DANE COUNTY BOARD OF SUPERVISORS

PUBLIC SAFETY COMMUNICATIONS CENTER BOARD

MINUTES

The Public Safety Communications Center Board met at the City County Building, Room 321 in Madison, Wisconsin, on, Wednesday, May 18th, 2011 at 1:00 p.m.

MEMBERS PRESENT:	Asst. Chief Knudtson, Div. Chief Kinkade, Capt. Schauf, Chief Deputy Hook, Keith Lippert, Ald. Skidmore, Mayor Pfaff, Sup. Corrigan, Chief Hillebrand, Paul Kronberger, Chief Coughlin, Capt. Strausburg
EXCUSED:	Chief Ripp, Div. Chief Martinez
ABSENT:	Dave Janda
OTHERS PRESENT:	John Dejung (PSC), Gary Bell (PSC), Rich McVicar (PSC), Paul Logan (PSC), Tammy Johnson (PSC)

1. Call to Order. Knudtson called the meeting to order at 1:04pm.

2. Public Comment. None.

3. Approval of Minutes. Motion to approve April 20, 2011 minutes by Hillebrand, seconded by Lippert.

4. Elections – Chair and Vice Chair. Motion by Hillebrand to move this addenda item down and combine with agenda item #9. Seconded by Coughlin.

5. Director's Report. See handout

6. Operating Practices Committee. Strasburg stated a topic at their meeting was the consolidation of the data channels, City vs. County. There is concern for busy times and it has been decided to continue the trial of this for another three months. MPD has encouraged their officers whenever possible to use their MDC's to cut down the traffic on the channel. 2.3.3 still an ongoing topic. See attached outline for the timeline that the committee has set for this project.

7. Technology Committee. Lippert stated CAD and Radio projects are still ongoing. Next meeting set for Friday, May 20th, 2011.

8. Discussion and Possible Action on Interoperable Voice Radio Communications System Elements. None.

9. Other Business as Authorized By Law. Skidmore opened the floor to nominations for Chair, seconded by Kinkade. Skidmore nominated Knudtson, seconded by Coughlin. No further nominations. Skidmore made motion to close unanimous ballot for Knudtson, seconded by Kinkade. Motion by Skidmore to open floor to nominations for Vice Chair, seconded by Kinkade. Pfaff nominates Corrigaan, seconded by Skidmore. No further nominations. Motion by Skidmore to close unanimous ballot for Corrigan, seconded by Pfaff. There were also changes made to the next three Center Board Meeting dates. They are now moved to June 22, July 27, and August 24, 2011.

10. The next regular meeting of the Public Safety Communications Center Board will be on Wednesday, June 22, 2011 at 1:00 p.m., at the City County Building, Room 321.

11. Motion to adjourn by Skidmore, seconded by Schauf. Meeting adjourned at 1:50 p.m.

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

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COUNTY OF DANE
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JOE PARISI
County Executive

JOHN DEJUNG, ENP
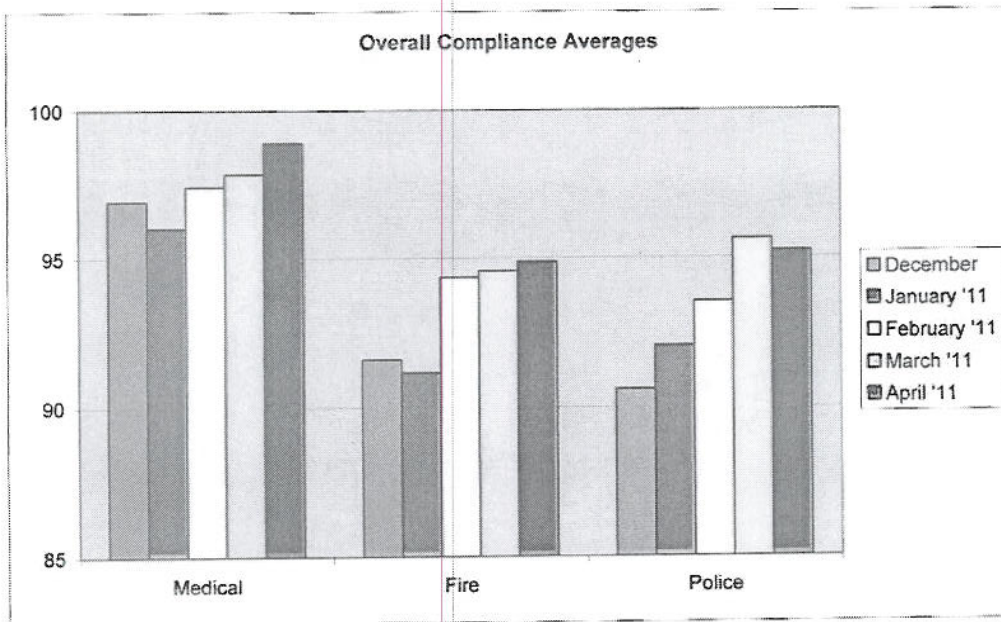Director

An Accredited Center of Excellence

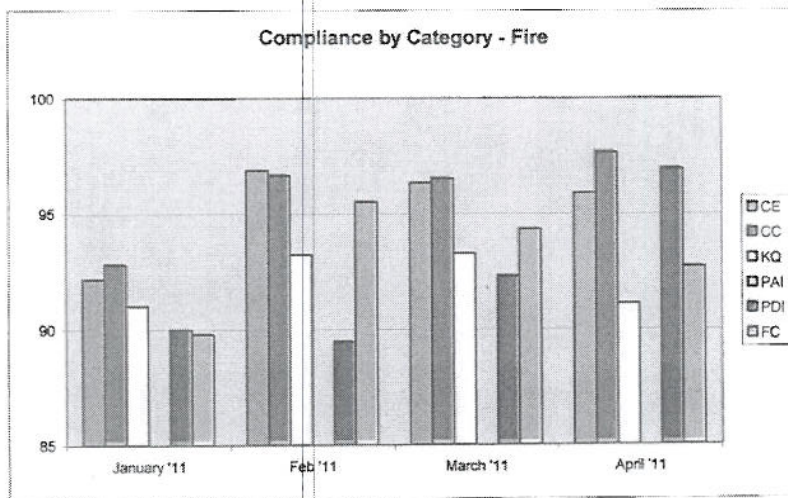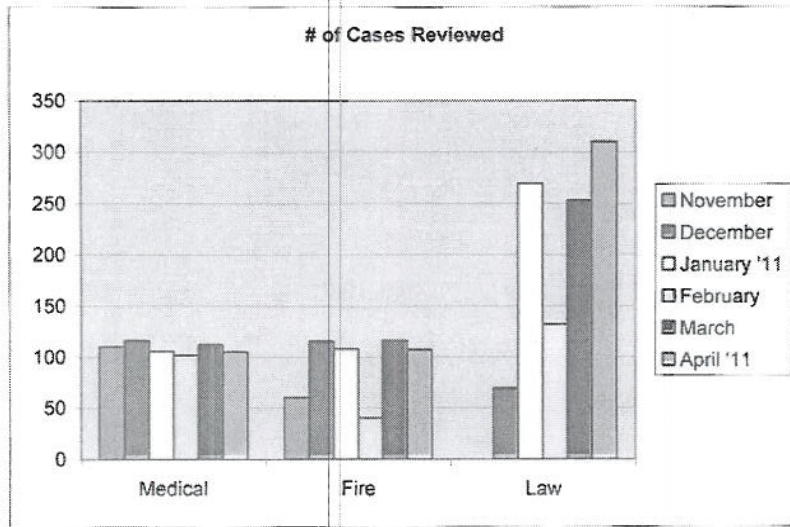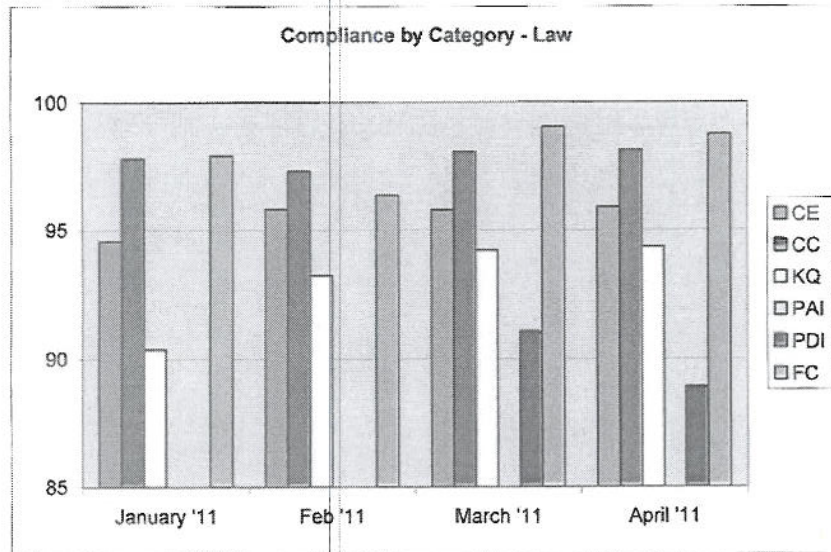Date: May 18, 2011

To: Center Board

From: John Dejung

RE: May 2011 Director's Report

Support Services

Overall Compliance Averages

Caring X Capability X Communications = Performance Excellence

# of Cases Reviewed

Compliance by Category - Medical

Compliance by Category - Fire

Compliance by Category - Law
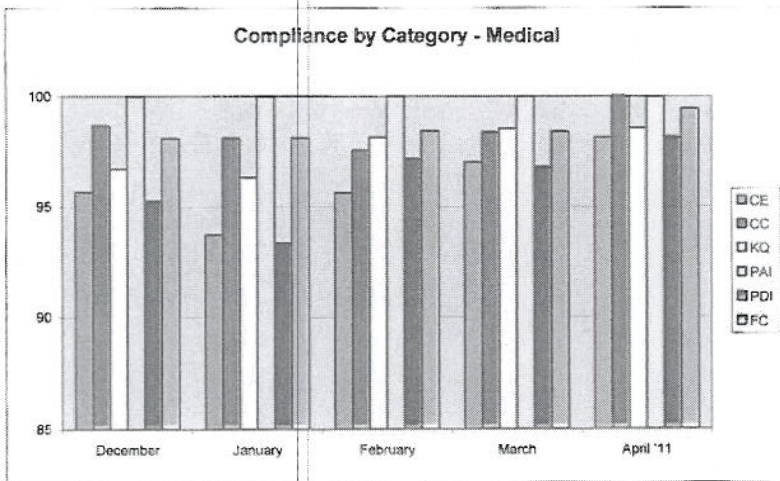
- No new Customer Satisfaction Surveys received since last report.

- **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.

- **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.
  - 8 reviews completed (4 city/4 county)
    - Only 3 areas (out of 43) noted as consistently below standards:
      - Communicators not correctly identifying determinant descriptor on alert message
      - Field Units not re-stating location with acknowledgement/enroute message
      - Field Units not re-stating incident type with acknowledgement/enroute message

- **Communicator Recruitment & Selection**: 4 Communicators completed the classroom portion of the training academy on February 25th and now are doing OJT. One recent hire has elected to move to New Mexico with her spouse who is enlisting in the Air National Guard, and another has transferred to a .5 position with the Juvenile Reception Center.
  - 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 not yet scheduled, but will occur ASAP given staff shortages (mentioned in next section).
  - Screening (preliminary interviews) has commenced.

Operations

- **Staffing levels** as of May 10, 2011 are at -5.

- **PSC "catalog of services"** (PSC document 2.3.3)
    - Work in progress.
    - Final work on this is scheduled by OPAC for this fall.

Law Enforcement Protocol:

- PSC technical staff are reviewing and prioritizing ADSi support needs for the system's remaining life. Improvements to the ProQA interface remain on the list, but no timetable has been determined.

Combining of functions at the "data" position:

- A post-trial-phase survey is being created and will be distributed to law enforcement officers and PSC employees for their participation and comments. Review of the data set from Feb 1 – April 30 shows some areas of activity that were reported to be above the desired levels (i.e. too busy for one Communicator to keep up). The desired 30% saturation time equates to 20 minutes per hour or 4 hours and 20 minutes total (for the 13 days that were measured for each day of the week during the Feb 1 – April 30 timeframe). As noted in the graph there are times when these desired levels were exceeded. Primarily, those too-busy times are late afternoon and evening hours until 11 PM or midnight on weekdays.
- An additional 90 day trial is being conducted to identify how seasonal change may impact work loads. Law Enforcement officials from OPAC advised they have only heard of positive comments from staff since the change. OPAC members were interested in seeing the results of the survey and reviewing the 6 months of collected data.

Phone and Radio Saturation from Feb 1 - April 30, 2011
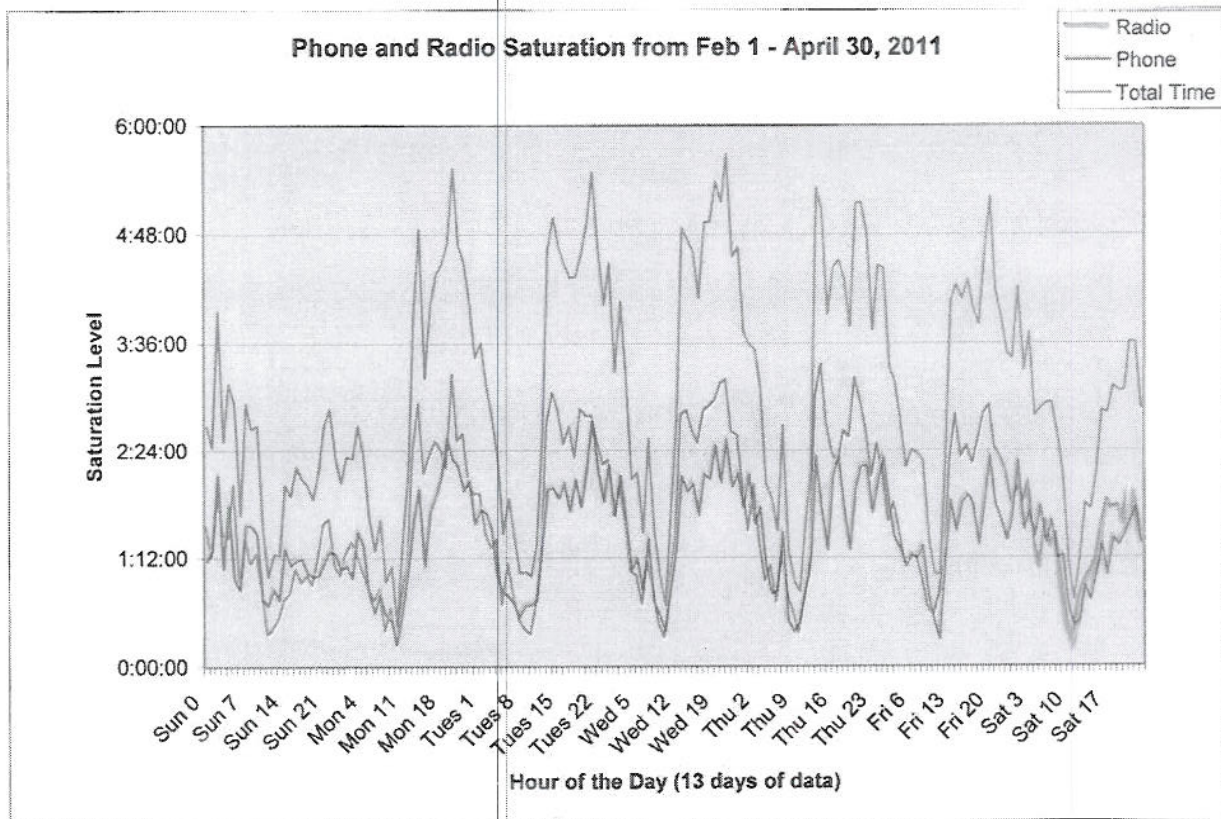
Technical Services

- **Radio project:** Preliminary design review (#3 and maybe final preliminary) multi-day meeting occurred last week, continuing work begun in February and April.
  - o The most significant changes are expected to be:
    - Municipal additions have been determined and the system impacting items include Fitchburg's addition of 2 TX/RX sites in their jurisdiction.
    - DaneCom Governing Board additions (up to a total capital cost of $18M) to be determined by May 20th. Thus far, additions appear to include a 6-site analog-tactical addition for fireground operations and a smaller investment to allow encrypted communications between field users with encrypted radios (if they use/choose) and the dispatch center.
  - o Other changes will be more minor; such as suburban PSAPs linking into the DaneCom system for/with their locally maintained radio systems .
  - o A customer design review, (final approval of design...with the possible additions by the Governing Board mentioned above) is scheduled to be done (accepted) in June.
  - o The project plan and "issues list" is being jointly worked by County employees, Federal Engineering, Harris Corporation (and their sub-contractors); it includes a "risk register" that is topped by the risk regarding the ability to obtain and/or procure the requisite number of VHF frequency pairs. Potentially, the "sign off" on the aforementioned customer design review could be delayed if adequate assurances of a viable frequency plan are not in-hand.

- **CAD project**

  - Oral presentations by Intergraph and TriTech (~14 hours each) were conducted in early May. Upon completion, 70% of the scoring was complete.
  - The final 30% (pricing results) are being reviewed at this time. A "best and final offer" (BAFO) request will go to each of the two vendors with a list of questions that will provide clarification in order for the pricing comparison between the two vendors to be an "apples to apples" comparison. Final results are expected on/about May 23, with a final evaluation score intended to be awarded a day or two after.
  - System cutover proposed to be February 2012. However, both of the finalist vendors advised the timeline is aggressive/challenging.
  - A new CAD system is likely to require replacement or changes to user hardware and/or software. All software available at no charge to users today is that which is available at no charge to the County. Modern CAD and related software typically requires both up-front and recurring costs.
    - Zephyr Passport CAD terminal emulator: Currently provided at no cost to users through local Internet Explorer browsers. New CAD clients are also expected to be delivered via browser, but local users may need to secure individual licensing and/or support.
    - ADSi CAD Force GUI clients: Currently provided at no cost to users via local client. Browser-based clients as described above will be able to fulfill this role.
    - Motorola TXMessenger, ADSi MDTForce or New World Mobile clients: Currently secured and maintained by local agencies. New mobile clients will also need to be acquired and supported by local agencies.
    - ADSi MapPrinter (also known as Rip and Run) printers can likely be re-used by a new CAD system.
    - Smartphone, email, paging and text messaging/notification: Not currently available with the ADSi CAD, but expected to be available with a new CAD. Some user device licensing costs may apply.
  - Although not directly related to the CAD/mobile software programs, user agencies should continue to note that the Motorola RD-LAP mobile data system, currently used by fire/EMS AVL devices and some law enforcement agencies, is at end of life and is not slated for replacement.
    - Similar limited wide-area, low-speed data may be available via the DaneCom voice radio system, but no County wide-area, high-speed data system is planned.
    - Users requiring high-speed data should consider commercial data aircards (wide-area) and/or wi-fi connectivity (local-area). Required mobile VPN connectivity is currently being provided by entities including MPD, MPSIS and DCSO. PSC provision of mobile VPN access it not currently planned, but could be considered at some point.

Administration / Other

- **E.M./PSC Merger:**
  - Study of the merger (possibility) of Emergency Management and the PSC began with an organizational meeting and briefing on March 17th. The second meeting occurred on April 7th. A third meeting of the study group has also now been completed; a SWOT analysis was undertaken to list strengths, weaknesses, opportunities and threats surrounding a possible merger. Subsequent to that, prospective organizational charts with accompanying cost-benefit treatment are being prepared. Study group members, facilitated by the Dept. of Admin (Travis Myren) include: Paul Rusk, Carousel Bayrd, Josh Wescott, Dave Janda, and John Dejung. It is not yet clear when the study will be completed, but the budget Resolution did require the study to be complete NLT July 1, 2011. The Resolution calls for staff to solicit input from stakeholder groups including representatives from police, fire and emergency medical services.
- **PSAP Consolidation:**
  - PSC staff are updating information and options related to dispatch consolidations with local centers. Consolidation planning was a formal initiative of the 2004 PSC strategic plan, and is being refreshed given increasing state and local budget challenges.

2.3.3. PROCESS

The Communication center will provide OPAC with an edited copy of the current 2.3.3.documented which is dated 9-29-10 at OPAC's June meeting. The edits will include:

- Grammar type edits, numbering type edits,
- Changes that make the document read clearer.
- Feedback & comments to OPAC's 9-29-10 document from the comm. center. These will be taken into consideration by OPAC before final document is approved.

ALL CHANGES SHALL BE HIGHLIGHTED

TIMELINE

May, 2011:

Communication Center will start assigning a recorder at OPAC meetings this will relieve Gary of recording duties in order for Gary to focus on dialogue pertaining to comm. center issues.

June, 2011 OPAC meeting:

OPAC will receive and discuss the 9-29-10 version of 2.3.3 and discuss edits from the comm. Center. If the edits are grammar, numbering type edits they should be added.

July, 2011:

2.3.3 Document should be discussed at Dane County Chiefs of Police, Fire Chiefs and E.M.S. directors associations. This shall have a due date of OPAC's August meeting date.

August, 2011:

OPAC receives feedback from associations and reviews.

October, 2011:

OPAC should approved a final version of 2.3.3 and forward to Center Board.

ADDITIONAL INFORMATION

✓ Public Safety associations shall be instructed to provide feedback In the following manner only:

> **F:** Facts/Errors
> **O:** Opinions
> **R:** Recommendations

✓ OPAC member (s) present at association meeting when 2.3.3 is discussed is responsible for providing OPAC with a summary to using the above F.O.R. template. This will be presented to the association president for review prior to final presentation at OPAC.