

911 COMMUNICATIONS COMMISSION

January 21, 2015

Chief Liggett called the meeting of the 911 Commission to order at 1:33 p.m. on January 21, 2015.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief Dave Hooker, Clinton Police Department; Chief David Moore, Janesville Police Department; Chief Norm Jacobs, Beloit Police Department; Chief Dave Wickstrum, Orfordville Police Department; Chief Jim Jensen, Janesville Fire Department; Barb Tillman(alternate), Rock County Sheriff's Office.

Members Not Present: Sheriff Bob Spoden, Rock County Sheriff's Office; Mary Beaver, Evansville EMS; Chief Terry Wendt, Evansville Fire 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 1:33 p.m. Motion to approve the agenda by Hooker. Second by Jacobs.

2. Minutes –September 17, 2014

Motion by Tillman to approve minutes as written. Second by Hooker. November 19, 2014 minutes approved as written.

3. Comments from the Public – Chief Liggett made a comment thanking Kathy Sukus for the three separate videos made during the holiday season for protective services. He stated they were uplifting for all who saw.

4. Policy Updates

a) G2: Goals and Objectives (Update)

Page 5 - The sentence concerning Supervisors recommending hiring, discipline and firing of subordinates was removed. This is handled by the Operations Manager, Director and HR. This section states that Supervisors are rated on their quality of employee ratings on quality assurance.

Page 7 - A section was added for the implementation of Guardian Tracking (employee tracking software) which is a centralized and standard method of documentation to track employee performance. It also assists in early warning/prevention of any known issues with an employee. The early warning/prevention system is a requirement of CALEA.

b) I1: Information Release (Update)

Page 2 - A section was added to document consistency on how information is broadcasted outside of Rock County. This includes messages, TIME System Broadcasts and verbal broadcasts over via radio systems. This was taken from an old policy that we eliminated previously.

5. Information Technology - Updates

a) Medical Examiner

Mosley stated that the new medical examiner previously mentioned being interested in having the mobile client installed on a laptop for their vehicle in the future. They have not officially asked the Communications Center for access, but they did recently purchase a laptop for other programs they utilize. The Communications Center checked with Dane County dispatch and their medical examiner office does have full mobile data access in their county. This was brought up as information only and if/when a formal request comes in, it will be brought to the commission for discussion.

b) Premier One Reporting

Mosley created a status screen that is available in P1 reporting and notification went out to agencies yesterday. A demonstration was presented to the Commission. These reports will be an alternative to what agencies may use with Interact.

Tillman asked if this would be available on cellphones. Mosley stated that at this time it is not but he will look into this option.

c) Sukus advised that the contract for Text-2-911 has been signed with Intrado, our telephone equipment provider. Sukus is currently working on ideas for public education and met with the State's Office for the Deaf and Hard of Hearing yesterday to discuss what was needed for those communities. The representatives were very excited for this technology and agreed that public education would be needed. They said most people in the deaf and hearing impaired communities don't understand the basics of what constitutes an emergency because they have been apprehensive about calling 9-1-1 in the past due to difficulty in communicating. Kathy will be working on an article for their spring newsletter, as well as public education sessions in the future. They will assist in training the communications personnel this fall.

A tentative launch date will be the second half of this year. This is due to the notification to the cellular providers. A draft policy was presented to the law workgroup for discussion. Most of the policy used was provided

by NENA but we understand that some changes will be needed to best provide service to our county.

Wickstrum asked who this technology is for and expressed his concern that we may receive a large amount of these text calls. Sukus stated that the service is for anyone. The public education will be focused on telling people that if you are able to call 911, this is the preferred method. It is a great resource for the deaf and hearing impaired community and also for any situation where calling 911 would put you at greater danger such as a physical domestic situation where the victim may be harmed if the assailant knew the victim was on the phone. Sukus also noted that the centers who currently have Text-2-911 have not seen an inundation of text calls. Their experience is that people still want to hear a voice when they are having an emergency.

7. Informational Items & Updates

a) Quality Assurance

Sukus distributed the 4th Quarter Quality Assurance Report and noted that we may still be receiving a few more back from either the November or December months. All scores for the 4th quarter were either an A or B for each category.

c) Edgerton Radio Tower

The radio tower went up last week and the building was put in place. The contractor is working on getting electricity to the building at this time. General Communications is working on cabling and setting up the simulcast equipment for Rock Fire Main and County Main. JPS and Etherstack (radio hardware & software providers) will be on site the week of February 23rd to activate the new simulcast systems and make sure all goes well. It will probably be necessary to divert radio traffic on those days, so the Communications Center will let agencies know if/when that happens.

d) Dane Comm

Sukus was advised that Dane Comm (Dane County's new trunked radio system) has been delayed at least another year in order to add (4) tower locations due to coverage deficiencies.

e) CALEA

The Communications Center had a mock assessment on December 5th. The mock assessors suggested some minor changes/additions to a couple of policies but otherwise it went very well. The Communications Center's CALEA assessment will be on March 23-26, 2015. On Wednesday, March 25th there will be an opportunity for citizens and user

agencies to call in and provide input on the Communications Center. Sukus will send out a press release to the media and user agencies prior to that date, which will include the phone number and times to call.

f) 2014 Communications Center Activities

Sukus provided a brief overview of telephone and CAD activities for 2014. Non-emergency and outgoing calls both went down slightly and 911 calls stayed about the same. The Communications Center is exceeding the national standard for 911 call answer time by answering over 94% of 911 calls in 10 seconds or less. (The standard is to answer 90% in 10 seconds or less.) CAD activities appear to be up for both law and fire in 2014.

Communications Center staff will be working on the Annual Report over the coming weeks and will have more specific numbers at a later Commission meeting.

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

Next Meeting – March 18, 2015

Respectfully Submitted,

Brian Becker
Operations Manager
Rock County Communications Center