

JECC User Advisory Committee Meeting
Tuesday, November 15, 2011
Joint Emergency Communications Center

I. Call to Order

Meeting was called to order by Steve Spenler at 9:01 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; Andy Rocca, Iowa City Fire Department; Dave Stannard, Coralville Fire Department; Dan Smith, Johnson County MAA; and Steve Spenler, JC Ambulance Service.

Staff and Guests

Gary Albrecht and Nick Trenary, JECC; Burel Lane, Harris; Randy Johnson, RACOM; Mark Wooderson, TAC10; and Karen Mutchler, Coralville Police Department.

II. Review minutes of the September 20, 2011 meeting (see attachment)

A motion was made to accept the minutes as presented by Sam Hargadine, seconded by Barry Bedford. Motion carried.

III. Changes/additions to the agenda

There were no changes/additions.

IV. Executive Director's Update – Albrecht

A. Policy Board Decision on Radio Installs

B. Resolution on What is included in the Base Package

There was discussion about installation of radios with the Policy Board. If there is any additional increase in the fleet (portable or mobile), the JECC will purchase the equipment. Installation of the equipment will be the responsibility of each agency. There is a Resolution on the agenda for the Policy Board meeting on November 18, 2011. Base equipment for portable radios includes the radio, antenna, battery, the charger, spare battery, lapel mic and belt clip. Base equipment for mobile radios includes the radio, antenna, battery, cables and mounting hardware. It costs \$65.00 for programming from RACOM, which will be covered in the base package of both radios. Installation costs for radios will be at the expense of the agency. Gary Albrecht will let the UAC know if this Resolution passes.

Requests for additional equipment are to be made by October 1st of each year so it can be in the budget proposal for the next fiscal year. Gary Albrecht advised it is the intent of the

Policy Board to fund requested equipment. If requests are made mid-year, you may not get your request.

It was asked if the TAC10 licenses are included in the base package. This will be discussed with the Policy Board on November 18th.

Steve Spenler recommended that the UAC request all items be included in the Resolution so it is clear. The Resolution can be amended as other items are approved.

The life of the radios is estimated at 10-15 years. It will be the responsibility of the JECC for replacement (for normal wear and tear). If radio is damaged, it will be the responsibility of the agency to get it fixed. If the agency is able to determine who damaged the radio, the agency should try and get restitution.

A motion as made by Steve Spenler regarding a Resolution for MDT's and AVL's on what occurs at the end of each life cycle. Motion seconded by Andy Rocca. Gary Albrecht will present this motion to the Policy Board on November 18th.

C. Update on filling the Emergency Communications Coordinator position

Interviews were conducted two weeks ago. The field was narrowed to two individuals – one from out-of-state and one in-house. The final interviews will be November 21, 2011.

V. Fire\EMS and Law

A. Incident Recordings – Radio Traffic

Andy Rocca asked if the recordings of radio traffic are condensed or real time. Gary Albrecht advised all recordings are real time but you can have the recordings with all the traffic or just your agency's traffic. If you just want your agency's traffic, they can "time stamp" specific areas (areas where the recording has been altered). Dan Smith advised he would like to get about one-half hour of traffic for their calls (there was one call where he only got about five minutes of the traffic and he wanted more). All requests for recordings should go through Gary Albrecht.

B. Code Red

Andy Rocca expressed concern that Mutual Aid was getting to calls before fire is paged by Code Red. Andy Rocca said it is not always done the same way by the dispatchers. Gary Albrecht advised all dispatchers on all shifts are trained the same way. Andy Rocca requests that the implementation of Code Red should follow the alarm order protocol.

C. JECC Ticket System

Rick Wyss asked who was responsible for the responses to the ticket system. The response for the ticket system is done by Gary Albrecht. He will do the "major" ones first and then the others if time allows. The responses to the tickets should improve once the ECC is hired.

Rick Wyss advised there is safety issue when officers use the word "stable" on the radio. It is expected that when an officer responds "stable," an additional back up unit (and maybe even two) will be dispatched. There has been some concern the dispatchers feel

everything is “ok” if the response is “stable.” It was suggested that the clarification of the word “stable” is included in the Policy and Procedures.

Rick Wyss expressed some concern that Law 2 is becoming extremely busy. He thought maybe Law 2 should be monitored as to the amount of traffic it has. Gary Kramer and Steve Dolezal advised they have not heard about issues concerning Law 2 becoming too busy.

Sam Hargadine suggested agencies have a debriefing after major issues arise within one week of the incident.

EMD and tickets are being reviewed but not consistently with the ECC vacancy. It was suggested that Gary Albrecht delegate someone to help with the reviews until ECC is hired. Tickets are not being turned in because individuals feel they are not getting a response, so why bother turning in tickets.

D. Update on Harris Batteries

Agencies are not happy with the Harris batteries but that’s the way they were bid. The batteries can be re-conditioned to bring them up to 80-90%. The problems with the batteries were known by Elert but our “specs” asked for IS batteries, which is what we got – it was the only one available at that time. The JECC will not be supplying Honeywell batteries as replacement or in the base package. We cannot buy the radio without the Harris battery. Harris is requesting two batteries with lot number for testing, which will be sent out today (Nov. 15, 2011) by RACOM. Burel Lane advised Harris would have a polymer battery available in the 1st quarter of next year that will be IS approved. If there is any refund given for the batteries, the refund would go back to the JECC. Sam Hargadine does not believe there is a case with Harris due to the way the batteries were bid. He suggests that agencies buy their own batteries.

E. Use of Event Channels on Multi-Agency Responses

On a major incident, an event channel is given to each agency and info is not always exchanged. It is suggested that a major event be split into two events – one for Law Enforcement and one for Fire and EMS. One issue could be that there are two different dispatchers. It was decided that the incident commander should make the determination if the incident should be split – decision should not be made by the dispatcher. Remember that JC TAC is not available to law enforcement.

Sam Hargadine again suggested that there should be a debriefing when there are major incidents involving more than one agency to discuss pros and cons for future incidents.

F. Status of Policy and Procedures Review with law sub-group

Gary Albrecht advised the policy and procedures should be done by the end of this month. The policy and procedures can be reviewed by the sub-groups by the end of the year, and reviewed and/or changed afterwards.

G. Iowa City Police Station Master Remodeling

Right now Iowa City Police has two radio systems. They will have a new room for radio monitoring, which includes an upgraded console. Iowa City Police is requesting a direct link to the JECC radio system with all costs being incurred by Iowa City (a VPN would not

work). Iowa City would be able to get rid of their bay stations and just use the console. Iowa City's system would then be similar to UIDPS. Gary Albrecht advised this would be a Policy Board decision; the agenda for November 18, 2011, is extremely full so he will present this request to the Policy Board at the December 16th meeting.

VI. Other business

A. Additional comments from TAC-10

Mark Wooderson advised the quarterly CAD software update is being rolled out for testing to another agency. This update will include e-mail but not instant messaging.

Nick Trenary answered the question about issues with the mapping software. Nick advised that the older versions are causing the issues but once the new version is installed, it should eliminate the problem.

Barry Bedford said there was a meeting with TAC10 regarding issues or problems agencies have been experiencing but the meeting was cancelled. He didn't know if we should keep this item open and re-schedule the meeting. At this time, no one had an immediate issue they wanted to discuss but thought we should be able to schedule a meeting with TAC10 if necessary. Jim Baker thought maybe this should be left to a sub-committee since RMS would also be involved, not just CAD or mobile

B. Additional comments from RACOM

There is an exception code that needs to be programmed on the radios regarding ghosting. If you have any changes you want made, let RACOM know since they will have to re-program every radio with the new release. Dave Visin suggested we have football banks for home games so all agencies can talk and update each other. These would not be used unless needed. E-mail Steve Spenler if you are interested in a football bank.

There was discussion regarding a single talk group for non-public safety. The reason Channel 5 and Channel 6 are not encrypted is so non-public safety agencies can talk on these radios.

C. Other

N/A

VII. Next JECC-UAC regular meeting: December 20, 2011 at 9:00 AM at the JECC.

VIII. Adjournment

A motion to adjourn the meeting was made by Steve Dolezal and seconded by Dave Stannard. Motion carried. Meeting adjourned at 10:45 AM