

911 COMMUNICATIONS COMMISSION

September 16, 2015

Chief Liggett called the meeting of the 911 Commission to order at 1:34 p.m. on September 16, 2015.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief David Hooker, Clinton Police Department; Chief David Moore, Janesville Police Department; Interim Chief Dave Zibolski, Beloit Police Department; Chief Jim Jensen, Janesville Fire Department; Chief Terry Wendt, Evansville Fire Department

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

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

1. Call to Order and Approval of Agenda

Chief Liggett called the meeting to order at 1:34 p.m. Motion to approve the agenda by Zibolski. Second by Jensen. All approved.

2. Minutes –May 20, 2015 (No July Commission Meeting)

Motion by Hooker to approve minutes as written. Second by Moore. May 20, 2015 minutes approved as written.

3. Comments from the Public – No public present

4. Policy Updates

a.)C2-Computer & Communications System Access, Security & Privacy

Terminology and title updates were made to this policy (i.e.; disk changed to CD).

b.)G2-Goals & Objectives

The Communications Center Annual Report will no longer be mailed to libraries as a cost saving measure. The Annual Report is available to view by the public on the Center's website.

c.)P6-Property/Equipment Accountability

Terminology and title updates were also made to this policy.

d.)S1-Severe Weather and Warning System

Emergency Management requested a policy change regarding thunderstorm warnings. Previously, Sgt. Kohler got telephone calls for thunderstorm warnings, but she already is contacted by other sources for those so felt it was no longer necessary. The policy was amended. The only time a phone call will be made to Emergency Management is for tornado warnings. Other procedural items were added to the policy that the Center was already doing, but needed it in writing for CALEA purposes.

Chief Liggett stated he had approached Director Sukus regarding a policy on homeland security/act of war type threats. He stated there was something in the State plan but not at the County level. Interim Chief Zibolski questioned if that would be info already contained in WSIC's (Wisconsin Statewide Information Center) procedure. Liggett said he would check. Sukus stated they'll get something started on it just in case and wait to hear back.

e.)T1-Telephone Skills & Techniques

Wording was added to accurately reflect what dispatch staff was already doing. Phone system labels were also updated.

f.)T4-Tow Applications Process

At the request of the Milton Police Chief, they will be using their own tow list instead of going with the Sheriff's Office list.

g.)T5-Text-to-911Call Handling

This was a brand new policy taken from NENA's best practices policy template which was edited for the Communications Center's specific equipment. Page four includes the procedure for determining a possible location of a text 911 call when one is not provided by the caller. The system is limited to Phase 1 location capabilities that do not provide a latitude/longitude position, but rather a triangulation or nearest tower. Sukus noted the policy will be a work in progress while we begin to receive 911 texts. Discussion ensued regarding obstacles like non-English speaking callers, providing EMD over texts, and the time it takes for messages to be received.

Interim Chief Zibolski questioned the policy regarding response to 911 abandoned calls where it sounds like there is no problem. Sukus noted in the past Corp Council advised the Communications Center that they should not make the decision on response due to liability reasons since the Communications Center is a separate entity from the law agencies we serve, therefore we've always entered a call if there was an address or specific coordinates to check an area to be on the safe side (especially since the Dane County incident). However, if an agency chooses to change their policy to have dispatch call the Sergeant to make the decision on a response, they can send the policy change to the Communications Center and we can let our staff know. She noted it would be easier on dispatch if all agencies were consistent with this.

Policy changes unanimously approved as written.

5. Text-to-911 Update

Text-to-911 went public on Monday (9/14/15) after several test texts over the past couple of months. The media has been calling to interview Sukus. She's working on having the PSA ready in October. The Wisconsin Office for Deaf and Hard of Hearing assisted in connecting us with a local member of the deaf community to help with the video. Chief Hooker mentioned an increase of the

deaf Community in Clinton. Sukus suggested the Communications Center coming to Clinton to provide additional public education and said there is information on the 911 Center's website as well. October is Domestic Violence Awareness month so Sukus is working with Janesville PD's Sgt. Donohoue to do an interview on WCLO at the end of the month to let people know how text-to-911 could be used in a domestic violence type situation where the victim might be in more danger if they placed a voice call. Janesville PD was also able to get free billboard space to let the community know text-to-911 is now available in Rock County.

6. IT Updates

Mosley stated Spillman has been upgraded to version 6.3. This was done mostly for jail functionality. Next week will be training in preparation of the jail going live in December.

Mosley stated that at the Chiefs Meeting, District Attorney David O'Leary had mentioned meeting with Dara because agencies are not using Spillman consistently around the County. A meeting will be scheduled.

7. Informational Items & Updates

a) 2016 Budget

The Communications Center 2016 budget requests have been turned in. Sukus stated she asked for 3 repeated analog backup frequencies in light of recent network problems.

b) 2017 Capital Improvement Plan

In the Communications Center Capital Improvement Plan, Sukus put in a new fire paging system and adding more sites for better coverage.

c) Communications Center Turnover

The Communications Center has experienced several issues with new hires recently. Sukus noted nine employees have left this year with varying reasons (Monday-Friday schedule, higher pay somewhere else, terminated during training). There were also a few new hires who accepted the positions and then rescinded before starting or declined the offer altogether after a background was already completed. Three more employees will be retiring this year.

d) CALEA

The Communications Center achieved its sixth CALEA reaccreditation in July.

e) Retirements

Dispatchers Laurie Shelbourn and Kim Nyhus will be retiring in October. There will be an open house to wish them well on October 9th 1:00-3:00 at the Communications Center. Supervisor Judy Wallander is retiring in November. They have over 100 years dispatching experience between the

three of them and this will be a big loss of knowledge for the Communications Center.

f) Joint Powers & TIME System Agreements

Administrative Assistant Tara will send out Joint Powers Agreements to municipalities in October. TIME System Agreements will also be sent out to update them since we have several new chiefs.

g) AVL

Interim Chief Zibolski presented questions regarding knowing when AVL is not working. He expressed safety concerns with not being alerted when AVL is not functioning. After giving a brief history of how AVL came to be at the present, Mosley stated there is not really a quick fix but he would take a look at options.

h) Encryption

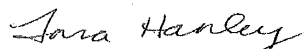
Interim Chief Zibolski questioned why the County's law enforcement radios are not encrypted. Sukus stated it was discussed at one point but agencies were deterred by the cost. She suggested this be discussed at the next Law Enforcement Workgroup and will put it on the agenda.

8. Adjournment

Commission meeting unanimously adjourned at approximately 2:55 p.m.

Next Meeting – November 18, 2015

Respectfully Submitted,



Tara Hanley
Administrative Assistant
Rock County Communications Center