

911 COMMUNICATIONS COMMISSION
May 15, 2013

Chief Liggett called the meeting of the 911 Commission to order at 1:32 p.m. on March 20, 2013.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief Brian Demrow, Edgerton Fire Department; Chief David Moore, Janesville Police Department; Chief Jim Jensen, Janesville Fire Department; Chief Ben Riemer, Town of Fulton Police Department; Chief Tom Kunkel, Town of Milton Police Department; Deputy Chief Tom Dunkin, Beloit Police Department

Members Not Present: Assistant Chief Gene Wright, Town of Beloit Fire Department; Sheriff Bob Spoden, Rock County Sheriff's Office

Others present. Kathy Sucus, Rock County Communications Center; Dara Mosley, Rock County IT; Brian Becker, Rock County Communications Center, Kayne Cushman, Rock County IT

1. Call to Order and Approval of Agenda

Chief Liggett called the meeting to order at 1:32 p.m. Motion by Kunkel to approve the agenda. Second by Riemer. Agenda approved.

2. Minutes –March 20, 2013

Motion by Kunkel to approve minutes as written. Second by Demrow. March 20, 2013 minutes approved as written.

3. Comments from the Public – No Public

4. CAD/Mobile Data - Update

Sucus stated the CAD is still having some issues but they are not affecting the dispatching of any calls. Mosley stated that there is a large list of items that are being worked on the mobile data side including: common place search, status screen update, and messaging between units and dispatch. Mosley also stated that they are still waiting on a fix for initiating calls outside of an agency's jurisdiction. Kunkel asked if there was a way to see township zones and Mosley stated that it is being worked on but there is not timeline.

Dara stated the Spillman records go live date is still set for June 10, 2013 and training is ongoing with all agencies.

5. Radio System - Update

Sucus stated that there are no major issues since March 18, 2013. Almost all fire/EMS agencies still need to have their radios reprogrammed. Sucus stated that the next steps will be working on the problem areas around Rock County

where radio coverage is not as good. This is separate of the radio project that has been completed. Kathy asked if there were any concerns with the radios and Moore asked about the radio volume being inconsistent, especially on Fire. Kathy stated that GenCom has worked on the levels for the paging channel and RF Main, but some of the adjustments negatively affected fire/EMS units so Gen Comm put the settings back to where they were. Gen Comm and JPS-Raytheon said there is no volume level that can be adjusted on the digital frequencies. The volume is determined by the user's voice and the equipment. We believe some of the loud audio issues on fire may have something to do with some agencies who use headsets and have the mics close to their mouths. Kathy will have Gen Comm work with Bandt to see if we can adjust the power of the headsets to see if that helps.

Liggett asked for a motion to approve the radio system for final payment. Kunkel and Demrow expressed that they would prefer more time to evaluate the system and want to see it under a significant load such as a storm. Demrow continued that they just don't have the confidence in the system yet.

Moore made a motion to delay the approval of the radio system for final payment until July 15, 2013. Second by Demrow. All in favor. Motion approved to delay approval of the radio system for final payment until July 15, 2013.

6. 2013 Annual Report

Kathy distributed the 2012 Annual Report for the Rock County Communications Center. It was noted that our open records request has increased and 911 calls are continuing the trend of greater wireless calls and fewer landline calls.

7. Informational Items & Updates

I. Kathy asked if the commission would be OK if a supervisor from one agencies calls up to dispatch and speaks with a dispatch supervisor about an ongoing call in another jurisdiction. Moore gave some examples about past calls and the benefit of this. Moore made an interim motion that when a User Agency Supervisor (or the OIC for smaller agencies) contacts a Communications Supervisor, the Communications Supervisor is authorized to release information on incidents for another agency. Kathy will bring back a policy modification to the next meeting for approval. Second by Kunkel. All approved. Motion passed.

II. Moore advised that his agency received an open records request as to why a person's plate was run by his agency twice. Moore just wanted other agencies to be aware in case they start receiving similar requests.

III. Sukus stated that the CTY TK B name conversion to CTY TK WC is still in progress. Apparently the request did not go through the proper committee for approval, so that is currently being done. Once the change has been made, agencies will be notified.

IV. Sukus distributed the 2013 first quarter QA assurance. They were all good scores except for one which we received D's in the areas of courtesy, attitude and quality of service. This incident was reviewed by a supervisor and the supervisor made contact with the caller. The caller stated that would have appreciated a better job to calm her down during her stressful incident. The phone call was reviewed and found that the calltaker could have done a better job, so the call was reviewed with the calltaker. We also contacted the citizen and thanked her for her response and let her know it was being addressed.

V. Dara advised the computer in the book room at the jail has the form for the legal blood draw and tomorrow it will have the capability to email this form. Dara also stated that the Spillman query will not be available on the go live date but the old system can still be used.

8. Next Meeting – July 17, 2013

9. Adjournment – Kunkel moved to adjourn Commission meeting. Second by Demrow. All in favor. Commission adjourned at 2:15 p.m.

Respectfully Submitted,

Brian Becker
Operations Manager
Rock County Communications Center