



# City of Madison

City of Madison  
Madison, WI 53703  
www.cityofmadison.com

## Meeting Minutes - Approved PUBLIC SAFETY REVIEW COMMITTEE

---

Tuesday, July 13, 2010

5:00 PM

Madison Fire Department  
Station #12  
400 South Point Road  
Madison, WI

---

### CALL TO ORDER / ROLL CALL

**Present:** 8 -

Eli Judge; Paul E. Skidmore; Bryon A. Eagon; Tyrone W. Bell; Michael S. Scott; Bret M. Gundlach; Chan M. Stroman and Matthew J. Phair

**Excused:** 1 -

Julia S. Kerr

### APPROVAL OF MINUTES

Alder Skidmore made a motion to approve the meeting minutes from June 8, 2010. Alder Eagon seconded the motion. The minutes were unanimously approved.

### PUBLIC COMMENT

### NEW BUSINESS

### ITEMS REFERRED FROM COUNCIL

1. [19129](#) Indicating the City of Madison's interest in partnering with Dane County and our municipal neighbors to develop, build, operate and maintain a state-of-the-art countywide radio communications system that would allow - but not mandate - full interoperability.

**Tyrone Bell made a motion for approval for discussion purposes and Alder Skidmore seconded the motion.**

**There was discussion on the proposed resolution for the City of Madison's interest to partner with Dane County and other municipal neighbors to develop, build, operate, and maintain a state-of-the-art countywide radio communications system that would allow - but not mandate - full interoperability.**

**This Resolution was RECOMMEND TO COUNCIL TO ADOPT - REPORT OF OFFICER**

**Excused:** 1 -

Julia S. Kerr

Ayes: 8 -

Eli Judge; Paul E. Skidmore; Bryon A. Eagon; Tyrone W. Bell; Michael S. Scott; Bret M. Gundlach; Chan M. Stroman and Matthew J. Phair

## PRESENTATIONS

2. [19191](#) Dane County 911 Center report on new and ongoing initiatives

Mr. Dejung, the Director of the Dane County 911 Center shared information with the Committee on new and ongoing initiatives within the 911 Center. The first item that he shared was regarding priority police dispatch what he referred to as standardized call taking protocol. He said that the 911 Center Board had discussions on which kind of standardization the 911 Center should pursue. The recommendation was to go with priority dispatch corporations version of the call taking protocol. There was then a subcommittee created to study the recommendation as well as other options. The conclusion was that priority police dispatch was the route to go and the 911 Center Board agreed to that as well. So far he said the County Board are two thirds of the way through the approval process and that two committees of the County Board have agreed to the recommendation and have approved the funding to purchase the licenses and rights to use the protocol to priority police dispatch corporation. He mentioned that in the fall there will be three day training for the dispatch takers on the protocol and the use of the law enforcement call taking portion. He thought implementation would take place late 2010.

The second item Mr. Dejung shared information on was quality assurance. He said that there is a support services division of 911 Staff who complete training and quality assurance checks. They listen to recordings of calls as well as computer aided dispatch reports and then correlate the two to see how well the call taker reacted. He said that when the law enforcement taking protocol becomes in effect it will become easier as there will be a list from the software program that judges how well the call taker did on every aspect of the call. He mentioned that there is a national academy of emergency dispatch protocols that recommends the level of quality assurance checks that are done each month in which the 911 Center attempts to reach those levels. Although there is no mandate that quality assurance checks are in place there is mandate from review committees that could allow the 911 Center to reach accreditation within the eyes of the national academy of emergency dispatch if they consistently meet those levels of quality assurance checks.

The third item shared was regarding the automated attendant system. Mr. Dejung explained the auto attendant is an interactive voice response system that is attached to just the seven digit non-emergency lines that come into the 911 Center. The seven digit lines are listed in the phone book as non-emergency and they are separate from the 911 back-up. He said there is a list of options to reach a live 911 Communicator. The automated attendant system started on February 20, 2010 and since then 76,376 calls that have gone through the attendant. Since implementation seventeen percent of non-emergency calls have been handled exclusively by the automated attendant and do not go through the queue to be handled by the live 911 communicator. With this percentage he said that it meets the objective to reduce non-emergency calls so there can be more time to concentrate on 911 calls.

The fourth item was regarding customization of dispatch protocols. He said that Dane County 911 handles dispatching duties for 85 different agencies. He said for the large organizations such as Madison Police, Madison Fire, and the Sheriff's Department there is a fair amount of customization due to the capabilities that Madison Police has such as self reporting and the Fire Department who have different stations with different capabilities. He said generally speaking standardization occurs amongst smaller organizations with a "one size fits all" kind of approach to dispatch. He said there is and will continue to be the ability to continue customization and standardization where appropriate after the call taking protocol is implemented.

Next he shared information on the Computer Aided Dispatch (CAD) upgrades. He said the County has hired RCC consulting, Inc. who produced a 75 page report on Phase I of the CAD replacement process project. RCC was tasked to provide information on the scope of what the project should be; if the whole County should be together on one system or if it should be combined with the 85 agency county dispatch system that replaces the CAD system, and whether it is advisable to have a records management system with all agencies in the County involved. He said the Phase I report recommended that they look at CAD just for the County and if others that are at the end of their life cycle wanted they could buy the same CAD and use it how they want to use it and the County would use it how they want to use it and that there would be some economies of scale on the purchasing. He said as far as the records management system given all the different types the recommendation was to not purchase a system because of the variations. He said that Phase II would be more specific about business requirements, linking CAD through computer interfaces with records management systems, how to deliver CAD information through mobile software out to field units. He felt that next year at this time that the County should be well on their way to building the CAD system and that about a year and a half from now it would be implemented.

He lastly shared information on the radio system. He said there are 3 possible proposals being discussed right now: Dane Com, 800 megahertz, or to meet the FCC mandates and narrowband. He said that Dane Com was discussed back at the beginning of the year which was a 28.2 million dollar proposal. Dane Com was not a popular option just because of the costs. The 800 megahertz program which is about a 25 million dollar proposal was discussed as the City and the County sharing the costs. If neither one of those could be afforded or agreed to the default would be to meet the FCC requirements for the narrowband which is around 7 million dollars.

3. [19192](#)

Madison Police Department presentation on public safety issues in mobile home parks

Captain Balles from the South District shared information with the group on a resolution to authorize the Chief of Police to execute an agreement with Unicorp Company who has oversight for the Highland Manor mobile home community. The resolution would allow the City of Madison Police Department the ability to conduct routine traffic stops and sign violations. Currently, the Madison Police Department has no jurisdiction inside the community because it is considered private property. In Highland Manor there are over 300 housing units with fifteen streets, two playgrounds, and over 1,000 people who live there with many children present.

**BUSINESS ITEMS**

4. [19193](#) Election of new Vice-Chair of the Public Safety Review Committee

**Chair Mike Scott opened up the nominations for vice-chair of the PSRC. Alder Skidmore nominated Tyrone Bell. Bret Gundlach seconded the motion. Mike Scott repeated the question three times if there are there any other nominations. Alder Skidmore moved that nominations are closed to cast a unanimous ballot, Bret Gundlach seconded the motion. The group unanimously voted in favor to close the nominations. The group voted unanimously to have Tyrone Bell as the vice-chair of the PSRC committee.**

**COMMITTEE REPORTS**

5. [19194](#) Report on the 911 Center Subcommittee

**Alder Skidmore indicated since Mr. Dejung presented at today's meeting that a lot of information has already been discussed. He did indicate that he felt that a 311 Center, which was not discussed would be very helpful in handling calls that fall below non-emergency calls verses calling the dispatch center. He mentioned that Ron Boyland from the Dane County Sheriff's Committee was re-elected for the Dane County 911 Center Board and that Chief Knudson from the Madison Fire Department was elected as the Vice-Chair of the 911 Center Board.**

**Mike Scott made a motion to adjourn the meeting, Gundlach seconded the motion. The motion was carried unanimously.**