

DANE COUNTY BOARD OF SUPERVISORS
MINUTES OF THE PUBLIC SAFETY COMMUNICATIONS CENTER BOARD
Meeting of Wednesday, June 22, 2011 DRAFT

The Public Safety Communications Center Board met at the City County Building, Room 321 in Madison, Wisconsin, on, Wednesday, June 22, 2011 at 1:00 p.m.

MEMBERS PRESENT: Asst. Chief Knudtson, Div. Chief Kinkade, Chief Dep. Hook, Capt. Schauf, Keith Lippert, Dave Janda, Ald. Skidmore, Mayor Pfaff, Sup. Corrigan, Paul Kronberger, Chief Ripp

EXCUSED: Div. Chief Martinez

ABSENT: Chief Hillebrand

OTHERS PRESENT: Gary Bell (PSC), Rich McVicar (PSC), Paul Logan (PSC), Tammy Johnson (PSC)

1. Call to Order. Knudtson called the meeting to order at 1:00 p.m.
2. Public Comment. None.
3. Approval of Minutes. Motion to approve May 18, 2011 minutes by Skidmore, seconded by Lippert
4. Director's Report. Given by Gary Bell. See handout.
5. Operating Practices Committee. 2.3.3 still a work in progress.
6. Technology Committee. Janda stated the committee met on June 17, 2011. Cad and Radio are still the two topics being worked on. Governing Board in regards to Radio Project has made some decisions and factors for the system. This board was having another meeting on today's date to discuss cost sharing models for the project. Cad Project, a letter is close to being sent to user agencies to show and explain options, choices and changes as they relate to this project.
7. Discussion and Possible Action to Eliminate PSC's Radio Broadcast of Wireless Phase 1 9-1-1 Disconnects. The Request to Change an Operating Procedure Form was handed out, showing Madison Police would like this to be a change in operations. Motion by Corrigan, seconded by Skidmore to refer this change to the Operating Practices Committee for their Review/Recommendation.
8. Other Business As Authorized By Law. None.
9. The next regular meeting of the Public Safety Communications Center board will be on Wednesday, July 27, 2011 at 1:00 p.m., at the City County Building, Room 321.
10. Motion to adjourn by Skidmore, seconded by Janda. Meeting adjourned at 1:37 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



JOE PARISI
County Executive

JOHN DEJUNG, ENP
Director

COUNTY OF DANE Public Safety Communications

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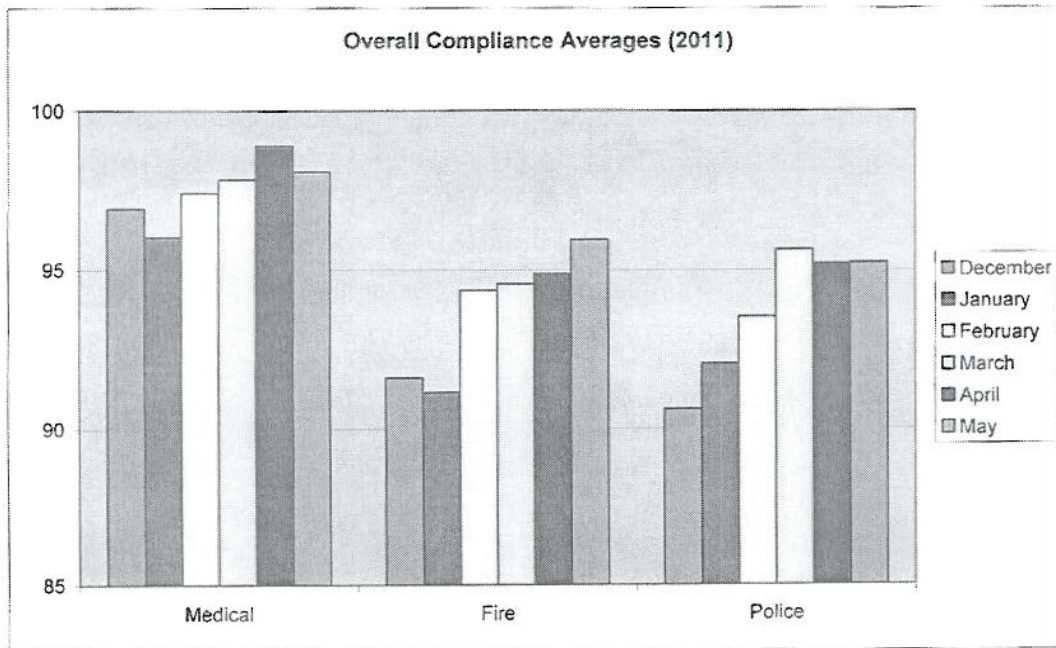
Date: June 22, 2011

To: Center Board

From: John Dejung

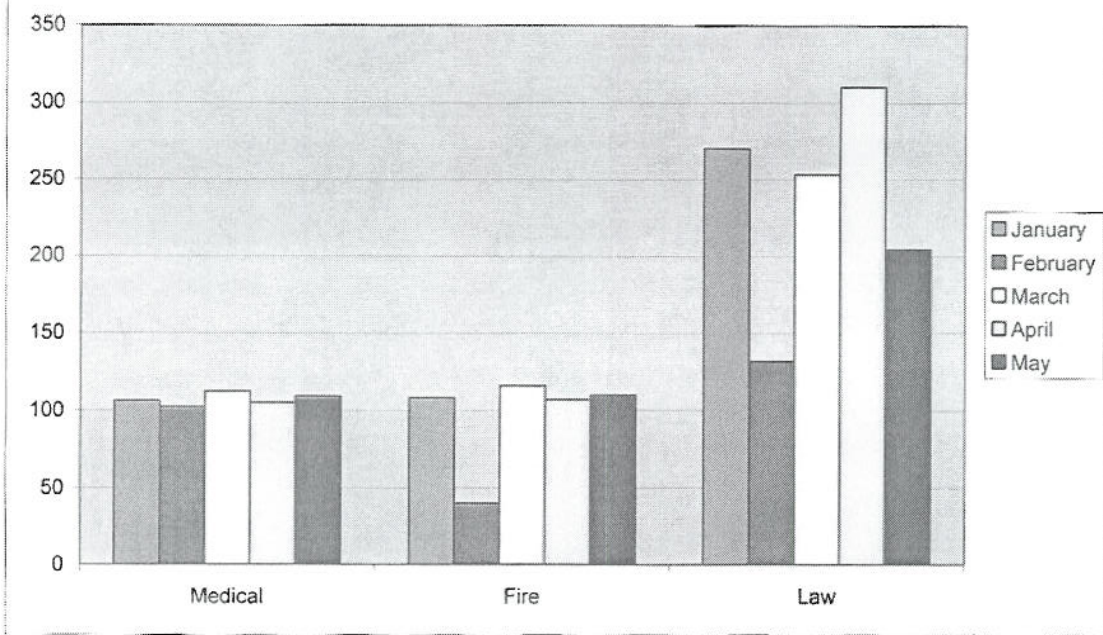
RE: June 2011 Director's Report (final version)

Support Services

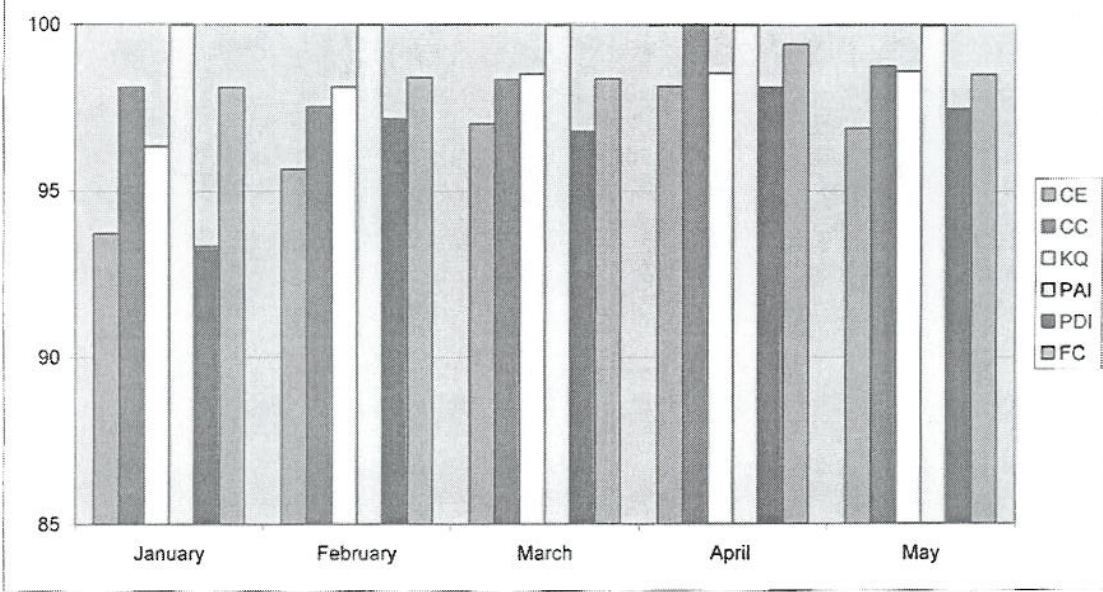


Caring X Capability X Communications = Performance Excellence

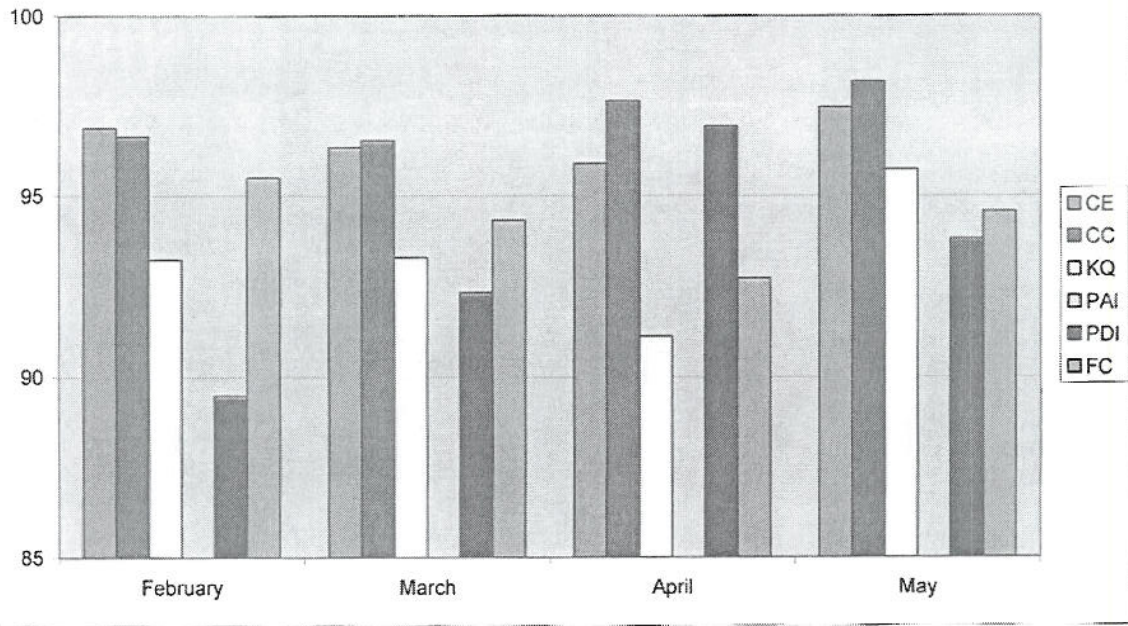
of Cases Reviewed (2011)



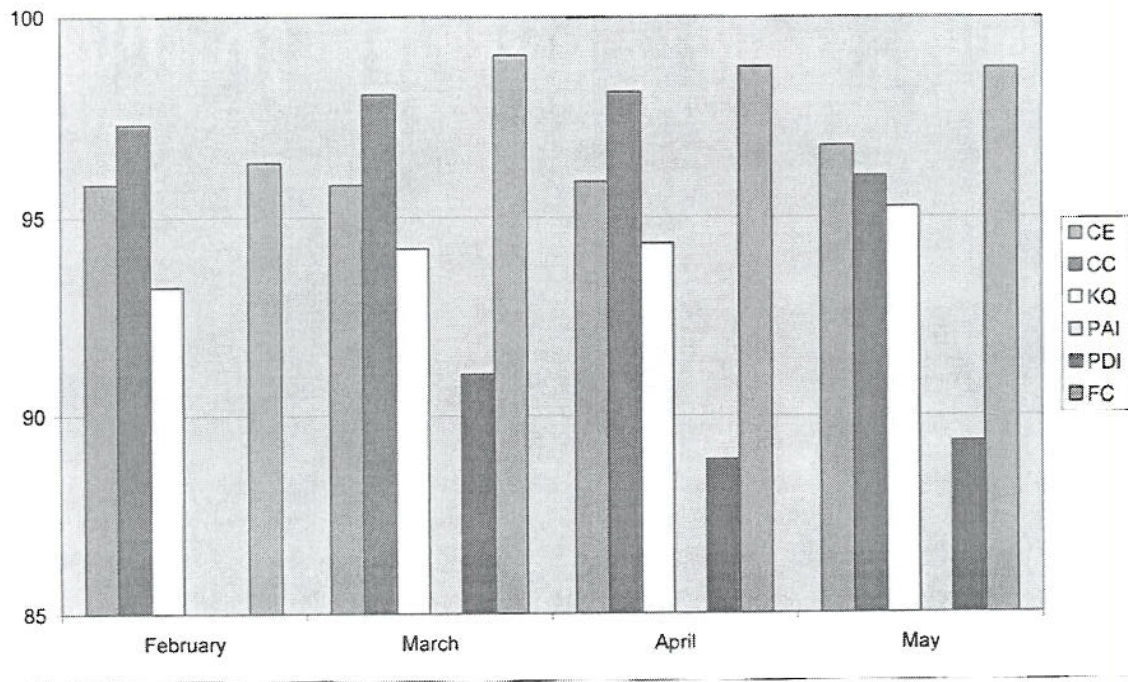
Compliance by Category - Medical (2011)



Compliance by Category - Fire (2011)



Compliance by Category - Law



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- **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 June 12th a Communicator provided pre-arrival instructions to a caller for an apparent respiratory arrest patient. The caller relayed to EMS how the Communicator’s instructions “really helped”. The patient is expected to make a full recovery.
- **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.
 - Will report quarterly.
- **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 not yet scheduled, but will occur ASAP given staff shortages (mentioned in next section).
 - Screening (Oral Examination) has commenced.

Operations

- **Communicator Staffing levels** as of May 10, 2011 are at -5. 71 authorized, 66 currently on payroll, (63 Operations, 3 Support Services).
- **PSC “catalog of services”** (PSC document 2.3.3)
 - Work in progress.
 - Final work on this is scheduled by OPAC for this fall.
- **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 August 2011 meeting, followed with a formal recommendation for action to Center Board.
- **Capitol rallies update**
 - A Capitol rally command post was established on Monday June 6, Capitol Police sought mutual aid of its neighboring PSAP’s to assist with dispatcher staffing. PSC assisted by having Communications Supervisor, Southwest Incident Management Team, (SWIMT) and Communications Unit Leader (COML) Rick Lange set up radio equipment and establish the communications plan.

Technical Services

- **Radio project:**

- Customer Design Review (CDR) meetings have occurred and Harris Corporation is packaging the final design documentation.
 - Change orders are in the works to include two Fitchburg-financed trunking sites, the analog tactical subsystem and limited console encryption capability determined by the governing board, and other miscellaneous updates.
 - Harris' site management team has been here in Dane County a couple times in the past weeks getting to work on tower site development.
 - Harris changed consultants providing frequency planning, so the new one is currently reviewing past work. Frequency applications have not yet been filed.
- **CAD project**
 - The County Board approved a contract with TriTech at its June meeting.
 - Project management staff have been assigned by TriTech and an on-site kickoff is planned for the end of June.
 - PSC has been discussing user outreach materials with the Technical Committee.

Administration / Other

- **E.M./PSC Merger:**
 - Prospective organizational charts with accompanying cost-benefit treatment are prepared. Public feedback was provided to PP&J (hearing conducted June 14th).
- **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.
 - Meetings with Police Chiefs of each of the suburban PSAPs have occurred and likewise a meeting with reps of the Sun Prairie City Council also are done.
 - Consolidation would best be done after the successful implementation of CAD and DaneCom...discussions have revolved around Jan 2013 as a possible start-date.
- **Budget outlook for 2012 (and presumably more of the same in 2013)**
 - 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.
 - PSC 's operational budget is comprised of about 94% personnel costs.
 - 5% (\$339,812) taken strictly from personnel equates to 5 FTE
 - 10% to about twice that, of course.
 - This comes at a very difficult time...CAD and radio O&M costs/demands will begin to need payment to a small extent in 2012...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) and from the Emergency Management merger possibility.

Public Safety Communications
Request to Change an Operating Procedure
Submittal and Routing Form

Date: 5-20-11

Originating Agency: City of Madison Police

Requestor: Lt. Carl Strasburg Title: _____

Contact Information: (Telephone #) 245-3654 (e-mail) CStrasburg@cityofmadison.com

Request Category: (Please check all that apply)

- Change or Modification to Existing Policy, Procedure or Guidelines
- Addition of a new Policy, Procedure or Guideline
- Modification or updates to Radio Communications Hand Book
- Other

Specify exactly what is being requested. The requestor may attach a copy of the modified document.

In 2010 The Madison Police Dept. was dispatched to approximately 11,000 911 Calls, many if not most of these are Phase 1 + Phase 2 disconnects. These types of calls use up radio air and rarely do these calls result in a needed Police response. To increase efficiency and reduce radio air traffic we recommend that a change to the current Procedure take place to eliminate all broadcasts of Phase 1 911 disconnect calls.

Requestor Signature: Lt. Carl Strasburg
Attachment A

Tracking number: _____
(PSC use only)