

JECC User Advisory Committee Meeting
Tuesday, January 18, 2011
Joint Emergency Communications Center

MINUTES - REDACTED

- I. Call to order – meeting called to order at 9:00 AM.
 - A. Introduce new Executive Director, Gary Albrecht
 - B. Introductions of UAC members
- II. Review minutes of the December 07, 2010 meeting (see attachment)

Motion to approve minutes made by Hargadine and seconded by Stannard. Motion passed.

Attendees: UAC Members and Alternates

Barry Bedford, Coralville Police Department; Charles Green and David Visin, University of Iowa DPS; Sam Hargadine and Rick Wyss, Iowa City Police Department; Steve Dolezal, Johnson County Sheriff's Office; Jim Warkentin, North Liberty Police Department; Andy Rocca and Roger Jensen, Iowa City Fire Department; Dave Stannard, Coralville Fire Department; Dan Smith, Johnson County MAA; and Steve Spenler, JC Ambulance Service; Dave Wilson, EMA.

Staff and Guests

Gary Albrecht, Tom Jones, Nancy Sereduck and Nick Trenary, JECC; Randy Johnson and Terry Brennan, RACOM; Mark DeGroote TAC10; Burel Lane and N. Kellar, Harris; Burel Lane, Harris; Tom Hansen, Iowa City; and Karen Mutchler, Coralville Police Department.

- III. Changes/additions to the agenda

Dan Smith requested time for a couple of questions regarding mutual aid under Section V.D.

- IV. Executive Director's Update – Albrecht & Jones

- A. General comments from E.D. Albrecht

Albrecht advised that policies and procedure revisions were started on Friday (Jan 14th) and he hoped to have them completed by March 1st. He advised that they were working on reducing the overtime. He stated he is open to talking with anyone who has suggestions and concerns about any issues.

- B. P25 Status update

Jones advised the P25 system was accepted on Wednesday, January 12th. RACOM will hand out the remaining portables and resume mobile installation. RACOM advised the portables have been distributed to most agencies, and they will work on installing the mobiles at a rate of approximately four per day. Have about 80-90 mobiles left to do. JECC is working on migration to the new system and have been using talk groups and some event channels. DO NOT SWITCH yet – stay on transition bank "C." The transition portables used during the test period need to be taken to RACOM for software updates to accommodate the changes made during the testing period.

Jones stated that as of the 1st of the year, there are two dispatchers per shift dedicated to fire EMS. These six individuals will then, in turn, train the remaining dispatchers.

Discussion regarding the call processing: they are getting more info to evaluate. They will try to get the call into pending faster to help with the time discrepancies (as soon as the screen is opened, times are started).

Spencer said he has seen better consistency in the calls on feedback and the dispatchers are following through better.

Jones advised all the trainees are on their own; has five dispatchers at a time with a call taker, which should help.

C. Talk Group access for Dept. of Corrections and Iowa DOT

There was discussion regarding the request by DOT, DOC (high risk unit) and VA Police to join system. DOC will buy two portables and join the system. DOT already has portables. VA Police want to join. Hargadine met with the new V.A. Chief, Chris Duncan. Specific talk groups and access to channels were discussed.

It was agreed upon that the UAC will recommend letting the three agencies join the system. There will be a sub-committee to determine the restrictions for each agency and their channel access.

V. Fire\EMS and Law

A. CAD/FSA/Firehouse interface status – Rocca/TAC-10

TAC10 will develop written procedures and provide them to Trenary and Sereduck. Info for Firehouse is now being exported from CAD to Firehouse and has been fairly successful. There needs to be one more change and remove some defaults and they can start testing today. Fire mobile is ready to deploy; TAC10 will contact Jim Baker and try to get one department to do testing. Matt from TAC-10 will get with Baker.

There was an issue where both stations for ambulance were not toning out. Concerns about lag time for pending to dispatched calls for fire. There was an update last week and they have not noticed this issue as much since the fix was applied.

Nick Trenary advised his work with MABUS should be done quickly, but the GEOFILE info is only about half completed. Some of the info that was transferred to the GEOFILE was transferred incorrectly and some was incorrect to start with.

B. Update on progress of the on-line access to get call information & times – Spencer

They are working on the website to have call info transferred to a web service and then to a web page. Calls should be able to be filtered by agency. All info on the website is public information. When TAC10 has specific information on what the agencies want, they will start to build the site. Steve Spencer can get with Mark, and Nick will help compile the information. Agencies would like access to other agencies information in case they were involved in the same call.

C. Dispatch Protocol Issues:

1. EMD

Steve Spencer has been reviewing EMD calls. There have been some specific problems and he would like the dispatchers to get back to the process detailed in the policy and

procedures manual. Not all the questions pertaining to EMD have to be asked before putting a call in pending so it can be dispatched.

2. Law Enforcement – set sub-committee meeting to discuss specific questions

Law enforcement will meet after this meeting to set up a sub-committee meeting with Gary and discuss concerns and policy from the law enforcement perspective.

D. Other

Dan Smith advised that other agencies have come to him regarding the security of the building/dispatch center. Specific issues and solutions were discussed.

Andy Rocca was wondering when he would get a reply on the processing and ticketing system; response will come from Nancy.

VI. Other business

A. Additional comments from TAC-10: None.

B. Additional comments from RACOM: None

Additional comments from Harris: Discussion was held on the Pennsylvania failure. Burel Lane from Harris advised it was an interoperability issue, not a system failure – agencies trying to talk on different systems. They can't replicate the problem.

Jones advised we have fail-safe protocols in place. Lane indicated that there needs to be training by all users on what to do "IF" the system fails, what the procedures would be, what if they can't talk on the system at all, etc. We need to start formulating failure scenarios.

C. Additional comments from Elert: None

D. Other: Rick Wyss asked if there was any reason to retain equipment from old system. RACOM advised they can't see us going back because everything would have to be reprogrammed and re-installed. You could use old equipment as a standalone but not hooked up to the system.

VII. Next JECC-UAC regular meeting: February 15, 2011, 9:00 AM at the JECC

Next Policy Board meeting January 28th at 8:00 AM.

VIII. Adjournment

Motion to adjourn was made by Steve Dolezal; seconded by Jim Warkentin. Motion carried. Meeting ended at 10:27 AM.