

**AGENDA**  
**SCOTT EMERGENCY COMMUNICATION CENTER (SECC) BOARD**  
**DECEMBER 12, 2007 AT 7:15 P.M.**

(Adler Education Center, Genesis Heart Institute on the Genesis East Campus,  
1236 East Rusholme Street, Davenport, Iowa)

1. Roll Call: Freemire, Hancock, Hill, McCormick, Winborn  
Ex officio members: Frederiksen, Malin, Ploehn and Wierson
2. Pledge of Allegiance
3. Election of officers  
    Chairperson  
    Vice-chairperson  
    Secretary/Treasurer
4. Approval of professional services contract with Emergency Communication Strategies (Paul D. Linnee, principal) to provide technical assistance.
5. Approval of job description and salary range for SECC Director.
6. Approval of recruitment committee to begin search for SECC Director.
7. Other items of interest.
8. Adjourn

# **Emergency Communications Strategies**

## **Paul D. Hanson, Principal**

**ENP**

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## **PROPOSAL**

November 18, 2007

C. Ray Wierson  
Scott County Administrator  
On Behalf of the Scott Emergency Communications Center (SECC) Board  
Davenport, Iowa

Mr. Wierson:

In response to your request, I am hereby submitting a proposed Scope of Services and cost estimate for professional services that it is my sense the SECC may require as it proceeds towards implementation of the SECC consolidated emergency communications center and radio system.

I see the Scope of Services having three elements:

1. To conduct (on behalf of the SECC) negotiations with Racom Corp. to determine whether or not an acceptable agreement can be reached between Racom and the SECC for the provision of a communications service agreement, appropriate system performance and capacity and equipment elements identified in the July 31, 2007 **Local Government Two Way Radio Systems** report, which I prepared for the group.
2. To assist the SECC in the conduct of a nationwide search for a person to serve in the role of director of emergency communications for the SECC to manage the implementation of the upgraded/expanded radio system, the consolidated dispatch center and its operations.
3. To be available to provide assistance to a newly hired director of emergency communications in organizational, technical or operational matters, as determined appropriate by the director in consultation with the SECC.

I have worked on numerous projects such as yours in a variety of roles, as well as having retained consultants to assist me as I implemented similar projects while in the public sector. In that experience, it has become my opinion that an hourly rate is the best

*C. Ray Wierson*  
*November 18, 2007*  
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arrangement for both the consultant and the client. Via an hourly rate and monthly billings with detailed time accounting, the client (SECC) can manage and monitor its expenses and determine on a month to month basis what services it requires, can afford and is willing to pay for. On the other hand, the consultant is not required to "ballpark" an advance total cost proposal, and almost certainly "shoot high" in the process to cover unknown factors.

Based on this experience, I am suggesting here that an appropriate way to estimate costs for this activity would be as follows:

- A. That the hourly rate for my services be \$100 per hour.
- B. That the daily rate for full day activity (including travel time) on my part be \$650 per day.
- C. That the SECC pay for my travel to the local area or Marshalltown, IA, (Racom HQ) on a direct cost reimbursement basis, but not to exceed \$600 per one night overnight trip.
- D. That the overall cost for the first six month period be capped at a not to exceed figure of \$9,000 in services and \$3,000 in travel, or \$12,000 total.

Please share this proposal with other officials involved in the SECC activity and don't hesitate to reach out to me if you would like to see modifications, additions or any further amplification.

Thank you for the opportunity to present this proposal.

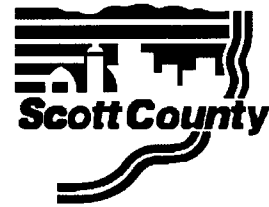


Paul D. Linnee, ENP  
Principal Consultant  
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## Human Resources Department

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**Date:** December 10, 2007

**To:** C. Ray Wierson, County Administrator

**From:** Mary J. Thee, Human Resources Director/Asst. County Administrator

**Subject:** SECC Director - Recruitment

We have developed a job description for the Director of the Scott Emergency Communication Center, which is attached hereto. We reviewed the job descriptions of other centers, including those visited last year on the community tour. Additionally Paul Linnee, Emergency Communication Strategies offered some comments. After completing the job description we reviewed the salary using the Hay Guide Chart-Profile Method of Job Evaluation, commonly referred to as "Hay Points". Under the Hay system, the position is evaluated and assigned a point total based on the "know-how" required for the job, and the degree of "problem solving" and "accountability" present in the job. The resulting Hay point value assigned based on this evaluation was 805, which corresponds with the following salary range: minimum - \$73,418; midpoint - \$86,374; and maximum \$99,330.

If the SECC Board approves this job description and salary range at the December 12<sup>th</sup> meeting, we can begin the recruitment process as soon as December 14<sup>th</sup>. We will advertise the position in the local paper and on Scott County's web page [www.scottcountyiowa/hr](http://www.scottcountyiowa/hr) which will reach a national audience through [www.governmentjobs.com](http://www.governmentjobs.com). Additionally Paul Linnee will be providing some additional trade journals that we will look at. We anticipate keeping the job open until January 18<sup>th</sup>. At that time we will meet with the recruitment team to determine which candidates to invite for an interview, develop interview questions and a schedule.

The recommended recruitment team is a cross section of Board members and those on the technical advisory committee who will work closely with this individual to develop procedures and prepare for opening the center. The recommended team members and who they represent are: the SECC Chairperson, SECC Vice-Chairperson, County Administrator Ray Wierson (administrators), Bettendorf Police Chief Phil Redington (metropolitan police), Scott County Sheriff Dennis Conard, LeClaire Police Chief Jim Pfeiffer (smaller community police), Davenport Fire Chief Mark Frese (metropolitan fire), Scott Roenfeldt (rural fire), MEDIC EMS Executive Director Linda Frederickson (ambulance), Davenport CIO Rob Henry (information technology), Paul Linnee (consultant) and myself as Human Resources support. If there are further questions or recommendations let me know.

## **JOB DESCRIPTION**

Class Title: Scott Emergency Communications Center Director

Working Title: SECC Director

Department:

Hay Point Value: 805  
(Salary minimum - \$73,418; midpoint - \$86,374; maximum - \$99,330)

### **Job Summary**

Under the general supervision of the SECC Board, provides leadership, management and oversight to the Scott Emergency Communications Center serving the entire Scott County region. Responsible for planning, developing, implementing and coordinating emergency communication procedures, communication and system needs and preparing and administering the center's budget.

### **Relationships**

Reports to: SECC Board

Supervises: Operations Manager, Training & Quality Assurance Manager, Technical Support Coordinator, and dispatchers

Works with: SECC Board; law enforcement, fire and emergency medical services; local state and federal officials; business and community groups; representatives of the media and public.

### **Physical/Environmental Conditions**

Performs duties primarily in an indoor office environment. Director is on-call 24 hours a day to respond to staff problems and concerns.

### **Major Duties/Performance Measures**

1. Directs, plans and administers the overall operation of the Scott Emergency Communications Center including cooperative working arrangements with participating jurisdictions for the computer aided dispatch of law enforcement, fire and EMS.

2. Plans, develops, implements and coordinates emergency communication policies and procedures to ensure accurate and efficient 9-1-1 call processing and dispatching of emergency services to the general public in accordance with applicable standards from the Commission on Accreditation of Law Enforcement Agencies (CALEA), National Fire Protections Association (NEPA) National Emergency Number Association (NENA), National Association of Emergency Medical Dispatch (NAEMD), the Association of Public Safety Communications Officials (APCO) and the Federal Communications Commission (FCC).
3. Oversees the high technology, 800 MHz trunked and conventional two-way radio and paging systems for the county, including contract negotiation and monitoring, infrastructure development, purchase, replacement, distribution and re-distribution of radios and equipment to local governments.
4. Analyzes systems and equipment needs and recommends changes as deemed appropriate, supervises the development and administration of equipment maintenance contracts, reviews and evaluates proposals and bids for new equipment.
5. Directs the supervision, training and personnel administration for Center staff. Is responsible for hiring, evaluation, discipline and termination decisions affecting employees; oversees and assists in the development of training programs.
6. Prepares, proposes to the SECC Board, and administers the center's operating and capital budget and the authorization and implementation of approved expenditures and is responsible for monitoring said budget and its compliance with approved levels of funding.
7. Directs the preparation and implementation of the center's strategic plan including the operational policies, goals and objectives.
8. Develops an openly available, transparent (within lawful privacy regulations) and responsive process for the investigation of and/or responses to served agency or citizens' questions, concerns and/or complaints relating to provided services.
9. Acts as staff liaison to the SECC Board, participating agencies and the general public.
10. Directs the preparation of periodic and special reports, statistical, financial and other records.
11. Meets regularly with the Technical Advisory Board or their designated representatives as well as the Communication Center staff to review policies, operational procedures, resolve problems, and plan for new or revised services.
12. Participates in an active way in emergency communications professional associations, planning bodies and system development discussions with other State of Iowa, State of Illinois and U.S. government agencies and bodies so as to ensure effective participation of Scott County in such matters.

13. Works closely with and/or serves as the Warning Officer under the Scott County Emergency Preparedness Plan.
14. Other duties as needed and/or assigned.

### **Background Requisites**

#### **Education:**

Bachelor's degree in Criminal Justice, Public Administration, Business Administration or related field required. Successful and current certification as a NENA Emergency Number Professional (ENP) is highly desired.

#### **Work Experience:**

Five (5) to eight (8) years of experience in a responsible administrative or managerial capacity involving the delivery of emergency communication services in a city or county public safety environment. Minimum of five (5) years of public safety and/or local government supervisory experience required.

#### **Essential Skills:**

- Knowledge of the principles and practices of public safety computer-aided dispatching methods, record management systems and equipment.
- Knowledge of two-way radio systems and vehicle communication devices with special emphasis on digital trunked radio and mobile data.
- Ability to effectively organize, direct and manage an emergency communications function.
- Knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program evaluation and employee supervision.
- Ability to develop and implement policies and operating procedures.
- Ability to communicate orally and effectively to groups and individuals in both formal and non-formal situations. Ability to utilize effective verbal, written and listening communication skills.

- Demonstrated ability to utilize personal computers and various software applications including but not limited to; electronic spreadsheets, word processing and department specific software packages.
- Demonstrated ability to manage, develop and lead others in achieving organizational goals.
- Ability to establish and maintain professional and effective working relationships with staff, SECC Board members, emergency personnel, outside agencies/organizations, the media and the public.
- Ability to prepare and administer an operating budget.
- Ability to maintain confidentiality.

**Physical and Mental Ability Requirements**

Frequently required to walk, sit, and stand. Ability to occasionally lift, carry, push or pull objects weighing up to 10 pounds. Frequently utilizes personal computer to enter data or perform word processing. Must use discretion and independent judgment in the performance of duties.

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_