

DANE COUNTY BOARD OF SUPERVISORS
MINUTES OF THE PUBLIC SAFETY COMMUNICATIONS CENTER BOARD
Meeting of Wednesday, August 24, 2011

DRAFT

The Public Safety Communications Center Board met at the City County Building, Room 321 in Madison, Wisconsin, on Wednesday, August 24, 2011 at 1:00 p.m.

MEMBERS PRESENT: Asst. Chief Knudtson, Div. Chief Kinkade, Capt. Schauf, Dave Janda, Ald. Skidmore, Mayor Pfaff, Sup. Corrigan, Chief Hillebrand, Paul Kronberger, Chief Ripp, Lt. Strasburg (for Martinez), Capt. Ritter (for Hook), Dave Nachreiner (for Lippert).

EXCUSED: Div. Chief Martinez, Chief Coughlin, Keith Lippert

ABSENT:

OTHERS PRESENT: John Dejung (PSC), Gary Bell (PSC), Rich McVicar (PSC), (PSC), Tammy Johnson (PSC)

1. Call to Order. Knudtson called the meeting to order at 1:02 p.m.
2. Public Comment. None.
3. Approval of Minutes. Motion to approve July 27, 2011 minutes by Pfaff, seconded by Skidmore.
4. Director's Report. See handout.
5. Operating Practices Committee. Strasburg stated 2.3.3 had some wording changed; they are awaiting feedback from all Associations. Once received, they will review and give final recommendation, and then present to Center Board. November is the goal.
6. Technology Committee. Janda stated they met on August 19, 2011. Radio and CAD continue to be the topics. RDLAP Low Speed Data System was also discussed, planning started for agencies that still have this with further meetings to come. Options are being discussed on how to get off this system and onto the new one.
7. Discussions and Possible Action On PSC Budget Proposals. Special meeting was held by Fire /EMS Associations of which a letter/resolution was signed. Motion by Ripp on the resolution as follows; "The Fire/EMS Associations are in unanimous favor to "not" in the budget proceedings take any cuts from call taker/dispatch positions, but to work efficiencies to make cuts other areas". Seconded by Skidmore. Vote was 9 on this, with Sup. Corrigan abstaining.
8. Discussions and Possible Action on Request for Change 11-01, Eliminating The Broadcast Of Wireless Phase 1 Abandoned Calls. Strasburg stated this has been brought forth in Operating Practices who were in favor of this change. Hillebrand stated he was in favor of this, but is concerned how we got here in to begin with. Ripp stated he had concern once the information is put out there and if police can do anything with it. Dejung stated he has concerns that the Process for Changing an operating practice has not been fully completed. Bell advised that the PSC review, the training plan and outreach to the other Dane County PSAP's had not been completed. Schauf made a motion to amend this and have this just pertain to the City of Madison starting as soon as the 911 Center can get staff and all aspects of this ready to go. Seconded by Ripp. Motion carries.

9. Other Business As Authorized By Law. None.
10. The next regular meeting of the Public Safety Communications Center Board will be on Wednesday, September 21, 2011 at 1:00 p.m. City/County Building, Room 321.
11. Adjournment. Meeting adjourned at 2:59 p.m., all in favor.

Respectfully submitted, Tammy Johnson, Recorder.

Note: These minutes are the notes of the recorder and are subject to change at a subsequent meeting of the Board



JOE PARISI
County Executive

JOHN DEJUNG, ENP
Director

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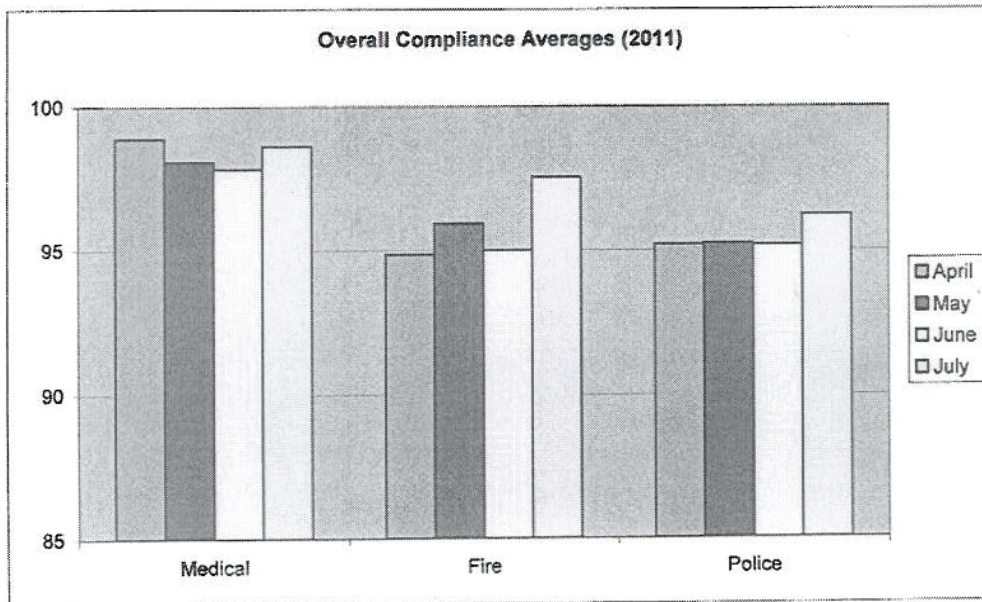
Date: August 24, 2011

To: Center Board

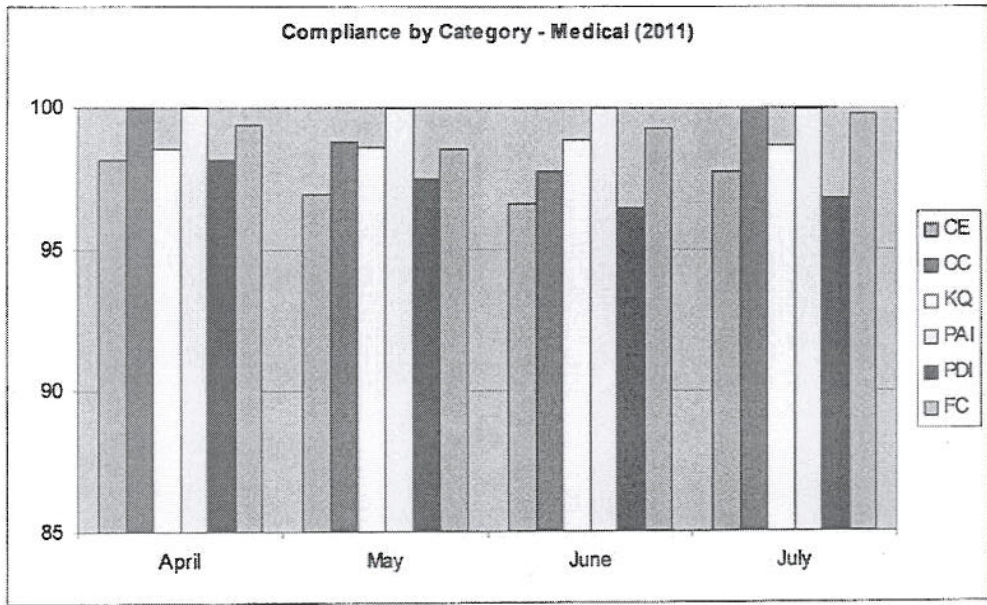
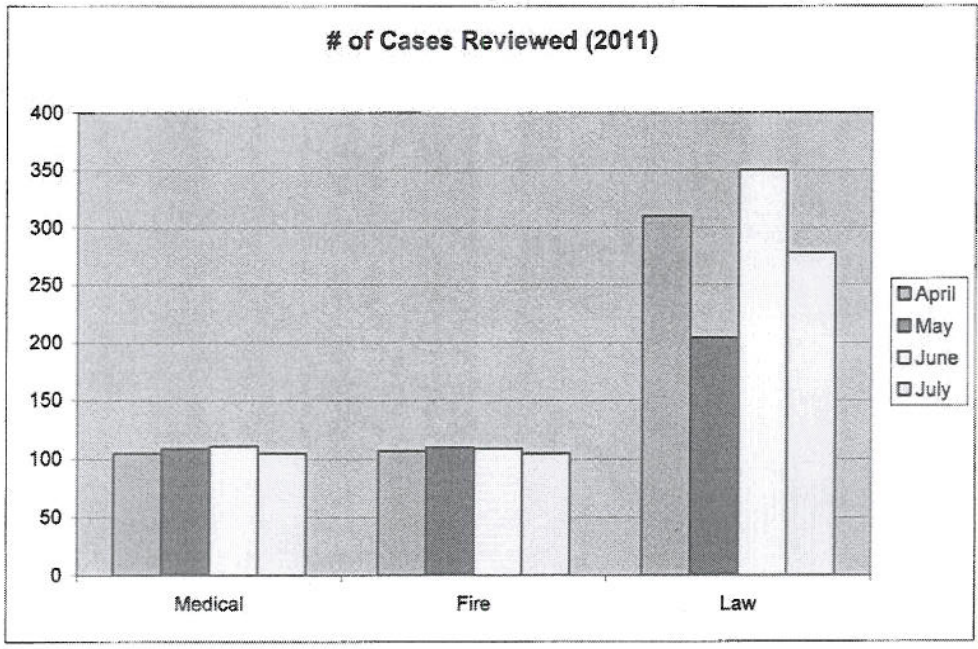
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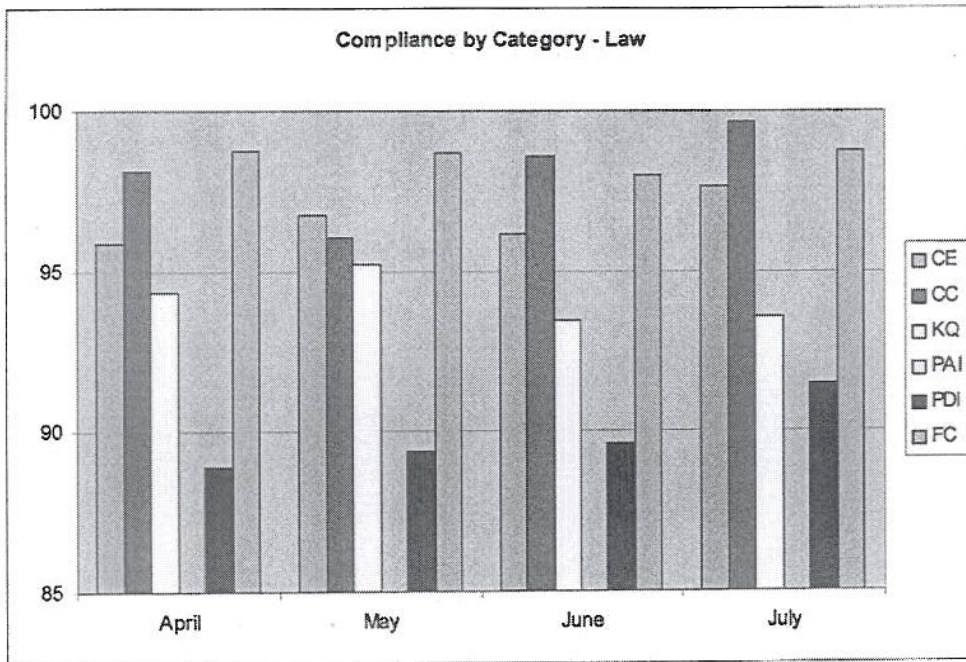
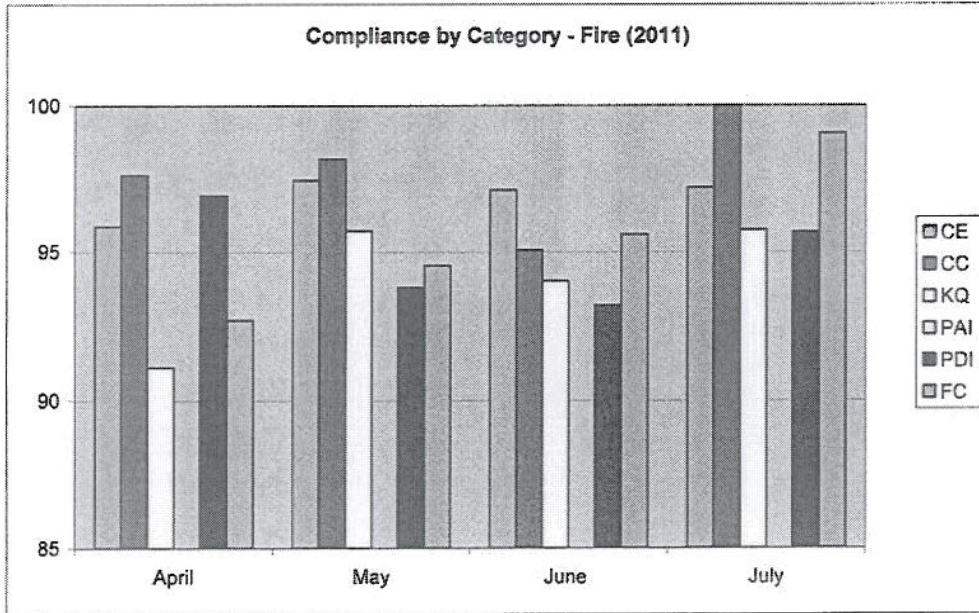
RE: August 2011 Director's Report

Support Services



Caring X Capability X Communications = Performance Excellence





- **Noteworthy events** since our last report – (A list of these events has been linked from our home page located at www.dane911.com.)
 - Fire call-taking protocol QA results are now at NAED accreditation levels.
 - On 5 July 2011 a Communicator answered a call from a 10yo child reporting his father was bleeding severely. The Communicator provided outstanding customer service, keeping the child calm while providing lifesaving instructions to control bleeding until EMS arrived. The actions of the Communicator very likely saved the man's life.

- **Radio Protocol Dispatch Quality Assurance Reviews** – Support Services staff have begun to provide objective feedback to staff (and field users) on their performance as it relates to Fire & EMS radio communications.

- **Communicator Recruitment & Selection:**
 - A recruitment and selection process began in February to establish an eligibles list. Pre-employment, "Criticall", testing took place in early April. Next class is scheduled for Sept 12th.
 - Interviews have been conducted, and conditional job offers made and accepted to allow background investigations to begin. Hope to make final job offers and send appointments letters early next week.

Operations

- **Communicator Staffing levels** as of August 15 , 2011 are at -6.

- **PSC "catalog of services"** (PSC document 2.3.3)
 - Work has been completed by OPAC and the finalized document has been supplied to the associations for their review and recommendation to those members serving as their OPAC representatives.
 - Final work is scheduled during the October OPAC meeting. These OPAC recommendations will be brought before the October Center Board meeting for discussion and possible action.

Combining of functions at the "data" position:

- The extended trial phase continues and the results of the trial phase will be reported to the Operating Practices Advisory Committee during the September 2011 meeting, followed with a formal recommendation for action to Center Board.

Technical Services

- **Radio project:**

- Customer Design Review (CDR) documents are being reviewed and finalized, and changes will be documented via contract amendments. The City of Fitchburg has ordered two additional trunked radio sites at their own expense. An IGA has been crafted and is being discussed with Fitchburg. It calls for Dane County to contract with Harris for the 2 new sites, and for Fitchburg to fully reimburse the County for the capital costs and all future operations and maintenance costs including software upgrades to ensure those 2 sites are updated in lock-step with the rest of the system. Factory orders for all equipment should be placed soon, and tower site improvement work is expected to begin at the end of August or the beginning of September. Site surveys have been completed. Frequency planning is moving at an acceptable pace. Project is on schedule to meet required federal narrowbanding mandates despite the CDR timeline being extended. Certain approval steps, such as coverage testing, are likely to occur into 2013 as the system is operating.
- The Governing Board, called for by County Board Resolution 88, has completed the first/major phase of their work which called for them to determine a cost-sharing model for charging out operations and maintenance costs to the users of the system. An intergovernmental agreement to codify that arrangement is near finalization and should be sent to the communities in the next couple of weeks. The IGA will include a spreadsheet showing each community's costs through 2015 (when the Governing Board may alter the model) based on a 50/50 mix of population and equalized valuation. Users (the communities) will be charged for 70% of the O&M costs and the County will pick up the balance.

- **CAD project**

- Kickoff activities involving various stakeholders occurred the week of June 27th and again during the first week in August. Another kickoff meeting specific to mobile use is yet to occur on September 7th and 8th. A Demonstration of Licensed Functionality, or DOLF, is a major milestone set to occur the week of September 19th. Project is on schedule, although timelines are tight and demanding significant prompt attention by PSC and partner agency staff.

Administration / Other

- **PSAP Consolidation:**

- Study of this possibility continues as do informal talks with elected officials and police chiefs. Preliminary cost-modeling is complete. Next step is a more formal meeting with the suburban (Sun Prairie, Middleton, Monona, Fitchburg, and Stoughton) Mayors and the County Executive on/about August 30th.

- **Budget outlook for 2012** (same info as July meeting)
 - PSC has been asked, along with all other large County departments, to devise a 5% and 10% budget reduction plan to be considered during budget-build discussions this summer and fall.
 - PSC 's operational budget is comprised of about 94% personnel costs.
 - 5% (\$339,812) taken strictly from personnel equates to 5 FTE.
 - 10% is twice that, of course. No plan has been prepared nor is it expected to produce this savings.
 - Coping mechanisms being considered are:
 - Support Services personnel reducing training and QA activities in favor of staffing the operations floor; plan submitted is to backfill for 2 Ops floor Communicator positions that will not be filled.
 - Combining of the fire dispatch positions (as recommended by the MTG strategic plan and the Matrix audit). Staffing requirements are thus reduced by 1 Communicator at all times the fire dispatch position is combined from 2 to 1 dispatcher. The plan is to routinely have 2 fire dispatchers, such as we do now, from 1000-1800 on weekdays and at other times have the second dispatcher position filled with a staff member who is qualified as a Fire dispatcher but who will be functioning as a 9-1-1 call-taker unless/until the primary Fire Dispatcher needs assistance. The net reduction in Communicator staff is planned to be 2 FTE (positions held open for the year).
 - One more position (undetermined) will be held open.
 - TOTAL positions held unfilled = 5.
 - These fiscal constraints come at a very difficult time...not only would we like to maintain staffing at the levels recommended by the Matrix Consulting audit, but CAD and radio O&M costs/demands will begin to need payment to a small extent in 2012...and the "real money" requirements will begin with CAD payments in 2013. At all times going forward, the demands on the Technical Services Division will be very high.
 - Future coping mechanisms include possible savings from the PSAP consolidation planning (although this is being seen as a "not-for-profit" venture).
- Update: Director addressed a special meeting of the Dane County Fire and EMS Chiefs Associations on Monday, August 15th. The subject of the meeting was a discussion of the 5% budget cut proposals, focusing primarily on the topic of combining the City of Madison and County fire dispatchers into a combined position during parts of each day.

ISSUE:

In 2004 The National Emergency Number Association (NENA) reports that phantom wireless calls account for between 25 and 75 percent of all 911 calls in some communities. *

During the years 2008, 2009, 2010 The Madison Police Department was dispatched to the following 911 phantom calls:

	2008	2009	2010
ABANDONED	3734	13568	13373
DISSCONNECT	952	3372	2818
SILENT	1257	4460	4897
TOTAL	5943	21,400	21,088

Phase 1 Abandoned 911 calls:

In the years 2009 and 2010 over 13,000 of these phantom calls were in the category of **911 phase 1 abandoned calls** (Indicated in the top row of the above chart) calls. These calls are often referred to as "pocket dials." These 13,000 plus calls will only provide the call taker the following information:

- Phone number of the phone calling.
- Tower location of which the call was received from.
- The direction on the tower that this call was received, I e. Southwest, Northeast.

When these types of calls are received the call taker will attempt to call back the number that dialed 911. If no contact can be made with the caller and no further information is received the next steps by the call taker will include:

- Call taker will enter known data into CAD.
- Dispatcher will broadcast the info to all units in the jurisdiction near to the tower that the call originated from.

These calls do not provide a exact location of where the call originated from.

Current DCPSC procedure:

Current DCPSC procedure 5.2 appendix H indicates that with 911 abandoned calls the info will be broadcasted to the appropriate Law Enforcement jurisdiction as an abandoned call. The following concerns have been a constant theme with this procedure:

- The tower location is not the location of the original call this is of little or no value to responding law enforcement officers.
- If the phone from which these calls originate from is moving (Vehicle, pedestrian, Bicycle, etc) the location info given to the officer is out dated before it is received by the officers.
- These broadcasts happen several times daily and even several times in a one hour period. This takes up valuable air time and can lead to an officer safety issue.
- The broadcasting of these calls several times a day with little or no value to law enforcement, can lead officers to becoming de sensitized to the importance of more urgent 911 hang up type of calls. (The dispatching of 911 calls all sound very similar)

Requested Changes

1. After the call taker has reasonably attempted to re contact the potential caller and the potential caller cannot be contacted or if no additional info is received the broadcasting of the info should not occur
2. The Dane County Public communication department, possibly with other first responder agencies institute a program to educate and attempt to train the public to take responsibility on themselves to prevent mistake 911 calls from occurring.

*Misuse and abuse of 911 Problem oriented guide for Police Problem-specific guide # 19, Author, Rana Sampson, 1994