

911 COMMUNICATIONS COMMISSION
January 18, 2017

Chief Liggett called the meeting of the 911 Commission to order at 2:13 p.m. on January 18, 2017.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief Randy Banker, Janesville Fire Department; Chief Scott Marquardt, Milton Police Department; Chief Ron Northrop, Town of Beloit Police Department; Chief David Moore, Janesville Police Department

Members Not Present: Sheriff Robert Spoden, Rock County Sheriff; Chief David Butzler, Footville Fire Department; Chief David Zibolski, Beloit Police Department; Chief Tim Huffman, Town of Turtle Fire Department

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

1. Call to Order and Approval of Agenda

Chief Liggett called the meeting to order at 2:13 p.m. Motion by Banker to approve agenda. Second by Marquardt.

2. Minutes – November 16, 2016

Motion by Moore to approve minutes as written. Second by Northrop. November 16, 2016 minutes approved as written.

3. Comments from the Public – No public present.

4. IT Updates

The Communications Center will be doing a CAD upgrade this year. Mosley said users shouldn't see much of a difference as this is more to improve the dispatch side of things.

Mosley stated Rock County has agreed to be the Spillman pilot site for IBR Reporting. Training with the State for the transition from UCR to IBR will be during April/May. He noted there will be a timeframe during which agencies will be doing both UCR and IBR.

5. 2016 Statistics

a.)9-1-1 Answer Times

One of the 2016 goals for the Communications Center was to answer 95% of calls in 10 seconds or less. The result was slightly less at 94.62%. This was a challenging goal and the Center will aim for it once again in 2017.

b.)NFPA Times

Another Communications Center goal for 2016 was to meet the National Fire Protection Association National Standard for fire/EMS dispatch of 90% of calls dispatched within 90 seconds. The Center succeeded in meeting this goal with 92.29% of fire/EMS calls being dispatched within 90 seconds. This was met without filtering out any calls that standard allows for.

6. Policy Updates

a.) F1 – Fire and EMS (update)

A section was added to this policy after Fire/EMS workgroup members suggested doing status checks similar to what law enforcement does. Dispatch will now do status checks after personnel has been on scene for 20 minutes.

A sentence in the section of dispatch procedures for volunteer agencies was added but was already an established procedure.

Since August, incidents on I-90 have been diverted to the Rock Fire Central Repeater radio channel so personnel become familiar with that channel since it wasn't getting regular use. The policy was changed to reflect the procedure.

Motion by Banker to approve the policy changes as written. Second by Marquardt.

7. 2017 Projects

a.) Backup Frequencies (update)

i. Radio re-programming

Sukus stated the Backup Frequency Project is moving forward. After we receive the last two letters of concurrence from surrounding agencies, we can coordinate the receiver frequencies/PL tones and then update the core frequency list to have radio vendors start programming. Both Bandt and General Communications will be sent the list as well and all frequencies listed in the core frequency list must be in everyone's radios (expect UHF for VHF radios and vice versa).

Sukus highlighted a recent chase involving Dane County where there was difficulty for some finding the VCALL10 channel – a nationwide “hailing” channel to get ahold of other agencies that cannot communicate on your radio system. This channel is on the Communications Center Core Frequency list that should have been programmed into radios during the digital conversion in 2013. It would be a good idea for agencies to make sure their officers know where to locate it in their radios, since each agency has their own setups.

b.) Fire/EMS paging upgrade

The paging upgrade was approved in the 2017 Communications Center's budget and Sukus expects it to happen the 3rd quarter of 2017. The upgrade will bring better coverage and will be P25 compliant. The system will have an RF (radio frequency) backup as well as a standalone backup in case of network issues. Agencies will not need new equipment for this upgrade as it's only on the Communications Center's end.

8. Informational Items & Updates

a.) Communications Center Hiring

Fredd Carr was recently promoted to Shift Supervisor. Four new hires start at the Communications Center January 16th. With three additional that will hopefully be hired this Spring (if they pass background & pre-employment

screenings), that will bring the Center to full staff plus two. Another eligibility list hiring process will be posted in the near future to try and stay ahead of any unforeseen turnover in the future.

b.) 2016 Quality Assurance

There was a return rate of 23% for Quality Assurance cards sent out. The cards returned with either (D) or (F) were looked into. The (D) was due to a bad connection from a transfer at a police department lobby. The (F) was acceptable on the call takers end when reviewed, and there was no call back from the citizen to discuss it. One other (F) was due to a citizen being put on hold for an extended period of time. There was a priority incident at that same time but that could have been better communicated to the caller. Sukus noted that overall the scores continue to be very good.

c.) Workgroup Attendance

Sukus expressed how important agency attendance at Workgroup meetings is and it seems some agencies are never present. There is a lot of IT information and budgetary information that's passed along at these meetings. Moore stated it might be necessary to send separate emails for critical information so everyone is sure to get the information. Sukus agreed she would have to start doing that in the future to make sure important information is not missed.

d.) 911 Call Volume

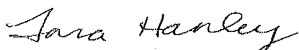
Northrop commended the Communications Center for its efforts with their recent missing person case. He said the staff helped his agency a lot with teletypes and other contacts and it was much appreciated. Becker noted the Center does have designated tip lines available if agencies ever are in need for cases like this or high priority incidents.

8. Adjournment

Chief Banker moved to adjourn the Commission meeting. Second by Moore.
Meeting adjourned at 2:40pm.

Next Meeting – March 15, 2017

Respectfully Submitted,



Tara Hanley
Administrative Assistant
Rock County Communications Center