

**Joint Emergency Communications Services Association Policy Board
Friday, October 22, 2010 – 8:00 a.m.
Joint Emergency Communications Center
4529 Melrose Avenue
Iowa City, Iowa**

AGENDA

1. Call to order; recognize alternates.
2. Action to approve minutes of September 24 and October 7, 2010, Policy Board meeting.
3. Comments from the public.
4. Update from User Advisory Committee Meeting.
5. Updated on P-25 System.
6. Other business.
7. Consider a Motion to Adjourn to Executive Session to evaluate the professional competency of an individual whose appointment or hiring is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session pursuant to Iowa Code section 21.5(1)(i).
8. Consider a Motion to Adjourn the meeting.

MEETING MINUTES

Joint Emergency Communications Services Association of Johnson County
Policy Board
Friday, September 24, 2010 at 8:00 a.m.
4529 Melrose Avenue, Iowa City, Iowa
Policy Board Conference Room

DIRECTORS PRESENT: Coralville: Bill Hoeft
Iowa City: Regenia Bailey; Mike Wright
Johnson County: Lonny Pulkrabek; Pat Harney
North Liberty: Tom Salm

1. Call to order; recognize alternates.

Wright called meeting to order. Hoeft was the alternate for Lundell. Wilson was absent without alternate.

2. Action to approve minutes of August 27, 2010, Policy Board meeting.

Motion to approve minutes of August 27, 2010 Policy Board meeting by Bailey; seconded by Salm. Motion passed unanimously.

3. Comments from the public.

None.

4. Update from User Advisory Committee Meeting.

Rocca stated the UAC had reviewed the Communication Services Agreement for Non-Public Safety Subscribers and recommended approval. Rocca identified issues with the legacy radio systems and the tying of the radio systems. Rocca discussed Iowa City's RFP and questioned how this will impact the P-25 radio system. Rocca also questioned how long to interface with the existing radio systems for the non-public safety users.

Rocca noted the call-processing time had decreased to 2:54 minutes. Rocca discussed the workflow, hardware, and software.

Rocca also discussed portable radios for Oxford. Sereduck noted the Fire/EMS protocols will be updated. Rocca stated Bedford and Spendler will be the new Chair and Vice-Chair of the UAC. Rocca also stated the Army Corps of Engineers will be making a written request regarding its radios. Wright stated that recommendations regarding small expenditures could be taken care of at the UAC level. Bailey thanked Rocca for his service.

Brennan commented about the cost for non-public safety radios on JECSA's system. Brennan stated RACOM bid four different vendors in response to Iowa City's RFP. Brennan commented that interoperability will be an issue with any new radio system.

5. Discussion of participation in collective bargaining sessions.

Jones stated an expectation that the employees might join the Communication Workers of America. Jones discussed the job classifications that may be eligible. Jones stated the administrative law judge had approved the classifications, pending any objection. Jones expected negotiations to begin in November 2010.

Pulkrabek offered assistance from Johnson County. Bailey inquired about involvement by a Policy Board Director. Salm stated North Liberty had hired Ray & Associates. Pulkrabek asked if Peters could be involved. Pulkrabek suggested the Chair of the Policy Board be involved in the negotiations. Harney inquired about how human resources was being handled. Jones stated Peters had written the Initial Terms of Employment. Wright expressed a willingness to participate. Bailey expressed support for involvement by Johnson County. Pulkrabek expressed support for having both Johnson County and Iowa City involved.

Motion to have representatives from Policy Board, Johnson County Sheriff's Department, and Iowa City Police Department join Jones in negotiations by Bailey; seconded by Pulkrabek. Motion passed unanimously.

6. Discussion with TAC 10 regarding contract and discussion of TAC 10's performance.

Stone stated there has been no agreement to the Consent to Assignment and Amendment and that he'd been communicating with the Iowa City Attorney's Office. Stone stated there were issues between Iowa City and TAC 10. Jones stated he had contacted TAC 10 as requested at the last Policy Board meeting.

DeGroote, Fitzgerald, and Wooderson introduced themselves.

Pulkrabek asked what was holding up the contract. DeGroote responded the default language and the assigning of a default to TAC 10 and the increased maintenance cost was holding up the contract. DeGroote stated TAC 10 took the agency live. DeGroote also stated the maintenance dollars were important. DeGroote wanted compensation for the additional services provided and did not want to provide a credit for the Garmin units.

Jones stated the annual maintenance was to be about \$50,000. Jones stated a credit was due for the Garmin units. Jones identified several performance issues. Pulkrabek inquired about performance issues. Jones noted TAC 10 was working on the record management system and there had not been any recent significant

complaints. Jones stated Trenary had completed the administrative training. Harney stated the computer aided dispatch was not interfacing well. DeGroot responded the system was only as good as the data entered into the system. Pulkrabek stated there were always problems with the entry of data. Sereduck identified the need for a uniform convention.

Rocca identified other problems, which frustrated the end-users. Rocca stated the end-users were three months into this and were still experiencing issues such as having voice, but no tone, or tone, but no voice. Rocca stated the call-processing times were not acceptable and questioned the core competency of TAC 10. DeGroot inquired about whether these were software issues. Fitzgerald stated the Zetron interface had taken a step forward yesterday. Wright emphasized this was a serious issue. DeGroot denied it was a software issue and blamed the numerous different systems and stated there were always problems with any custom development of software.

DeGroot stated he was very close to the negotiations with Iowa City. DeGroot complained about the thousand line item matrix. Pulkrabek asked about the matrix. Bailey emphasized that record management systems were critical to JECOSA's success. Wright stated he would follow up with the Iowa City Attorney's Office.

DeGroot stated TAC 10 had stepped up at a difficult time. DeGroot stated a belief in the product and that no other company could do this. DeGroot stated there were always bumps in the road. DeGroot stated a feeling of being unfairly penalized in this process. Bailey stated this was TAC 10's responsibility and everything needs to interface. Bailey stated this has to work and others have faced similar challenges. DeGroot stated the legal side of things had taken up his time and attention. Harney inquired about the number of different contracts.

Fitzgerald inquired about how happy Iowa City needed to be. Bailey stated we need to get to a better place and Johnson County would not want to be left behind if it were in a similar position to Iowa City. Pulkrabek agreed. Harney expected the system to be operational and functioning properly before future payments were made. DeGroot stated an understanding that no other money would be paid until there was a signed contract. Salm stated the invoices would be reviewed. Wright stated everything would have to be satisfactorily completed. Bailey stated everything needed to interface appropriately. Pulkrabek encouraged TAC 10 to submit the bills on a case-by-case basis. Wright expected everything to be satisfactorily completed. DeGroot wanted a good relationship with the Agency and blames the stress was on the contract. DeGroot understood there was nothing on paper. DeGroot stated there was no default from his perspective. Stone refrained from commenting to respect the attorney-client privilege. Wright thanked TAC 10 for its participation.

7. Action to approve Resolution 2010-08, approving form of Communication Services Agreement for Non-Public Safety Subscribers.

Pulkrabek commented on the similarity between this agreement and the agreement for public-safety users. Brennan commented about the national P-25 standards. Brennan wanted to make sure the required testing would occur.

Motion to approve Resolution 2010-08 by Pulkrabek; seconded by Bailey. Motion passed unanimously.

8. Discussion of date and time for October and November Policy Board Meetings.

There was a general discussion regarding the scheduling of future meetings. The next meetings were set for October 29, November 24, and December 17, 2010.

9. Other business.

Jones provided an update on the installation schedule. Jones reported the bit-error rate testing had been completed. Jones also reported the intrusive part of the acceptance test had been completed. Jones stated the 30-day reliability test would begin on Monday. Jones stated the users would soon be picking up the portables.

Jones stated the circuit merit testing would begin soon. Jones stated that the cut over was scheduled to occur during the first week of November.

10. Consider a Motion to Adjourn to Executive Session to evaluate the professional competency of an individual whose appointment or hiring is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session pursuant to Iowa Code section 21.5(1)(i).

Motion to adjourn to executive session by Bailey; seconded by Hoeft. Bailey, aye; Harney, aye; Pulkrabek, aye; Salm, aye; Hoeft, aye; Wright, aye.

11. Consider a Motion to Adjourn the meeting.

Motion to adjourn by Bailey; seconded by Salm. Motion passed unanimously.

**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.

Jeffrey A. Stone

From: Kelley, Michael [mkelle10@harris.com]
Sent: Friday, October 15, 2010 12:24 PM
To: Jeffrey A. Stone
Cc: Tom Jones
Subject: P25 system status

Jeff and Tom,

Here is the current status;

1. Elert sent a letter to Harris expressing concerns with the P25 system performance and requested that the 30-day test be stopped until the issues could be addresses.
2. 7 October was used as the stop date since that is when the issues were identified (during the Circuit Merit testing).
3. A response was generated by Harris to the letter and sent to all concerned on 15 Oct.
4. The Project Manager meet with RACOM and acting JECSA Director on 14 Oct. to discuss the action to each issue.
5. The system engineer arrived on site 14 Oct to begin testing (data collection using call simulation and logging) to determine the cause of several of the issues and to also incorporate the fixes to several more.
6. Once the Action Items are closed a partial ATP will be run to address some of the items.
7. After successful ATP the 30 day test will be restarted (whether or nor it continues where it stopped or resets back to day 1 will be determined by what is found during the data collection and what was the root problem).

It will be in the best interest of all that as soon as possible to get users off the legacy system and strictly on the P25 system. A majority of the missed calls (field unit transmits but audio not heard at dispatch) from those currently on the Motorola Smartnet system are because of the hang time inherent to that system and interoperability with the NetworkFirst equipment. Once the users are on the p25 system that issue will go away.

Kind regards,

Mike Kelley, PMP

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