

911 COMMUNICATIONS COMMISSION  
September 17, 2014

Chief Liggett called the meeting of the 911 Commission to order at 1:30 p.m. on September 17, 2014.

Members present: Chief Brad Liggett, Beloit Fire Department; Mary Beaver, Evansville EMS; Chief Terry Wendt, Evansville Fire Department; Chief Tom Kunkel, Town of Milton Police Department; Sheriff Bob Spoden and Chief Deputy Barb Tillman, Rock County Sheriff's Office; Chief David Moore, Janesville Police Department; Chief Norm Jacobs, Beloit Police Department; Chief Ben Riemer, Town of Fulton Police Department; Chief Jim Jensen, Janesville Fire Department

Members Not Present: N/A

Others present. Kathy Sukus and Brian Becker, Rock County Communications Center; Dara Mosley, Rock County IT; Charles Wurtz and Paul Williams, Wurtz Service

1. Call to Order and Approval of Agenda  
Chief Liggett called the meeting to order at 1:30 p.m.
2. Minutes –May 14, 2014  
Motion by Kunkel to approve minutes. Second by Jacobs. Sukus noted a change in the minutes in item #6 (change 10pm to 6am to 10am to 6pm). All in favor of changes – unanimous. May 14, 2014 minutes approved with changes.
3. Comments from the Public – No public present
4. Policy Updates
  - a) O1: Organizational Structure (update)  
This policy was updated to reflect a reclassification of the Center's Support Specialist to Administrative Secretary.
  - b) T4: Tow Application Process (NEW)  
Sukus stated the tow application process has been going well since the last Commission meeting. The policy reflects the approval documentation steps the Law Enforcement Workgroup decided on. Modifications were made to the guidelines to make it easier for tow companies who just had a flatbed or just had a truck. She noted that the grandfathered certification window is closed and all tow companies will need to be certified at the time of application from this point forward. A request for certifications will be sent out approximately every three years. The Communications Center is also listed as an interested party on insurance policies and is notified when a tow company loses its insurance (in which case they are suspended from the list until proof of insurance is provided). Liggett questioned the consequences for tow companies not complying with the

policy. Sukus stated it would be up the approving agency, but that they would most likely get taken off the list.

Liggett motioned to approve the policy changes. Second by Kunkel. Policy changes approved.

5. 2015 Goals & Objectives

Sukus briefly outlined the Center's 2015 Goals & Objectives

a.)Funding for Text-to-911 – Text access to 911 is important for the deaf, hard of hearing, and speech impaired community in Rock County. Many do not own a TDD or TTY device and would have to go through a relay service to call 911 for an emergency, which delays emergency response. If approved in the 2015, Text-to-911 would be implemented near the end of the 2015 most likely and would be provided through Intrado, who is our 911 telephone system provider. The new phone and CAD systems are equipped for Text-to-911 technology. A lot of public education would be required when it is implemented. Citizens will be advised that Text-to-911 is “in addition to dialing 911 when possible, not instead of.” It is always better to have a voice call, if possible. This service would also be beneficial during active shooter or domestic violence type situations where the caller could be endangered by placing a voice call.

Jacobs questioned if abandoned texts to 911 could be an issue. Sukus stated that would be most likely addressed in Policy & Procedures.

b.)CALEA Reaccreditation – The Center is up for its 6<sup>th</sup> consecutive CALEA reaccreditation beginning March 23, 2015.

c.)Mobile Data shortest path routing – This will provide driving directions on the mobile data system. It is a very time intensive goal for the Center's Geo Application Specialist, who will have to upload various types of data into the mapping system before it works accurately.

d.)Increase 911 call answer time to 93% in ten seconds or less – The National Standard is 90% of calls in ten seconds or less. The Communications Center was at 92% in 2013.

e.)Meet NFPA Standard of dispatching 90% of Fire/EMS calls dispatched within 90% and 99% of Fire/EMS calls dispatched within 120 seconds. The Communications Center is currently at about 88% and 96%.

6. Information Technology - Updates

Mosley stated the Train the Trainer session was held for the new mobile data. Kunkel expressed a positive opinion of it. The official live date is still October 13, 2014 and a single agency (probably Evansville PD) will switch first on October 6<sup>th</sup> as a test period. They are asking agencies right now what website links they'd like to see in mobile data (limit of 10).

Mosley stated that according to CJIS policy, a squad car is not a secure environment. The State is hoping for a policy change on that, but it is not expected. This means a two-factor authentication will apply. Every officer would need a FOB/card in that case. Spillman offers this. A State interface through Motorola will not be pursued due to cost of advanced authentication for that (\$20,000).

7. 9-1-1 Commission Appointments

a.) Commission terms are ending for the rotating law enforcement agencies. Orfordville and Clinton will be replacing Town of Fulton and Town of Milton beginning at the next Commission Meeting. The Commission Chair position will be up for vote in January and will be on the next Commission agenda.

8. Informational Items & Updates

a.) CALEA Assessment

The Communications Center has its next CALEA assessment scheduled for March 23-26, 2015. If successful, this will be the 6<sup>th</sup> consecutive reaccreditation.

b.) Dane County

The DaneCom radio system cutover has been delayed with no alternative date set yet.

c.) Edgerton Tower

Sukus stated the new Edgerton Radio Tower is waiting for a National Environmental Policy Act (NEPA) study to be completed before construction can begin. Equipment has been ordered.

d.) Justice for a Cure

The Communications Center will be having a Qdoba fundraiser for Justice for a Cure at the Janesville and Beloit locations on October 19<sup>th</sup> from 11a-3p. 10% goes to Justice for a Cure for cancer research, education, and prevention. Sukus will send agencies the event flyer the first week of October for agencies to share with their staff. They must have the flyer with them in order for the funds to be counted.

e.) Staffing

Liggett questioned if the Communications Center was up to full staff. Sukus stated it was. Two trainees began Monday and an eligibility list was in the works.

9. Next Meeting – November 19, 2014

10. Adjournment – Liggett moved to adjourn Commission meeting. Second by Kunkel. Commission adjourned at 1:59 p.m.

Respectfully Submitted,

*Sara Hanley*

Tara Hanley  
Administrative Assistant  
Rock County Communications Center