

**DANE COUNTY BOARD OF SUPERVISORS**  
**MINUTES OF THE PUBLIC SAFETY COMMUNICATIONS CENTER BOARD**  
Meeting of November 16, 2011 DRAFT

The Public Safety Communications Center Board met at the City County Building, Room 321 in Madison, Wisconsin, on November 16, 2011 at 1:00 p.m.

**MEMBERS PRESENT:** Asst. Chief Knudtson, Div. Chief Martinez, Div. Chief Popovich (for Kinkade), Capt. Schauf, Keith Lippert, Dave Janda, Ald. Skidmore, Chief Dep. Hook, Sup. Corrigan, Chief Hillebrand, Paul Kronberger, Chief Ripp, Chief Coughlin

**EXCUSED:**

**ABSENT:** Mayor Pfaff

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

1. Call to Order. Knudtson called the meeting to order at 1:03 p.m.
2. Public Comment. None.
3. Approval of Minutes. Motion to approve October 19, 2011 minutes by Scauf, seconded by Ripp.
4. Director's Report. See attached.
5. Operating Practices Committee. Martinez stated a Request for Change had come to the committee by Blooming Grove Fire, but it was not clear on the intent, it was sent back to them and will later be brought to Center Board for their recommendation on routing. Fire/EMS Radio Protocol has been completed. This will be brought to the December meeting. Chair Knudtson will also be checking to see if there should be a standing agenda item for Request For Changes.
6. Technology Committee. Janda stated they met on October 21, 2011 and also again on Friday, November 18, 2011. Three items were discussed. Radio, CAD (see directors report), and the Governance of the Radio System.
7. Discussion and Possible Action on Technical Committee Resolution on DaneCom Governance. Janda discussed Technology Committee is not the body to make decisions regarding DANECOM. This should be made up of users of the system including the City of Madison. October minutes from Technology Committee has recommended an ordinance be written for a group to be selected dedicated to the "Configuration and Administration" of the DANECOM Radio System. Motion by Ripp to table this agenda item until the December meeting for further research, seconded by Lippert.
8. Other Business As Authorized By Law. None.
9. The next regular meeting of the Public Safety Communications Center Board will be on Wednesday, December 21, 2011 at 1:00 p.m., at the City County Building, Room 321.
10. Adjournment. Motion by Ripp, seconded by Coughlin. Meeting adjourned at 2:10 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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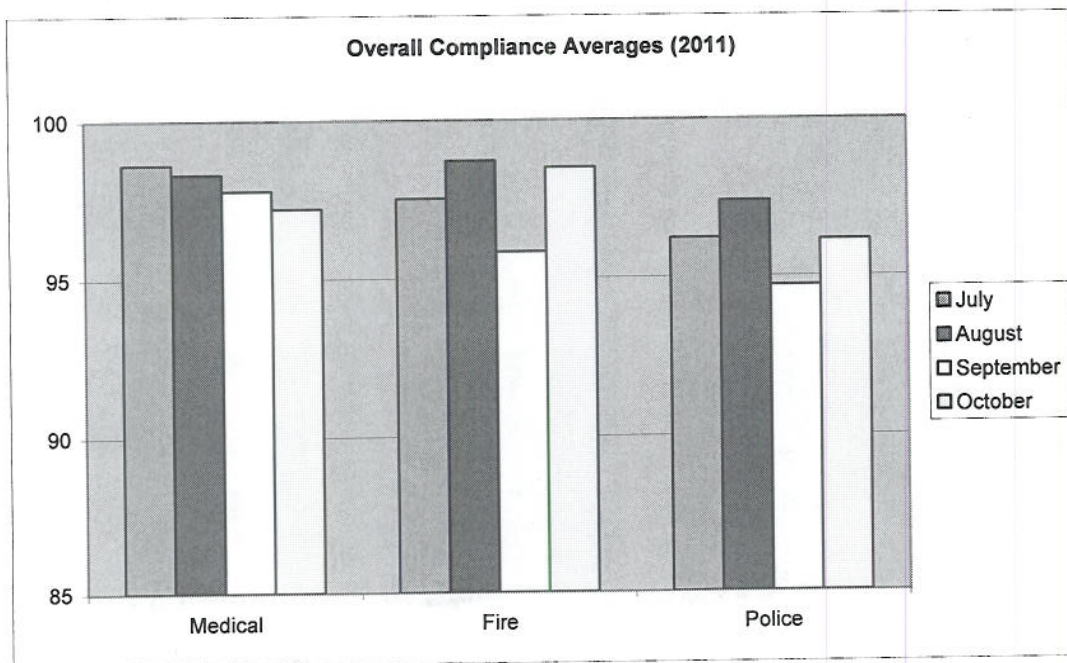
**Date:** November 16, 2011

**To:** Center Board

**From:** John Dejung

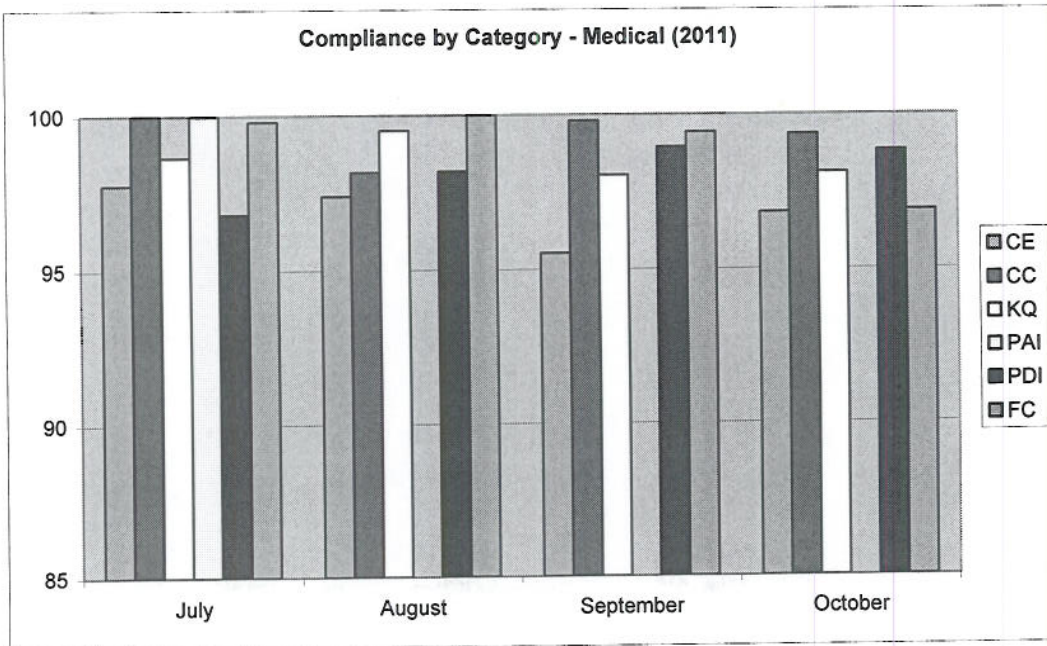
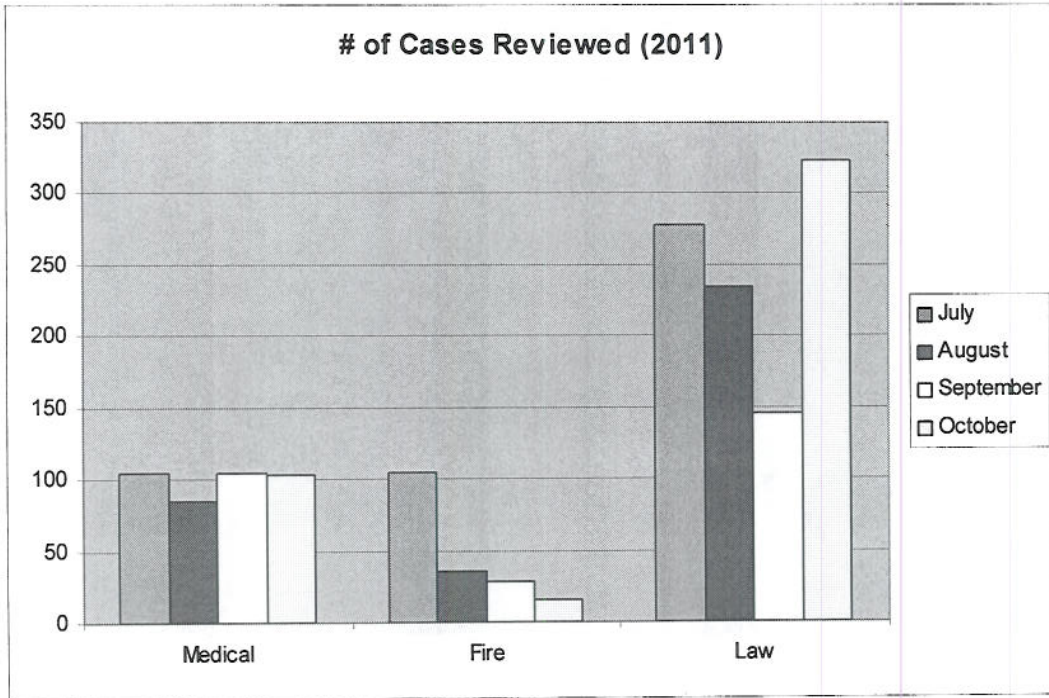
**RE:** November 2011 Director's Report

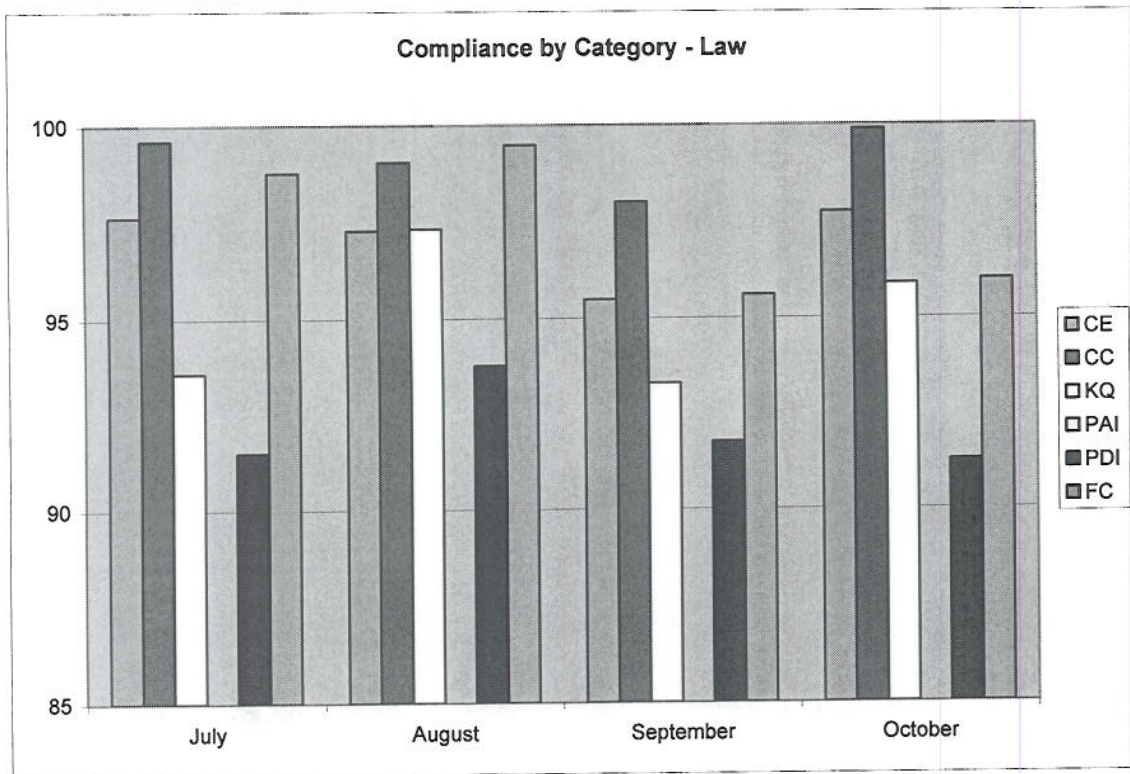
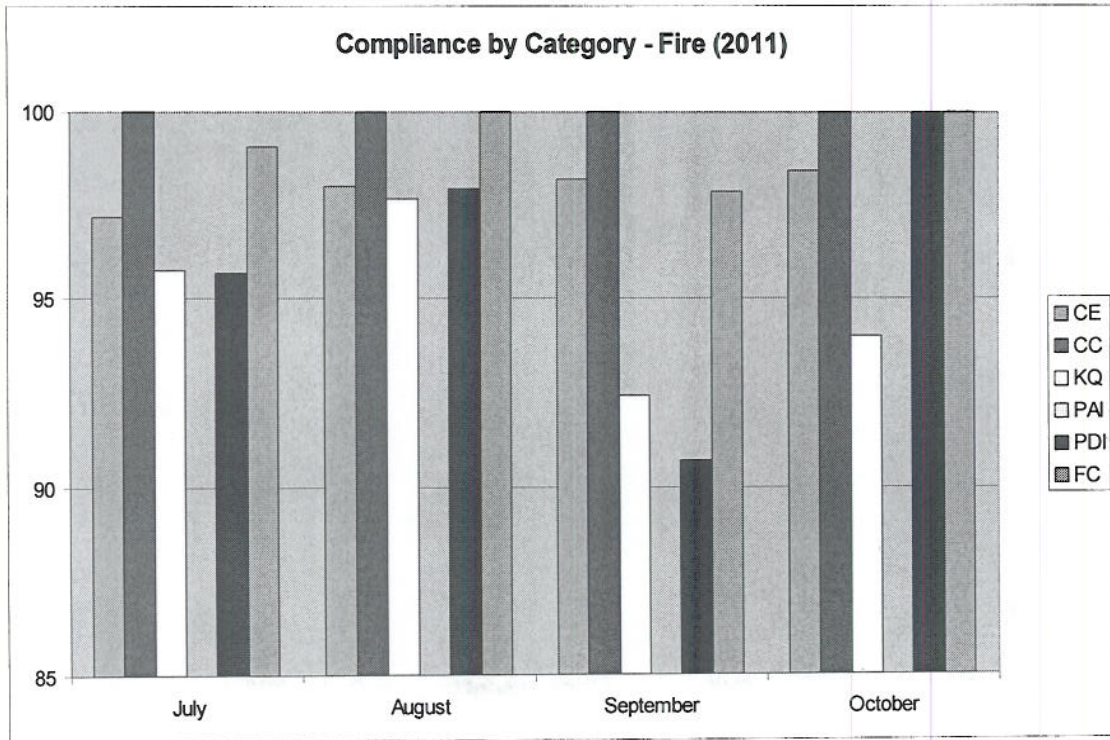
**Support Services:** Due to continuing demands on staff time for training and working in Operations we were unable to hit our mark for EFD case reviews again in October. Given that classroom training has been completed, we should be able to achieve our goals, at least through the end of this year.



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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](http://www.dane911.com).)
  - No new news.
- **Communicator Recruitment & Selection:**
  - Five new employees began training on September 12<sup>th</sup>. They are now on the floor doing their OJT phase of the training.

**Operations**

- **Communicator Staffing levels** as of November 8, 2011 are at –4 and Supervisors are down 1.
- **PSC “catalog of services”** (PSC document 2.3.3)
  - No update.

**Combining of functions at the “data” position:**

- Implemented.

**Separating emergency from non-emergency calls (answer time improvement effort):**

- A trial was begun early in November wherein call-takers are being designated as “emergency call-takers” and others as “non-emergency call-takers” with appropriate goals for answer time (90% of 9-1-1 calls in 10 seconds or less; longer for non-emergency calls). Prior to the trial, calls were commingled and therefore non-emergency calls were given similar priority to what 9-1-1 calls were given (resulting in 9-1-1 answer time being slower than the NENA standard is set at and non-emergency call answer time being as fast as 9-1-1 calls). The trial attempts to place the minimum number of call-takers needed for non-emergency calls and the rest on 9-1-1 calls. The “need” for the number of call-takers is determined using Erlang-C call-center formulae.

**Staff optimization:**

- Another “pilot” to see if shift sizes can be right-sized on a daily basis commenced in early October. When/if a shift is over-staffed (some not on vacation, no ill staff, no FMLA), Communicators (by seniority) will be given the opportunity to not work that day and work-back on another day that is scheduled to be short-shifted (and would have resulted in OT expenses paid to someone working over the amount of hours in their normal pay period). The hope is that this “staff optimization” will result in less OT and bring some welcomed flexibility to those who wish to do a “self-trade”.
  - Thus far, 2 employees have availed themselves of this opportunity, which has been extended to the end of the calendar year (to be used in ’12 if proven to be helpful).

## Technical Services

### • Radio project:

- Tower update; the CCB tower has also failed the structural analysis. The repair vs re-build decision information for all towers is expected to be made later this month. That decision might “slide” a bit, especially if we feel we are on the cusp of getting new/better information from commercial tower builders who we are hoping to hear back from about their level of interest in quickly building a tower on our property for us to reside on at no cost.
- o DaneCom users update: The IGA was “re-worked” at the request of a number of communities. The cost model has remained intact, but a new 70% and a new 50% limit on cost-sharing issues have been added. And, after the Towns’ Association meeting last week, a third new item (80%) was also added. That is, the IGAs become null and void if communities representing more than 70% of the population of the County (not counting the City of Madison) are not “in” on DaneCom. And, a 50% cap was placed on the County’s share of the O&M for the cost-sharing arrangements after 2015. The Towns’ 80% requires 28 (or 80%) of the Towns to join in order to make the IGAs valid. The deadline has been extended to December 22 (for returning the signed IGA). See handout for the current IGA for other changes/additions, which include:
  - Frequency sharing wordsmithing;
  - Withdrawal clause.
- o Current efforts are mainly focused on:
  - Deciding whether to strengthen or replace towers predicted to be structurally deficient. We’re gathering data and expecting to make decisions by Thanksgiving.
  - The frequency plan. As expected, cooperation is needed among stakeholders and neighbors to put more than 20 new frequencies on the air in an area that already uses most VHF spectrum. We’re communicating with municipal associations regarding the possibility of DaneCom freeing up many local channels, but also the possible swapping of local channels as needed to preserve local systems and allow DaneCom to be built. The IGA wording makes it clear that no community is required to sign a Letter of Concurrence (LOC) indicating they will vacate their channels if they interfere with DaneCom channels, BUT we believe we’ll need a fair amount of concurrence (and should get it when the communities realize that DaneCom can do what their local channels can do).
  - FCC Waiver. We’re planning to submit a narrowbanding waiver request somewhat similar to the first one we’re aware of for the St. Louis area; essentially stating that taking more time to build a modern, replacement system is better than narrowbanding an existing system that is slated to be replaced. We are planning to ask for a full year (to ensure we don’t have to go “back to the well” to ask for an extension, say, on a 6-month waiver request).
  - Further fine-tuning of the design; Harris is proposing some additional conventional transmit/receive sites at their expense. One is for analog-tactical and one is for paging. They need the extra sites in those cases after their careful analysis showed those antennae weren’t able to be placed as high on the towers as their initial



computer modeling assumed. With lowered antennae, the coverage guarantee was at risk, so they are adding the sites to ensure the coverage guarantees are met.

- **CAD project**

- Preliminary acceptance testing occurred with TriTech personnel again in town for 2 weeks this past month. More acceptance testing needs to be completed.
- Project is on schedule, although timelines are tight and demanding significant prompt attention by PSC and partner agency staff. Fire and police chief associations were more formally briefed earlier this month and the EMS Association will be briefed tonight. . Cutover is still scheduled for April of 2012.

### Administration / Other

- **PSAP Consolidation:**

- No update.

- **Budget outlook for 2012**

The County Board and Executive approved a budget that leaves PSC staffing just one Communicator short of the 2011 level. We will fill that shortage, when necessary, with a Support Services Communicator and back-fill the lost Support Services hours, as much as feasible/practical, with Supervisor and/or Manager coverage of those duties. It is believed that quality assurance and training efforts will suffer only a small loss; perhaps less than the 1/3 that the loss of 1 of 3 staffers would seem to indicate. There should be no reduction to Communicator staffing on the operations floor.