

**MINUTES
JOINT EMERGENCY COMMUNICATIONS CENTER
USER ADVISORY COMMITTEE
SEPTEMBER 21, 2010**

PRESENT: Jim Baker, Barry Bedford, Terry Brennan, John Castle, Dave Fitzgerald, Randy Haas, Sam Hargadine, Roger Jensen, Randy Johnson, Tom Jones, Shane Kron, Lonny Pulkrabek, Andy Rocca, Nancy Sereduck, Dan Smith, Steve Spenler, Dave Stannard, Nick Trenary, Dave Visin, Jim Warkentin, Rick Wyss

- I. **CALL TO ORDER:** The meeting was called to order at 9:02 AM by Rocca.
- II. **REVIEW OF MINUTES:** Motion to approve the August 17, 2010, JECC-UAC minutes as distributed by Hargadine; seconded by Smith - approved.
- III. **CHANGES/ADDITIONS TO THE AGENDA:** No changes or additions.
- IV. **INTERIM DIRECTOR'S UPDATE:** Jones
 - A. Emergency Communications Service Agreement for Non-Public Subscribers: Jones submitted a final draft of the agreement to be presented to the Policy Board.
 - B. CAD:
 1. Release of funds for TAC10 milestones met \$170,000.
 2. Fitzgerald provided an update on FSA – Minor improvements the last two weeks. Testing on Monday was successful, except for a time issue. Another test is scheduled for Tuesday. If successful, the test will be implemented on Wednesday.
 3. Firehouse - New Fire status buttons will be implemented and procedure created.
 4. Spenler inquired about a website that shows CFS times and access to participating agencies.
 - C. Executive Director Recruitment: Nine questionnaires have been returned by qualified candidates and will be forwarded to the Policy Board for review and scheduling interviews. Pulkrabek suggested the UAC recommend a couple members sit in on the interview process.
 - D. Dispatch Procedure Updates:
 1. Jones advised that the JECC has a procedure for timely dispatch and pending call notifications in place. Wyss stated there must be a balance between pushing out the call and recording the appropriate amount of information. The policy addresses both of these issues clearly.

2. Hargadine requested a change in the phone system in the Communications Center and requested an individual line for each dispatch console.

E. JECC Complaint Process:

Jones advised that the online system was up and working. Jensen asked for a clarification on the 'form' mentioned in the initial policy. Wyss asked for a clarification in the procedure for calls or complaints that were completely handled at the lead level.

F. P-25 System Update:

1. Jones advised that the testing started last week. September 23-24 will be the intrusive testing by Elert. They will be entering various buildings in each jurisdiction to perform these tests.
2. The 30-day reliability testing will begin on September 27th. Radios will be distributed through the RACOM workshop to each agency.
3. Circuit-merit testing will take place October 5-8. A meeting for all participants will take place on October 5, with the majority of testing performed October 5-7, and October 8th as an overflow day.
4. The anticipated go-live date is November 1, 2010.
5. Jones advised participants to use the online complaint/ticket system to forward any issues - RACOM will be given access to this system for this purpose.

G. Changing a call type in CAD: Discussion concerning the duplication of call types centered on disturbance calls. It was agreed that we should have two call types: Disturbance/Loud Party and Disturbance/Noise general. A general discussion ensued and it was decided that the Law Subcommittee would meet and go through the activity codes.

H. Other:

1. The issue of Knox box activation for Solon Fire was discussed. Smith advised Solon Fire will be acquiring updated technology.
2. Jones asked questions of the end users about expectations of the radio channel disbursement after the P-25 go-live date. How do the users expect Law 1, Law 2, and Law 3 to work? What about assignments of Event channels? This discussion will go to subcommittees for review and recommendation.
3. Traffic Stops – How do the users want to approach this issue? Iowa City and Coralville currently have a standard of asking for a unit to back on each stop; JCSO, North Liberty, and University Heights do not. JCOMM, at the direction of the subcommittee, has requested that the dispatchers ask for a back on all traffic

stops to make the issue a uniform one. More discussion in the Law subcommittee is needed.

V. FIRE/EMS/LAW:

- A. P-25 integration to legacy systems: Rocca discussed changes in the paths used for integration with non-public safety agencies, i.e., streets, public works, etc. Do we need to give these departments a timeframe to upgrade to the P-25 system?
- B. Call processing for Iowa City Fire Department: Only a minor improvement over the last month (July-3:06 and August-2:54). What can be done? Is it a matter of workflow, equipment, training, or all of these?
- C. EMD Review: Spenler led a short discussion on the makeup of a review committee and time of review meeting. Spenler, Jensen, Kron, a DPS representative, a mutual aid fire representative, and a JECC supervisor will form the committee. The first procedural meeting is scheduled for Wednesday, October 27, at 1:00 PM at the JECC.
- D. Equipment Request: Smith requested two additional radio chargers on behalf of Oxford fire. The request will be forwarded to the Policy Board with UAC recommendation.
- E. Air Care: North Liberty Fire wanted clarification of communications with Air Care after full implementation of the P-25 system. Spenler advised that Air Care, the three local emergency rooms, and hospital transports will have P-25 radios for communications.
- F. Other: Sereduck advised that the Fire/EMS dispatch protocols will be completely updated for the changeover with the correct radio channels, dispatch functionality, and paging.

VI. OTHER BUSINESS:

- A. Chairperson/Vice-Chairperson - Bedford. Bedford will take over as Chairperson in October. Spenler volunteered for the Vice-Chairperson assignment. Karen Mutchler (Coralville PD) will be minute-taker. A round of applause was given to Rocca for a 'job well done.'
- B. Army Corps of Engineers Request: Representatives from the ACOE, Haas, and Castle wanted general information on acquisition and acceptance to utilize the JECC system. There was some discussion about their need to communicate frequently with JCSO. We currently retain a VHF channel for cross-communication in the JECC that can be patched, if necessary, to the new system. Rocca exchanged information and will forward copies of the necessary agreements to the ACOE.

C. Radio Installation Update: RACOM

1. Brennan addressed the radio rollout schedule on September 27-28. He requested that each participating agency call or email to schedule a time for the participants to pick up the radios and receive minimal instructions on use. Brennan retains a list of the numbers of radios for each department.
2. Brennan and Johnson addressed the timetable for the remaining vehicle radio installations, as well as any base station installations.
3. There was a discussion of event channels, number to be encrypted, specific use of other types of channels, patching abilities, and portable configurations.

VII. NEXT UAC MEETING: October 19, 2010, at 9:00 AM at the JECC.

VIII ADJOURNMENT: The meeting adjourned at 12:15 PM.