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. Advised working out issues with Bettendorf Fire and their recommendations. Currently testing the new TrACS on the test servers. Planning on doing a server migration after the first of the year.

b. Scott County IT Update:

Sam Samara confirmed that there is a maintenance window tonight. Working on the new network upgrade and the wireless systems. Will be looking at replacing laptops and will work with SECC to get that approved. Will be collecting quotes for new microwave paths that will benefit West Lake and SW Scott County.

c. RACOM Update:

Sam Fleege discussed projects RACOM is working on. There is a nation wide issue with the new radios and recent programming upgrades. Gave an update on the DAS system that is being installed at the Courthouse and Jail. In depth discussion about recent tower issues and how those will be eliminated once the EDACS system is decommissioned after the new radio system is fully up and running.

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. Dave Donovan gave an update on the T1 issue on the LeClaire tower. With the assistance of government officials that will now be decommissioned in December and not September. Then held a discussion with the members about radio and tower issues. Working with the State on developing a plan for Interoperability with their ISICS radio system.

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, September 20, 2022, at 2:00 p.m.

Meeting adjourned at 2:29 p.m.



To: Ken Beck, Board Chair
From: SECC Administrative Team
Dave Donovan, SECC/EMA Director
Date: September 16, 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 have completed their classroom and call-taking phases and have moved on to fire dispatch training. This phase will last approximately eight weeks while they learn the policies and procedures for all fire departments.

Upcoming training for SECC staff will include:

- Symphony console refresher training in anticipation of full implementation of the P25 system. This is tentatively scheduled for the last two weeks of October 2022.
- *Iowa APCO and NENA fall conferences in Des Moines from Oct 17th -18th, 2022.*
- *Post Traumatic Purpose free first responder training at the Vibrant Arena in Moline Nov 15-17th, 2022*
- *EFD protocol selection exercises to prepare for EFD recertification exams that we will administer December 2022-January 2023.*

Quality Assurance

Our QA Team has just completed a refresher training that was held at SECC on September 14 and 15. The refresher training consisted of basic Aqua training for Emergency Fire Dispatch (EFD), Universal Standards, and Strength Based Feedback. We had one member of our team that was not able to attend the training. We will work with that individual to get them up to speed with the rest of the group.

We look forward to relaunching EFD and growing our Quality Assurance program.

We continue to show improvement on our Case Entry audits. Our average for the week of 8/28/2022 – 9/3/2022 is 96.52%. I would like to recognize the hard work of our QA Team, completing timely audits and feedback to our staff. We have shown much

improvement over the past several months and will continue so moving forward in the future.

Please see attached Case Entry Audit chart for August 2022.

Recruitment

Unfortunately, Jason Cook has submitted his resignation, effective September 27. We have begun the recruitment process and expect to advertise the opening soon.

We wish Jason the best in his new organization.

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 reviewed those proposal responses, we will present them 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 an update to allow it to record 911 phone calls.

Phoenix Station Alerting System

The onboarding for Bettendorf Fire and all volunteer agencies is awaiting the go live of the new VHF paging system. We expect that milestone to occur during the next 30 days, between the last few migrations to the new radio system. 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 the Phoenix system. 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. Davenport Police completed their migration the week of September 12. We continue to work through typical migration issues with them.

Racom completed programming work for the Scott County Sheriff's Office the week of September 12. They are expected to go live on the P-25 system on September 19-20. Remaining for the Sheriff's Office are their Bailiff and Jail radios. Those will migrate after Racom finishes the signal booster for the Courthouse and Jail.

Davenport Fire will go live on the new system after the Courthouse and Jail signal booster is completed.

Shortly after those three agencies are live on the new system, we expect Racom to begin the process of decommissioning the old EDACS system. Also remaining will be some work to finalize mutual aid and interoperability with neighboring agencies.

Cabling installation is completed for the Courthouse and Jail. Racom is installing electronic system components and expects to have the system finished and ready to test the week of September 19.

Together with Racom, we continue to evaluate the need for signal boosters at the Bettendorf Police and Fire Headquarters and the Davenport Fire Central Station.

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 look forward to decoupling those systems to better evaluate the new system and address any issues that may remain. 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.

Final drafts of three documents for Fire Marshall use regarding in building signal boosters are under review. We expect to finalize those documents in the next few weeks. We are also working to schedule a meeting with Rock Island County fire officials in an effort to coordinate building code requirements and our approaches to building owners in this regard.

QC P-25 Radio Intergovernmental Group

The P-25 Intergovernmental Group met via Zoom on August 24, 2022. The group received and approved new Request for Service applications from Davenport Citibus, Bennett (IA) Ambulance, and Hampton School District. In August, the group discussed migration progress to the new system, issues and challenges impacting the project, and the status of in-building amplification systems.

The group welcomed Steve Regenwether, who replaces retiring Moline Fire Chief Jeff Snyder on the group. The group also thanked Chief Snyder for his service and work with the Intergovernmental Group.

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

No one from the public attended the meeting.

The next Intergovernmental Group meeting is September 28, 2022, at 2:00 p.m.

SECC CASE ENTRY AUDITS 8.1.2022 - 8.31.2022

