

JECC User Advisory Committee Meeting
Tuesday, December 20, 2011
Joint Emergency Communications Center

I. Call to Order

Meeting was called to order by Steve Spenler at 8:01 AM.

Attendees: JAC Members and Alternates

Steve Spenler, JC Ambulance Service; Bruce Freeman, Coralville Police Department; Charles Green and David Visin, University of Iowa DPS; Sam Hargadine, Iowa City Police Department; Steve Dolezal and Gary Kramer, Johnson County Sheriff's Office; Jim Warkentin, North Liberty Police Department; Andy Rocca and Roger Jensen, Iowa City Fire Department; Orey Schwitzer, Coralville Fire Department; and Dan Smith, Johnson County MAA;.

Staff and Guests

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

II. Review minutes of the November 15,, 2011 meeting.

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

III. Changes/additions to the agenda

Gary Albrecht added the budget and new supervisor appointment to Section IV. Sam Hargadine added call taking to Section V.D.

IV. Executive Director's Update – Albrecht

A. Football talk groups

RACOM will be doing preventive maintenance in January. It was decided to add four new talk groups – SE OPS 2, SE OPS 2, SE EMS and SE TAC1 (SE stands for special event). A new key will need to be added for encryption of these channels; majority thought these channels should be encrypted. When maintenance is done on the radios, these talk groups can be added – the agency will determine where they would like the new channels or if they want the new channels.

B. County wide channel

C. County DPW channel

North Liberty Public Works has joined the system. They currently have two radios and are anticipating adding sixteen more. It will be approximately six months before Iowa City Public Works makes a decision about joining. There will be a county wide talk group for

public works that can be in everyone's radio, if so desired. Sam Hargadine asked about the front desk personnel and it was explained that the programming decision will be made by each department on if you want the talk groups and where you want the talk groups. Chuck Green said the University of Iowa Hospitals and Clinics currently has one radio in the emergency room and would like two more radios for security.

Sam Hargadine wondered if EMS could hear what was going on with the recent officer involved shooting in Iowa City. Steve Spenler said he would have to check because if they were on Law 1 or 3, they would not have been able to hear the traffic. Gary Albrecht advised he thought the event was on Channel 5 or 6 and it could be heard by EMS.

D. Call Numbers

Instead of EMA 1 and EMA 2, it was decided to give call numbers to the VA PD, EMA and JECC staff to standardize all call numbers. The VA Police will be 400-415 and the JECC staff will be 900 Albrecht, 901 Tom Jones, 952 Dave Wilson and 953 BJ Dvorak. The agency will be announced prior to the call numbers, i.e., JECC 900. Gary Albrecht will get a master list of all the call numbers to distribute.

E. JECC budget

The JECC budget was approved at the meeting on December 16th in the amount of \$3.1 million. Policy and Procedures were released and published; they will be reviewed on November 30th. They have been distributed to the dispatchers who have thirty days to read and review. When all procedures have been finalized, they will be distributed to all departments.

F. Supervisor position

Charles Hodges from Norristown, PA, has been hired to fill the position of Operations Supervisor; he will start on January 3, 2012.

V. Fire\EMS and Law

A. Status of EMD review

The EMD review meetings have been inconsistent and there should be a higher priority placed on these meetings. The major problem has been lack of time. The reviews will start back up in February 2012. There will be no meetings until February so the meeting on December 20th is cancelled. The EMD review is going to be a major project for Charles Hodges.

Dr. Huss sets the protocol and approves the cards, but he is not involved with EMD review

B. Current and future use of AVL

Andy Rocca advised AVL is up and running. Andy wanted to know if it was being used and what the future is for AVL. AVL is running but right now it just shows where the vehicles are; this is being used as a visual aid for dispatchers. For the future, AVL will be matching the coordinates of units to the call for service and recommending the closest unit. Andy Rocca was wondering if this would or could work the same way for fire. Mark Wooderson advised he wasn't sure a recommendation could be made with fire. Steve

Spener would like EMS included when and if this process is up and running. Right now, EMS would need an interface to be compatible with current system.

C. Policy and Procedure manual update

See comments regarding Policy and Procedures under Section IV.E. Andy Rocca thought it would be a good idea if everyone read the manuals so they also are aware of the different procedures for calls. Gary Albrecht will make copies of the Policy and Procedure manuals available to each agency.

D. CAD reports

Andy Rocca asked Mark Wooderson about canned reports for dispatch time, enroute times, etc. to determine calls that are outside “acceptable parameters.” Mark Wooderson advised they could make reports like that available. Access to these will be determined by permissions in profiles.

Sam Hargadine brought in examples of inappropriate/politically incorrect comments made in the details of three calls for service. Comments need to be politically correct. We do not want to restrict information put in the details of a call but they need to be watchful of what is put in and how it is put in since it is public information. Gary Albrecht advised this situation will be addressed with the dispatchers

Steve Spener advised that the Policy Board has deferred the questions regarding AVL, GPS and licenses being in the base package to the January meeting. Next year, John Lundell will be the chairman of the Policy Board and Tom Salm will be the co-chair. There will be a few other member changes also made.

Dan Smith was wondering if you got the dispatch tickets from Swisher regarding dispatching fire to wrong areas. Gary Albrecht advised an e-mail went out on Friday to the dispatchers describing specifically where to look for an address and who to send. This will be addressed internally if it continues.

Steve Spener announced this will be Dan Smith’s last meeting with the UAC. There is a meeting tonight to elect a new representative.

VI. Other business

A. Additional comments from TAC-10

Orey Schwitzer was wondering how the text messaging update/interface was coming with TAC10. It was thought that this would be on the new update. Some customers are already participating in the text messaging interface with IAM. Mark Wooderson has talked with IAM and getting it to work with TAC10 could possibly be low cost if an interface doesn’t have to be developed.

There was discussion again on copies of radio traffic and whether it’s in “real time.” When the JECC gets a request for a copy of radio traffic, Gary Albrecht usually breaks out each agency so they don’t hear all the other traffic and time stamps it. If you want all the traffic to be heard, just let Gary Albrecht know at the time of the request – he will do it the way you request it. It is not possible to do it like the old system at the JCSO.

Times on the printout of a call for service are accurate in the body of the printout. Orey Schwitzer advised if you write down the times on the time stamped copy of the recording, you can see that the times are correct in the details. There was a discussion about why the correct times cannot be placed in the boxes to reflect the correct time. Mark Wooderson said he thought it was changed at one time but it caused other issues that weren't acceptable.

Roger Jensen advised his interface with Firehouse is working well and his times are coming out accurate. Since the process is working, TAC10 should be able to work with what is already there to clear up issues.

Nick Trenary wasn't sure about the upgrade but will be on the agenda for the next meeting. Andy Rocca advised MABUS should be ready in January. Nick Trenary advised he would like to get the 3.8 fix on the system and make sure it's working well. Andy Rocca will let Nick know when MABUS is up and going.

Mark Wooderson advised they will talk with Charles Hodges regarding reporting issues as things come up. Gary Albrecht advised that Nick Trenary is still the point man for CAD.

B. Additional comments from RACOM

Randy Johnson advised the code (for the ghosting issue) will be ready the end of January and will probably be done on department radios with the maintenance. The mobile on tower sites will also be addressed. Randy Johnson wanted to know if there were any talk groups shared by all that are not in use (like the regional channel); this would allow another event channel. It was suggested that everyone learns to use talk groups but limit the number of talk groups in the beginning. More can be added when everyone is more comfortable with the use. There was a discussion about an "Area 1" talk group – this is the downtown area in Iowa City. We need to take into effect which channels the JECC listens to or scans to ensure being heard if help needed. It would be up to the department to determine which talk groups they want and where they want them.

Sam Hargadine requested a briefing on the Smart Phone apps. RACOM will get the apps available and the cost.

Steve Dolezal suggested we have an inventory distributed regarding who has what channels and talk groups each user has, so we can see who is listening to who. RACOM said they would send out the inventory. RACOM also said they would like to have a meeting with each department regarding their preferences prior to re-programming. Randy Johnson will bring the list to the next meeting.

Steve Dolezal requested a meeting with law enforcement after the UAC adjourns.

Randy Johnson advised the auto by-pass is working if the system goes down. The only problem seems to be is you cannot touch a tower. There was a suggestion to test the system and throw it into by-pass. It was also suggested to have a written procedure in place if there is a system failure.

C. Other

N/A

VII. Next JECC-UAC regular meeting: January 17, 2012 at 9:00 AM at the JECC. The UAC will meet following the Policy Board meeting dates; the meetings in 2012 will convene in January, March, June, September, November and December.

VIII. Adjournment

A motion to adjourn the meeting was made by Steve Dolezal and seconded by Sam Hargadine. Motion carried. Meeting adjourned at 9:31 AM