

911 COMMUNICATIONS COMMISSION

May 20, 2015

Chief Liggett called the meeting of the 911 Commission to order at 1:35 p.m. on May 20, 2015.

Members present: Chief Brad Liggett, Beloit Fire Department; Dan Stearns, Clinton Police Department Alternate; Chief David Moore, Janesville Police Department; Chief Norm Jacobs, Beloit Police Department; Chief Jim Jensen, Janesville Fire Department; Chief Deputy Barb Tillman, Rock County Sheriff's Office Alternate

Members Not Present: Mary Beaver, Evansville EMS, Chief Dave Wickstrum, Orfordville Police Department, Chief Terry Wendy, Evansville Fire Department

Others present: Kathy Sukus and Brian Becker, Rock County Communications Center; Kayne Cushman, Rock County IT

1. Call to Order and Approval of Agenda

Chief Liggett called the meeting to order at 1:35 p.m. Motion to approve the agenda by Moore. Second by Tillman. All approved.

2. Minutes –March 18, 2015

Motion by Jacobs to approve minutes as written. Second by Jensen. March 18, 2015 minutes approved as written.

3. Comments from the Public – No public present

4. 2014 Annual Report

Commission members were given the Communications Center 2014 Annual Report. Sukus went over a few of the highlights. The Center continues to do well with 9-1-1 call pick up times with 94% of calls being answered in two rings or less. Overall incoming call volume continues with a decreasing trend with approximately 367,000 in 2014. It is expected that more mobile data and cell phone usage has something to do with this. Sukus pointed out that the number of user agency incidents has increased. Call volume per day of the week continues to remain consistent and July and Fridays remain the busiest times of the year.

5. 2016 Budget

a) IT budget number for user agencies

Mosley is still waiting on 2016 maintenance numbers from vendors. He stated there was a PremierOne Mobile Maintenance charge for a small part of 2015, but the Communications Center will be covering the costs of that.

b) Requests/ideas

The Communications Center has requested a quote for (3) new repeated analog frequencies so there are specific emergency backup channels for

Janesville PD, County Agencies & Fire Agencies (Beloit PD already has their own analog repeated frequency) in case of major network issues in the future.

Sukus stated she's also looking into updating the fire/EMS paging system but expects that to be over \$100,000. She invited agencies to let her know of any other suggestions related to budget before August.

6. Project Updates

a) Text-to-911

The Text-2-911 system is scheduled for installation at the Communications Center on May 28. Testing with the four major cellular companies will then occur. This will be staggered as companies notify us they are ready. Once the company has been tested they will technically be available for public use, however we will not make a public announcement that it is available until after all four major are tested as well as US Cellular. We will also have a public education component to complete. We will hopefully be ready to announce sometime around October of this year.

b) Pictometry

The Pictometry flyover was completed and the Communications Center recently received the hard drive with the new images. They should be available online with a month. Contact Mosley if log-in information is needed.

c) Mobile Data Mapping

Kris Pehl (Communications Center Geo Application Specialist) and Rock County I.T. are working together to get the shortest path routing in mapping to work.

d) Edgerton Tower

Sukus stated the Edgerton radio tower is close to completion and the driveway has been put in.

e) Survey

Sukus previously sent an email for a survey from FirstNet regarding public safety infrastructure. Liggett stated response for this survey is very important in determining future needs of public safety infrastructure.

7. Informational Items & Updates

a) Radio Issues

Kayne Cushman (Rock County I.T.) briefly described the radio issues experienced on April 20. The wireless system had a lot of network traffic being sent out by the routers. They did some splitting up of the network and went through and cleaned up each router and we have gone a month

without this problem occurring again, so we feel this same problem shouldn't occur again.

b) Access Points

Cushman stated I.T. is proposing removing the access points and wondered how agencies felt about that and if anybody was still using them. No agency expressed concern. Sukus stated the Law Enforcement Workgroup did not express any concerns with removing them either since they are not utilized any longer due to having the aircards.

c) Tablets

I.T. has been testing tablets running on Windows 8. Motorola has stated it's not supported, but testing seems to be going well, so Mosley will get information out to agencies once I.T.'s testing is completed, with the understanding that if there are minor glitches, Motorola will not fix them at this time.

d) Two-Factor Authentication & NCIC

I.T. has finished testing with Spillman and the interface works without Virtual Partner. The County is providing the first set of FOBs and agencies will need to provide any replacements. Each officer needs their own FOB (for each agency they may work for) and they'll need to be plugged in to log in. FOBs should not be hung on key chains with other items hanging as this could damage the USB port. FOBs are approximately \$20 a piece.

The Law Enforcement Workgroup was asked what level of access agencies that didn't pay for Spillman should have. It was decided they would be given the same permissions as dispatch.

e) Quality Assurance

Sukus passed out the 2015-1st Quarter Quality Assurance Report. The amount of surveys returned was on the low side. There was a grade of one 'D' back in February. Becker looked into the incident and reached out to the citizen. They were unhappy with the number of times they were put on hold, and Becker explained there was a high priority incident going on at the same time, but acknowledged that our staff person could have done a better job explaining the situation. Citizen was satisfied with this response and happy it was followed up on.

f) CALEA On-site

The Communications Center had its CALEA assessment and Sukus felt it went well but has not received the official report yet.

g) Public Relation Video

The Communications Center is putting together a public relations video on May 30th and has invited Rock County public safety agencies to participate. Sukus previously sent a note to agencies on this and has

spoken to City of Beloit and the Beloit Downtown Business Association and received permission to film the video in downtown Beloit. The video will be a fun representation of multi-agency camaraderie and diversity within the County. If all goes well it will be put on social media sometime in June.

8. Adjournment – Motion by Moore to adjourn. Second by Jensen. Commission adjourned at 2:10 p.m.

Next Meeting – July 15, 2015

Respectfully Submitted,



Tara Hanley
Administrative Assistant
Rock County Communications Center