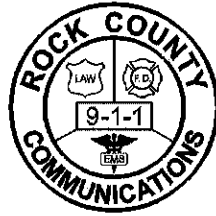


Rock County, Wisconsin



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911 COMMUNICATIONS COMMISSION

Wednesday, May 18, 2011, AT 1:30 PM

ROCK COUNTY COMMUNICATIONS CENTER

Agenda

1. Call to Order and Approval of Agenda
2. January 19, 2011 and March 1, 2011 minutes approval
3. Comments from the Public
4. IFERN 2 Base Station Grant Application
5. Analog to Digital Radio Conversion Project Update
6. Informational Items and Updates
7. Adjournment

****PHOTOS WILL BE TAKEN OF COMMISSION MEMBERS****
****FOR THE COMMUNICATIONS CENTER ANNUAL REPORT****

Commission members:

*Please contact the Communications Center
if you are unable to attend.*

*In order to conduct official business,
A quorum must be present*



ROCK COUNTY COMMUNICATIONS CENTER

ACTIVITY UPDATE

April 27, 2011

ADMINISTRATIVE

In 2010, the Rock County Board approved funding to modify the Rock County public safety voice radio communications infrastructure to meet the 2013 Federal Communications Commission narrow-banding mandate. The radio infrastructure portion of this project (upgrading all infrastructure equipment to a Raytheon P25 Net radio system) has begun and is expected to be completed by the end of 2011. The public safety infrastructure will operate with narrow-banded analog and digital radio frequencies that will accommodate the P25 mobile and portables operating on this system. The P25 mobiles and portables are scheduled for operations on the Raytheon P25 Net radio system by the first quarter of 2012. 911 Communications Center law enforcement and fire/EMS workgroups are now working on establishing the specifications for the P25 mobile and portable radio equipment. The mobile and portable radio equipment must meet P25 specifications to operate in analog and digital modes. This "hybrid" system will reduce the expected narrow-banded analog radio coverage losses, ensure existing interoperability, meet the 2013 narrow-banding requirements, and increase future interoperability opportunities. Fire/EMS paging equipment will stay in analog mode and user agencies must have a narrow-band capable pager (such as Minitor V, Apollo VP 100/200, Swissphone). Public safety agencies are responsible for upgrading their respective field radio equipment (mobiles/portables and any other in-house radio equipment they may be independently operating such as base stations, control stations, etc.) to P25 operations. It is very important for public safety agencies to monitor this project closely and be represented

at the 911 Communications Center's workgroup meetings. Please contact the 911 Communications Director with any questions/concerns.

The Computer-aided Dispatch (CAD) upgrade project has begun. We are currently procuring the hardware for the upgrade. We are also working with Motorola (the CAD vendor) and InterAct (our mobile data vendor) to improve the interface between CAD and the mobile units.

The countywide 911 education program involving billboard advertising is continuing at this time. The main purpose of this program is to reduce the number of wireless 9-1-1 misdials and to make sure the public understands the limitations of wireless 9-1-1 calls (exact location, incomplete data received at the Communications Center, etc.). The 911 education billboards will appear at various locations within Rock County for the remainder of the year.

Rock County has completed a grant application through the Office of Justice Assistance for IFERN 2 base radio equipment. IFERN 2 has been secured for statewide use in Illinois and Wisconsin as an alternate mutual aid dispatch frequency for the MABAS organization.

INFORMATION TECHNOLOGY

On January 3rd, Kayne Chushman joined the Information Technology staff and is assigned to support public safety systems.

Air card testing has begun. We have successfully setup a mobile unit to work simultaneously with the air card, hot spots, and 800mhz system. We are still testing the

system with this configuration to make sure the changes don't create a negative effect on the existing systems, and to verify that the system is secure.

IT will begin visiting all of the mobile units in the coming weeks to upgrade the InterAct Mobile software, upgrade NetMotion, improve the wireless network configurations, and improve AVL.

To contact Information Technology with support issues, please call 757-5013 or e-mail publicsafety@co.rock.wi.us

FIRE/EMS WORKGROUP

On December 15, 2010, the Fire/EMS Workgroup met and discussed the following:

Public Safety System Support Personnel Update

Sleeter stated the Rock County Board approved an addition of a full-time employee for public safety systems support. Mosley said they have chosen someone and they will be notified this week and will then need to complete Rock County orientation.

RFQ for Digital Radio Conversion Project Engineering

Sleeter stated the Rock County Board also approved the hiring of an engineer for the radio conversion project. The Request for Qualifications went out in early December and responses have been coming back. The funding for this position was included in the project.

Hospital Diversion Notification

Sukus wanted to bring the hospital diversion notification policy back to the table after some people expressed discontent with it at a Fire Officers Association meeting. After a short discussion, it was decided to clarify the policy as follows:

In the event that a Rock County hospital notifies the Communications Center Supervisor that they are on diversion, the Fire dispatcher

will notify all EMS agencies of the diversion information (full diversion, trauma diversion, etc.) regardless of whether it is in their city/primary area.

Diversion notifications will be made during the initial page of EMS calls that are received within the diversion timeframe.

Once the affected hospital has notified the Communications Center Supervisor that the diversion has been canceled, any agency that had previously been advised of the diversion will be notified (either by telephone or radio) of the cancellation. The Communications Center Supervisor may choose to have the dayshift fire dispatcher notify volunteer agencies when the cancellation is during third shift hours and there are no EMS calls before that time.

Open Discussion

It was noted that the Mobile Data vendor was working very hard to get mapping available sometime in the first quarter of next year. Right now, the current CAD won't pass on longitude/latitude numbers.

Kramer said the connection issues with Mobile Data have been resolved.

It was questioned whether any progress was made in determining the reason for the poor sound quality when testing the portable. The batteries were checked and it could have been that the dispatcher just wasn't speaking into it correctly.

Discussion ensued surrounding the addition of paging tones. This will be brought to the Rock County Fire Officers Association to determine which and how many tones to add.

On March 1, 2011, the Fire/EMS Workgroup met and discussed the following:

Digital Radio Conversion Project Kick-Off Meeting

General Communications was on-site for a presentation on the countywide radio conversion project. General Communications

will be providing the equipment for the project, along with re-tooling equipment the County already uses. Attendees were encouraged to voice any questions or concerns during the presentation.

Open Discussion

None

On March 28, 2011, the Fire/EMS Workgroup met and discussed the following:

Digital Radio Conversion Project Kick-Off Meeting

General Communications was on-site again to provide an update to their last presentation of the countywide radio conversion project. Gary Pelletier reiterated why going digital narrowband was more beneficial than going analog narrowband. He also presented an updated timeline of important dates that included:

- September 2011 – Infrastructure Work
- January 2012 – Radio Purchasing and Installation
- April 2012 – System Goes Live

Gary covered procurement options for radio equipment. One of these options was utilizing the Western States Contracting Alliance (WSCA) discounted prices on radios. Sleeter stated he would be willing to coordinate a bid if that's the way agencies decided to go, but that it was ultimately up to each agency.

IFERN – Grant Opportunity

Sleeter spoke briefly about an OJA grant opportunity for an IFERN 2 base station. Based on what the Rock County Firefighters Association had stated at a previous meeting, Dave applied for the grant and will let the workgroup know if he hears anything.

Communications With DPW Agencies

Discussion took place regarding radio communications with Public Works Departments. It was brought up after issues arose surrounding coordinating with plows for medical calls during a recent snowstorm. Sleeter stated the County DPW in particular

has 800 MHz radios and direct radio communication just wouldn't be possible. Sukus stated that currently the Fire/EMS responders contact dispatch and dispatch in turn contacts DPW. It will have to continue this way for now.

New All Call Tones

Sukus questioned the status on the new All Call tones. Demrow stated they should be up and running by the next Fire Officers meeting. Sukus stated she would just need a couple weeks notice for General Communications to put the new tones at each position.

Wednesday Night Pager Test

This agenda item came out of a recent Fire Officer's Meeting. It was brought up that maybe this test was not necessary anymore. Sukus questioned the workgroup as to what they would like to do. The consensus of the group was that once a month would suffice. Most of the pagers already go off enough as it is. Mary Beaver cautioned about not having a regular test. Bruce Hedrington also brought up that some specific tones are not used on a regular basis and might still need to be tested. This item will be brought back to the next Fire Officer's meeting to find out what agencies would like to do.

Open Discussion

Loren Lippincott stated that after the last meeting, a small group of representatives from some of the smaller fire departments voiced concern over finding the funding for the countywide radio conversion project with recent developments in the State. Lippincott stated he sensed hesitation in moving forward with the project from some departments. Sleeter stated the infrastructure is going in because the purchase order for it has already been issued. It was confirmed that the system would be able to go analog narrowband as well as digital narrowband. He questioned whether the workgroup wanted to make some kind of recommendation to the 911 Commission based on their concerns. Lippincott suggested that the workgroup identify the specific fire departments with funding issues related to the

radio conversion project and see if law enforcement is also having the same issues. All of the departments at the workgroup said they could come up with funding to replace some of the equipment for them to operate on the digital system. Ruchti stated Janesville Fire is prepared to move forward with the project as planned.

A discussion occurred on having radio vendors come for demos. The workgroup came up with a list of radio specifications (see below) and will work to get vendors in for a combined workgroup meeting with law enforcement for demos. It was noted that it will be important that vendors are able to take care of maintenance on the radios also.

Fire/EMS User Radio Specifications (*required features)

Portables

- Analog/digital frequency (banks-zones)*
- AMBE+2 Vocoder (Version 1.6 or later)*
- 12-character display*
- 128 channel minimum*
- Priority channel marker*
- Scan/multi-zone scan capability*
- Voice frequency identifier*
- Encryption option
- Channel Stop
- Glove Friendly Knobs
- Lapel mic (noise canceling)
- Lithium ion battery/larger capacity
- 5-watt minimum
- Panic Button Option
- AUI Option
- GPS Option
- Intrinsic Option
- Original & Extended Warranties

Mobiles

- Programmable Wattage (output)
- Encryption Option
- Dual/Single/Remote Head Options

LAW ENFORCEMENT WORKGROUP

On December 2, 2010, the Law Enforcement Workgroup met and discussed the following:

RFQ for Digital Radio Conversion Project Engineering

Sleeter stated a Request for Qualifications has been sent out for a Public Safety Radio Engineering Consultant. It is anticipated that a radio engineer consultant will be contracted by January 2011 to assist with the preparations for the public safety digital voice radio conversion project. The consultant will attend the 911 Communications Center Work Group meetings and provide engineering and operational expertise.

Tow Truck Notification Process

Kathy S. received a draft copy of an updated policy from WisDOT that is due out sometime in January 2011. The group agreed that the rules and regulations that the State included in their policy (with assistance from the Wisconsin Tow Association) were more detailed than the rules the group had previously developed, so we will use WisDOT's policy when we send out the applications to the tow companies sometime early next year. No one had any other changes to the letter or application form. Kathy will send out a packet with a deadline for return, so the group can go over the applications at a future work group meeting. The group will decide how they want to process future applications after these initial approvals.

2011 Projects Budget Status

Sleeter stated that an additional full-time Public Safety System Support person will be hired in January 2011 to assist with public safety systems operating in Rock County. This position was recently approved by the Rock County Board and will be in addition to a ½ time Public Safety Systems Support person added in 2010. The Digital Radio Conversion project will be started in 2011, with completion in 2012. A major upgrade to the Computer-aided Dispatch system is planned for completion in fall of 2011 and the current

mobile data system software was recently upgraded.

Pending Call Notifications

Kathy S. brought up the subject of pending call notifications. One agency had information that when the dispatcher goes over the air to notify the Sgt. about the number of calls pending, some criminals are listening to the scanner and choosing times when there are several calls holding to burglarize locations in the city (because they know the police are busy). The group decided pending call notifications should be made via telephone from now on so scanner listeners don't hear the number of calls waiting. The group also decided they should take a look at the pending call notification policy before the next meeting because it may be time to change some of the procedures on the lower priority calls since most agencies have access to view pending calls from their laptops and in house.

Kathy will email everyone the current policy so they can have a chance to review it before the next meeting.

DOT Returns in Call Notes

Sleeter reminded agencies that Telecommunicators will no longer be able place D.O.T. returns in CAD Call Notes sometime in 2011. This is due to a Computer-aided Dispatch software upgrade. This was previously discussed at a prior Work Group meeting.

Open Discussion

Sleeter mentioned that the mobile data system recently experienced system problems (disconnects, etc.). The Public safety Systems Support personnel were able to identify radio base station failures. The base station will be repaired/replaced in the near future.

On January 27, 2011, the Law Enforcement Workgroup met and discussed the following:

Analog to Digital Radio Conversion – Radio System Design

Sleeter stated RFQ responses came back, all over budget and looking to project manage. He stated there was no reason we couldn't try and do this ourselves. Sleeter stated existing infrastructure equipment will be modified and re-used. He is currently waiting on Corp Counsel on how to proceed, and expects to have a project timeline soon.

Tow Truck Notification Process Update

Sukus stated the State's draft has not been approved yet and probably will be in Feb/March. She would like to wait until it's approved before adopting it for Rock County.

Review Prioritization Policy (P4) for Pending Incident Notifications

Sukus stated this was brought up at the last meeting. She asked if anyone had any other suggestions for modifying the policy. Davis stated it was not necessary to notify the agency supervisor of pending Priority 3 and 4 calls. The workgroup suggested taking the couple of sentences regarding that out of the policy. Sukus will bring the updated policy to the 911 Commission for approval.

Open Discussion

Mosley introduced two new IT staff (Shelly Zartman and Kayne Cushman) to the workgroup. He states there will be an IT newsletter of sorts coming out soon also.

A short discussion took place on folders in TRACS and how they are trying to solve the problem of pulling others' information.

A short discussion also took place on sharing narratives between agencies. Mosley stated it's just a matter of "turning it on" but that it would be all or nothing and that there are no audit capabilities. There will, however, be audit capabilities with the new LRMS. Mosley stated he will send something on this to each agency.

Jacobs noted he would like to have a discussion at some point regarding 911 hang-ups and what can be done to deter them. He said Beloit has an ordinance regarding landline hang-ups. Would this be possible for wireless also? Discussion ensued and topic will be revisited at a future meeting.

On March 1, 2011, the Law Enforcement Workgroup met and discussed the following:

Digital Radio Conversion Project Kick-Off Meeting

General Communications was on-site for a presentation on the countywide radio conversion project. General Communications will be providing the equipment for the project, along with re-tooling equipment the County already uses. Attendees were encouraged to voice any questions or concerns during the presentation.

Open Discussion

None

On April 1, 2011, the Law Enforcement Workgroup met and discussed the following:

Analog to Digital Radio Conversion Project

General Communications was on-site again to provide an update to their last presentation of the countywide radio conversion project. Jake Ostry reiterated why going digital narrowband was more beneficial than going analog narrowband. He also presented an updated timeline of important date that included:

- September 2011 – Infrastructure Work
- January 2012 – Radio Purchasing and Installation
- April 2012 – System Goes Live

Jake covered procurement options for radio equipment. One of these options was utilizing the Western States Contracting Alliance (WSCA) discounted prices on radios. Sleeter stated he would be willing to coordinate a bid if that's the way agencies decided to go, but that purchase decision are ultimately up to each agency.

Open Discussion

Sleeter distributed a list of radio specifications for the countywide radio conversion project compiled by the Fire/EMS Workgroup. Sleeter suggested that the Law Enforcement Workgroup do the same, resulting in the following list:

Law Enforcement User Radio Specifications (*required features)

Portables

- P25 Analog/Digital Frequency
- AMBE+2 Vocoder (Version 1.6 or later)*
- 12-Character Display*
- 128 Channel Minimum*
- Priority Channel Marker*
- Scan/multi-zone scan capability*
- Channel Stop
- Lapel Mic
- Panic Alert Option
- Encryption Option
- GPS Option
- Trunking Capable Option

Mobiles

- Same as Portable PLUS:
 - Remote Head Option
 - External Speaker Option
 - Minimum Wattage

It was noted that the funding for BadgerTraCS has been cut. Dave is going to check with Dara on the future of BadgerTraCS as this is a recent development.