

**RESOLUTION  
ROCK COUNTY BOARD OF SUPERVISORS**

Kathren Sukus  
INITIATED BY

Public Safety and Justice  
SUBMITTED BY



Kathren Sukus, Director  
DRAFTED BY

December 29, 2014  
DATE DRAFTED

**AUTHORIZING CONTRACT FOR COMMUNICATIONS CENTER ORGANIZATIONAL  
CONSULTING & TRAINING**

1 **WHEREAS**, the Rock County Communications Center's mission is to provide the most efficient method  
2 for citizens to obtain fast, effective public safety services 24 hours a day throughout the year; and,  
3  
4 **WHEREAS**, in order to meet this mission the Communications Center's staff is required to regularly  
5 adapt and learn new information and technologies, oftentimes at a rapid pace; and,  
6  
7 **WHEREAS**, organizational stress and burnout can result after numerous changes over a short period of  
8 time; and,  
9  
10 **WHEREAS**, in an effort to reduce the effects of this stress and focus on future endeavors, the  
11 Communications Center staff and management must be able to effectively evaluate its strengths,  
12 weaknesses and growth areas to develop a direction for the future; and,  
13  
14 **WHEREAS**, the Communications Center administrative staff has consulted with Dr. Kimberly Miller &  
15 Associates to develop an organizational plan and training for all staff and management; and,  
16  
17 **WHEREAS**, Dr. Miller specializes in public safety organizational consulting and has provided services  
18 to numerous law enforcement agencies and communications centers in the country; and,  
19  
20 **WHEREAS**, the Communications Center has training funds available for this four day training; and,  
21  
22 **NOW, THEREFORE, BE IT RESOLVED** by the Rock County Board of Supervisors duly assembled  
23 this 8<sup>th</sup> day of January, 2015 that a contract not to exceed \$16,000.00 be awarded to Dr.  
24 Kimberly Miller and Associates, P.O. Box 270624, Fort Collins, Colorado with the  
25 County Board Chair herein authorized to execute this agreement.

15-1A-184

Respectfully submitted,

PUBLIC SAFETY AND JUSTICE COMMITTEE

Mary Beaver  
Mary Beaver, Chair

Henry Brill  
Henry Brill, Vice Chair

Terry Fell  
Terry Fell

Brian Knudson  
Brian Knudson

Larry Wiedenfeld  
Larry Wiedenfeld

## COMMUNICATIONS CENTER ORGANIZATIONAL CONSULTING &amp; TRAINING

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FISCAL NOTE:

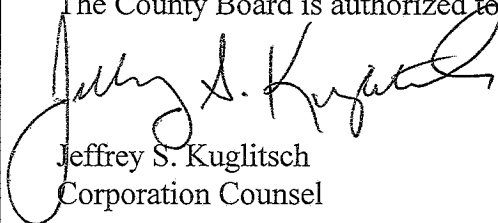
Pending a year end transfer of \$10,000, sufficient funds will be available in the Communications Center's training account, A/C 23-2400-0000-64200, for the cost of this contract.



Susan Balog  
Sr. Accountant/Assistant to Finance Director

LEGAL NOTE:

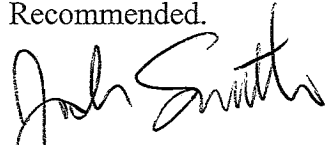
The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats.



Jeffrey S. Kuglitsch  
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.



Josh Smith  
County Administrator

## EXECUTIVE SUMMARY

*“The Rock County Communications Center is designed to provide the most efficient method for citizens to obtain fast, effective public safety services 24 hours a day throughout the year.”*

In 1993 Rock County consolidated public safety call take and dispatch services and the Rock County Communications Center was created. Since 1998 the Center has been accredited through CALEA (Commission on Law Enforcement Accreditation) and is now the longest standing accredited communications center in the country. The Center is oftentimes used as a model by other counties who are considering developing a consolidated communications center.

Since 2012 there have been numerous changes at the Communications Center:

- New radio consoles (2012)
- Narrow-banding & digitalization of radio frequencies (2012)
- New Communications Director and management team (2013)
- New Computer-Aided Dispatch (CAD) system (2013)
- New Next Generation 911 telephone equipment (2013)

In an effort to reduce the stress and develop strategies for future changes, the Communications Center administrative staff has consulted with a public safety organizational expert for advice on organizational approaches for the future.

Part of this approach includes a four day workshop and training for all (46) staff members of the Communications Center in February 2015. The first three days will focus on team expectations/change management/motivation. The last day will be comprised of a combination of leadership training/change/conflict management skills. We feel this training will play a critical role to our organizational success as we embark upon new challenges in the near future.

Total cost is \$3,500/day for four days and travel costs not to exceed a total of \$2,000 for final total of \$16,000.00. Funds are available in the Communications Center's 2015 training budget.