

JECC User Advisory Committee Meeting
Tuesday, April 19, 2011
Joint Emergency Communications Center

MINUTES

I. Call to order

Meeting was called to order by Barry Bedford at 9:00 AM.

Attendees: UAC Members and Alternates

Barry Bedford and Shane Kron, Coralville Police Department; Charles Green and David Visin, University of Iowa DPS; Sam Hargadine, Rick Wyss and Jim Baker, Iowa City Police Department; Steve Dolezal and Gary Kramer, Johnson County Sheriff's Office; Jim Warkentin, North Liberty Police Department; Roger Jensen, Iowa City Fire Department; Orey Schwitzer, Coralville Fire Department; Dan Smith, Johnson County MAA; and Steve Spenler, JC Ambulance Service; Dave Wilson, Johnson County Emergency Management.

Staff and Guests

Gary Albrecht, , Tom Jones, Nick Trenary and Nancy Sereduck, JECC; Randy Johnson and Terry Brennan, RACOM; Mark DeGroote, TAC10; David Schwindt, Iowa City Police Department; and Karen Mutchler, Coralville Police Department.

II. Review minutes of the March 15, 2011 meeting (see attachment)

Barry Bedford advised these are in draft form and when they are approved, they will be finalized. A redacted version is sent to Nick Trenary for the website. A motion to accept the minutes was made by Jim Warkentin; seconded by Roger Jensen. Motion carried.

III. Changes/additions to the agenda

Steve Dolezal had a letter from the deputies union at Johnson County regarding radio issues. This will be addressed under IV.A. There were no corrections or additions.

IV. Executive Director's Update – Albrecht

A. Law Channel issues/feedback

Gary Albrecht met with ICPD supervisors on April 18 to discuss issues. Dispatchers at the JECC were asked how they liked the new Law setup; their comments were discussed.

There was a lengthy discussion on how to handle increased traffic, officers not getting through to advise of traffic stops, switching channels, etc. It was requested that if an agency knows when they are going to have a special event, i.e., GTSB, STEPP, etc., to let the JECC know as soon as possible so they can schedule additional dispatchers to accommodate extra traffic. There may be an exception when a special traffic enforcement activity is determined for that specific day when there are fewer calls for service and more police personnel.

Officers are adding their own disposition, which is helping the dispatch situation. Officers can also help by adding their own traffic stops. Some officers don't go out on the radio and just put the traffic stop in the computer.

Gary Kramer wanted dispatchers to make sure they let deputies know when other deputies go out on traffic because they can't always hear the traffic stop if they are on another channel. This brought up discussion about requesting back-up officers or just assigning back up officers.

Rick Wyss suggested we determine staffing by the calls for service and amount of traffic. When it is extremely busy, all dispatchers are used and there is no designated call taker. It was suggested to get statistics regarding calls for service and amount of traffic when there is no caller taker to determine future staffing needs.

It was decided that "INFO" would be renamed "Law 2." RACOM will add that change to the re-programming.

Tom Jones said he would like to see it stay the way it is – Law 1 is calls for service; Law 2 is for traffic stops and associated calls; and Law 3 will be for excess.

B. Letter from Board of Supervisors (see attached)

There is a Policy Board meeting on Friday, April 22nd. Gary Albrecht said their attorney did not think a joint meeting between the JECC and the Board of Supervisors was a good idea. The User Agreements say that the JECC owns the radios and provides the agencies with portables, mics, holders, initial batteries and mobiles; anything beyond is the agency's responsibility. Barry Bedford wrote up a recommendation regarding agency responsibilities to the Board and it was tabled – mostly due to wording. Additionally, the JECC will pay for any major upgrades. Current User Agreements are not affected. It will be discussed again this Friday and the Board will clarify what it means by "maintenance."

C. TAC-10 contract status

Contract will go in front of the Policy Board on Friday. If approved and contract signed, it will go into effect on September 1, 2011. After the contract is signed, Tac10 will start working on requests, (one being website access of times for JC Ambulance and rural Fire Departments).

D. GeoComm/AVL

Tac10 will be programming AVL on the mobiles. GeoComm will be putting out their new web-based version and it will be implemented in the next month. There may be a few visible changes like names changed for the cars and the cars might be different colors to differentiate between agencies. Some changes may be visible next week.

E. Other

N/A.

V. Fire\EMS and Law

A. Discussion on audit of access to user talk groups – Bedford, Dolezal & others

It was determined that some had other agency talk groups that had not been specifically approved by the agency head; those have been removed from the radios in question. RACOM will give Gary Albrecht a spreadsheet on which channels each agency/radio has. For clarification, JECC owns the radios and the frequencies. JECC has the control but Gary Albrecht said he would not add a specific agency's frequencies/talk group to another agency's radios unless approved by the department head of that agency. Steve Dolezal suggested that an audit be done on a regular basis; this was agreed to by the majority. There is re-encrypting done on a yearly basis with the radios and this would be a good time to do the audit; an audit could also be done upon request by a specific agency. Sam Hargadine said he would like to see a laminated "cheat sheet" on all the common radio channels in each vehicle.

Barry Bedford, Dave Wilson and Phil Fordyce (Fusion) talked about the user fees currently assessed to non-member public safety agencies. Right now we charge \$200 initial fee plus \$75 per year per radio for non-member public safety agencies. For those agencies we work with on a regular basis (i.e., IHP and LEIN); if they buy their own radios and follow the user agreement guidelines, should we be charging them to access our system? The consensus was that since it was a benefit to member public safety agencies, that no fees should be assessed. This will be discussed with the Policy Board again on Friday.

B. Concerns from departments re: user agreements not being signed

Twelve (12) agencies have user agreements signed; the remaining agencies were sent letters in the last month. This will be addressed again at the next Mutual Aid meeting; the main reason these haven't been signed is because of township issues.

C. Use of Event Channels – Spenler

Steve Spenler expressed his concerns about dispatch not pushing off fire calls to another channel – they are staying on New Fire and are parked there. When there are events like a grass fire, get the call off the events channel and go to a TAC channel. Some personnel are not used to using event channels so they are staying on the event channel to run traffic, which we shouldn't do.

Steve Spenler advised there are problems when assigning an event channel – it's being done at different stages. He would like the event channel advised when "enroute" on JC Fire and then tell the responding unit the event channel again when they are "in service" on JC Fire.

D. Other

Roger Jensen is requesting dispatchers get the address and name of a business/location when giving out a call for service. This would help eliminate personnel going to the wrong end of the street or wrong location.

JC Haz-Mat uses Code Red for call out – delivery should be made through text message and not phone call. This has been clarified with dispatch. Test pages should possibly be done with Haz-Mat.

VI. Other business

A. Additional comments from TAC-10

Mark DeGroot will be meeting with Gary Albrecht and Roger Jensen after the UAC meeting. Version 3.7 will have validation updates and the name and apartment number on CFS. This should hopefully be delivered next week.

B. Additional comments from RACOM

N/A

C. Other

N/A

VII. Next JECC-UAC regular meeting: May 17, 2011, 9:00 AM at the JECC

Barry Bedford will be out-of-town for the next meeting. Steve Spenler will be the chair for the May meeting. Karen Mutchler will be out of town for the May and June UAC meetings.

VIII. Adjournment

A motion to adjourn the meeting was made by Steve Spenler and seconded by Chuck Green. Motion carried. Meeting adjourned at 11:16 AM

NOTE: These Minutes are in DRAFT form and have not been approved by the User Advisory Committee