

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

MINUTES - Redacted

I. Call to Order

A. Meeting was called to order by Chief Barry Bedford at 9:03 a.m.

Attendees: UAC Members and Alternates

Barry Bedford, Shane Kron, Coralville Police Department; Charles Green, University of Iowa DPS; Sam Hargadine, Rick Wyss, Jim Baker, Iowa City Police Department; Steve Dolezal, Johnson County Sheriff's Office; Andy Rocca, Iowa City Fire Department; Dave Stannard, Coralville Fire Department; Steve Spenler, Dave Dvorsky, Johnson County Ambulance Service.

Staff and Guests

Gary Albrecht, Tom Jones, Nick Trenary, Todd Evans, Annie McCreedy, JECC; Randy Johnson, RACOM; Mark Wooderson, TAC10.

II. Review minutes of the June 14, 2011 meeting (see attachment)

A. A motion to accept the minutes was made by Spenler; seconded by Dolezal. Motion carried.

III. Changes/additions to the agenda. - None

IV. Executive Director's Update – Albrecht

A. Update on hiring dispatchers

Albrecht informed the group that interviews were conducted last week for full-time opening in dispatch. He stated that backgrounds have been completed and a conditional offer has been made to an applicant. We will know later this week of a start date for the applicant. There will be one full-time person hired and two part-time people hired.

B. Staff Meeting Feedback

Albrecht updated the group about some of the issues that the dispatch staff and leads brought up in recent meetings with each group. He stated that the dispatchers feel that there is a disconnect between the officers in the field and dispatch staff.

They would like to have more interaction with the officers in the field. Albrecht also went on to say that officers are not waiting for the dispatcher to copy radio traffic and they are just blurting information out on the radio that the dispatcher was not prepared to copy. McCreedy stated it was an issue with all agencies. Albrecht also reminded everyone to let the JECC know if there are any extra activities going on that the JECC would need additional staff for or hold staff over for.

Discussion was had about ways to correct the disconnect between dispatch and the officers. Wyss mentioned that before officers were able to walk into dispatch and talk directly with dispatch. With the ticket system the responses are delayed and it comes off more accusatory. Dolezal asked for a specific issue that has brought this concern to this level by dispatch. McCreedy responded with an example. It was then suggested that the Leads may have to step in and evaluate the situation further. Green suggested that a group of officers and dispatchers get together and have lunch and discuss the issues. The group would rotate monthly. Albrecht stated this is in line with the liaison that we were trying to come up with.

Further discussion was had about being more consistent in dispatch with policies, procedures, and radio traffic.

The use of Event Channels was also discussed further. It was reminded that officers can request an event channel, but dispatch would have the final say on assigning one.

C. Update on Emergency Communications Supervisor position

Albrecht informed the group that interviews were conducted for the ECC position and the position was offered to an applicant, but they turned the position down. In the meantime, Todd Evans has been appointed Interim Emergency Communications Coordinator. Albrecht also stated that Evans was a candidate for the position and more interviews would be conducted.

D. Other

Albrecht went back and reviewed the policy board recording and stated that it was up to each individual agency to purchase spare batteries.

E. Law Issues Feedback

There were no issues brought up by the group. The only thing discussed was that when school is back in session we will be going back to ICPD being on Law 3 from 3:00 p.m. to 3:00 a.m. on Thursdays in addition to Friday and Saturday.

V. Fire/EMS and Law

A. Website access for times

Spencer asked TAC-10 about web access for their times. Mark Wooderson from Tac-10 stated that the website for JCAS is in testing through the new RMS. This information should be available after the new RMS is deployed next week. The agencies are currently testing the new RMS. This will include JCAS and Coralville Fire being able to get their times through a web interface and the remaining rural agencies will follow.

B. ICFD CAD mobile status

Rocca stated that they are continuing to test the Fire Mobile with Engine 2 and after the latest CAD update that progress is being made.

C. Radio system coverage in the area of Emerald St. and Melrose Ave

Rocca stated that Engine 2 has been losing radio system coverage. With the proximity of the JECC and Blank Honors sites; this should not be a problem. Randy stated that he had done signal strength testing yesterday and it was not a signal issue, but after talking with Ian it appears to be a problem at the specific location. They are working with Harris to see if there is a TDI issue at the location.

Stannard asked Racom about the issue at West Branch. Racom went out and tested the West Branch fire station and the station itself is dead for radio coverage. Randy emailed Kevin Stoolman the findings. Spencer stated that his staff has not had any issues in West Branch.

Rocca asked Racom about the phantom talk group issue. Randy stated that he will be setting up a computer at the JECC monitor the control point. This will allow Harris and Racom to monitor what the control point is doing at the time that we are experiencing the phantom talk group. Randy asked the group how often this is still happening and it appears it has not been happening too much lately.

D. Agency specific development requests that affect the CAD application running at JECC

Mark Wooderson stated that as development continues to make the CAD application better for all of us, he wanted to make sure that TAC-10 understands what the process is to get these things approved. TAC-10 wanted to make it known that as development work takes place; an issue that gets fixed for one agency may cause something for another agency not to work properly. TAC-10 wants to make sure that by the time the request gets to them, that it has already went through an approval process with the JECC.

E. Other

VI. Other Business

- A. Additional comments from TAC-10 – None
- B. Additional comments from Racom – None
- C. Other

VII. Next JECC-UAC regular meeting: August 16, 2011, 9:00 a.m. at the JECC

VIII. Adjournment

- A. A motion to adjourn the meeting was made by Dolezal and seconded by Stannard.
Motion carried. Meeting adjourned at 10:02 AM