JECC User Advisory Committee Meeting
Tuesday, March 20, 2012
Joint Emergency Communications Center

I.   Call to Order

Meeting was called to order by Steve Spenler at 9:00 AM

Attendees: UAC Members and Alternates

Steve Spenler, JC Ambulance Service; Barry Bedford, Coralville Police Department; Sam Hargadine, Jim Steffen and Jim Baker, Iowa City Police Department; Steve Dolezal and Gary Kramer, Johnson County Sheriff's Office; Chuck Green and Dave Visin, U of I DPS; Jim Warkentin, North Liberty Police Department; Andy Rocca and Roger Jensen, Iowa City Fire Department; and Gene Beard, Johnson County MAA.

Staff and Guests

Chuck Hodges, Tom Jones, Nick Trenary and Rachel Elvers, JECC; Dave Wilson, EMA; Randy Johnson, RACOM; Mark Wooderson and MJ McElvain, Tac10; and Karen Mutchler, Coralville Police Department.

II.   Review minutes of the January 17, 2012 meeting.

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

III.   Changes/additions to the agenda.

Additions to V: G: CAD MNI (Steve Dolezal and Dave Visin)
                       H: Volume and moving of calls by dispatchers (Steve Spenler)

IV.   Executive Director's Update – Hodges

A   Upgrade (from Tom Jones)

The upgrade of the 911 (Viper system) was done on March 14, 2012. Everything went well.

V.   Fire\EMS and Law

A   Status of AVL/GPS resolution

The issue of mobile and AVL software being included in the base package was deferred by the Policy Board until their meeting this Friday, March 23, 2012.

Tom Jones advised they are still working with Tac10 regarding the system to recommend specific units on certain calls. Tac10 and GeoComm are working together but there are issues with development and software rights.

There was a discussion about dispatch, mapping software and unit recommendation.

Chuck Hodges brought up the proper usage of alert tones.

B and F: Items from Chuck Hodges/Incident Response (Andy Rocca)

Chuck Hodges advised about problems when call takers add/modify calls in CAD; calls are put in pending and not always immediately viewed depending on how busy the call center is. Chuck suggested that call takers transfer all calls to the JECC without entering or updating them. This issue will be discussed in a law enforcement subcommittee – meeting date will be set.

SOP for Priority traffic procedures handed out to law enforcement and fire. Chuck Hodges would like to start this new procedure April 1, 2012. He will e-mail SOP out and departments will discussion with their supervisors to pass on. Basically a priority traffic beep will be put out, which should put the new SOP into motion, which should help limit non-emergency traffic, repetition and chit-chat; minor traffic and chit-chat can go to another channel. Chuck Hodges estimated that his SOP would probably be initiated less than six (6) times per year.

Event Channels need to be used more consistently. The safety of all units is an issue so when told by dispatch to go to an event channel, go to that channel – everyone responding can talk to each other on that channel and alleviate unnecessary traffic on Law 1 or 2. Dispatch will assign the event channel. If someone is not on the event channel, dispatch will remind them what channel they should be on. If non-compliance continues, let appropriate agency supervisor know. Event channels 5-13 are on everyone's radios and should be used if doing a "joint" call.

There was some discussion regarding radio etiquette.

There will be two new call types added for fire: vehicle fire and vegetation fire. There will be a building fire alarm. This will make Iowa City and Johnson County codes the same. There will be new medical call types added: cardiac emergency, respiratory emergency, stroke CVA and unresponsive/unconscious subject. Hopefully these new codes will add a little more insight to the problem for those responding. Gene Beard requested these codes by added to IAMRESPONDING. They will be sent to IAMRESPONDING and then a text will be received.

There was a reminder about using plain text. This issue is a topic in NIMS and they ask if plain text is being used; could be a funding issue if not used.

Discussion led on dispatchers giving advice over the telephone.

Units are not going "in service" after breaks or calls.

Discussion led on consistency on all fire, law and ems calls that are dispatched.

Chuck Hodges would like to see more MDT usage. If units run license plates from their MDT's right now, they do not attach to the call. We need to work with Tac10 to get this information attached. Roger Jensen advised fire units are using MDT's for enroute and on scene times and it seems to be working well. The times are stamped and it appears to be more accurate since there is no time delay. Units can be notified of priority traffic issues over MDT but we need to remember that not all Johnson County units have MDT's.

Discussion led on State Patrol's involvement when incidents occur on the interstate.

C.   Fire jurisdictions in CAD (Gene Beard)

Discussion on correct fire districts in CAD. Nick Trenary will check on this issue.

D.   IAMRESPONDING (Gene Beard)

Gene Beard advised a controlled burn page came in as a straight info page. It was explained that if a controlled page is put out, units won't get a text page. But if dispatch uses F1 Info, a text is sent.

E.   System Updated (Gene Beard)

RACOM finally got the code and they are checking it out so there are no issues. They will probably be working on it one more week. They will start the update within two (2) weeks, giving us a week notice. It may take a little longer for the updates because RACOM will be bench checking each radio. The update will probably be a two (2) month process to get through all the departments.

G.   CAD MNI

Dispatch needs to be consistent with their entry of names into the system; they need to make sure they check MNI to see if the name is already in the system. There was discussion about removing old MNI and MBI (i.e., closed business) but it was decided to leave them in. Agencies may have to access the old information, i.e., the name of an individual who worked for that business. Mark Wooderson advised that even though an entry is deleted, it just becomes inactive and hidden. Users with specific permissions could be able to access this information, but not the basic user on the street probably. There needs to be a discussion on who will be responsible for trying to keep the MNI and MBI clean – who will merge or delete entries. This will be discussed by a representative from each agency. Just remind all users to check the MNI and MBI before making new entries.

H.   Volume – Dispatch Move Calls to TAC channel

Was discussed previously in Section V.B and F. This will also be discussed at the Mutual Aid Association tonight.

VI.   Other business

A.   Additional comments from TAC-10

Introduction of MJ McElvain, who will be working in operations. He has a law enforcement software background.

B.   Additional comments from RACOM

The JECC would like to have a common bank in everyone's radio for interoperability. Also, U of I DPS and Iowa City Police will have their own foot patrol channel which will free up Event 13.

Also See Section V.E.

C.   Other

N/A

VII.   Next JECC-UAC regular meeting: June 19, 2012 at 9:00 AM at the JECC.

VIII.   Adjournment

A motion to adjourn the meeting was made by Andy Rocca and seconded by Gene Beard/Jim Warkentin. Motion carried. Meeting adjourned at 10:41 AM.