



# City of Madison

City of Madison  
Madison, WI 53703  
[www.cityofmadison.com](http://www.cityofmadison.com)

## Proceedings

### PUBLIC SAFETY REVIEW BOARD

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Monday, October 6, 2008

5:00 PM

215 Martin Luther King, Jr. Blvd.  
Room LL110 (Madison Municipal Building)

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#### CALL TO ORDER / ROLL CALL

#### APPROVAL OF MINUTES

A motion was made by Scott, seconded by Skidmore, to Approve the Minutes.  
The motion passed by voice vote/other.

<http://legistar.cityofmadison.com/calendar/#current>

#### PUBLIC COMMENT

No Public Comment

#### STANDING COMMITTEE REPORTS

1. Standing Committee Report: 911 Center Committee

A motion was made by Skidmore, seconded by Bell, to Return to Lead with the Following Recommendation(s) to the PUBLIC SAFETY COMMUNICATIONS CENTER BOARD (Dane County). The motion passed by voice vote/other.

Alder Skidmore reported 911 Director Joe Norwick resigned. The committee is in search of a new 911 Center Director. Dane County Executive, Kathleen Falk will make the final decision on the selected candidate. Madison Police sent a memo listing ideal protocol on dispatching officers, but the 911 Board has not discussed it. Skidmore will forward the memo to the PSRB members. A formal complaint process is not in place at the 911 center and needs to be looked at. Verbal complaints are received; however, a written formal complaint process needs to be initiated. An improved documentation process is needed for internal as well as external complaints. These items are being examined as discussion items, but PSRB members wondered if the complaint process is clear. The 911 website contains a mechanism to document written complaints, but it was asked if the complaints could be registered on the Fire and Police Department websites to have a link to connect to the correct person at the 911 center. A motion was made Skidmore and seconded by Bell that Skidmore would take back as a recommendation to the 911 Board that a protocol should be developed on a specific process for receiving and reviewing complaints along with a quality assurance feedback mechanism.

Pasha asked about technology issues. "Next Generation Technology". Where is the 911 center going with technology with: text messaging, cell phones, GPS, etc. The County has put aside \$30,000,000 as a starting point to upgrade to a new infrastructure and the City Police have prepared to make the switch

to the 800 Mhz, but even with this switch it doesn't really address these technology issues as most smaller municipalities haven't allocated money for the changeover. The County also plans to upgrade their CAD system with 2009 budgeted funds. It was suggested that Lieutenant Balles from the Police Department give a report on this since he is on the committee that is addressing these issues.

## DISCUSSION ITEMS

2. Discussion Item: Fire Department
  - a. Update on Significant Fire Runs (last 6 weeks)
  - b. Federal proposal for requiring sprinklers in residential homes & new residential construction
  - c. Fire Prevention Week
  - d. Fire Academy
  - e. 2009 Capital Budget - Madison Fire Department

**Assistant Chief Keiken handed out a summary packet on significant fire runs that have occurred in the last 6 weeks, the packet also shared information on the Fire Academy, Fire Prevention Week, press releases, and statistics.**  
Response times were discussed. The response times that the Fire Department strives to attain after receiving a call is 5 minutes, unfortunately the Fire Department is not always able to meet this timeframe. (90 % of the time)  
Keiken emphasized the benefit of having sprinkler systems in residential and businesses could potentially save lives and property loss. The cost for an average house would be \$3-5,000.

The response times for EMS should be within 8 minutes, but this goal is also not being met. The addition of an ambulance to the southwest side of Madison will help, but even with having an additional ambulance it is likely that the goal time will not be met. Is the 8 minute response time a realistic goal? This is the national standard set for fire departments.

The City is getting ready to break ground for fire station #12 on Mineral Point Road in approximately two weeks, but given the growth of the City, they should actually be breaking ground on stations #13, 14, 15, and probably 16.

Fire Prevention Week is held during the Month of October. There are many activities and educational presentations that take place.

The Fire Department just finished one Academy on August 22, 2008 in which 13 new recruits and one holdover graduated. After the 20-week academy, staff have basic entry-level firefighter skills. The job of a firefighter is physically and mentally demanding job. MFD is starting to recruit at Middle and High School levels. Included in the hiring process includes: written test, physical agility testing, one round of oral interviews, the Chief's interview, medical and background checks. Since the hiring process takes about a year from the start of recruitment to the hire date it starts to thin out. The PFC has authority over the hiring process, but have not demonstrated that they wish to change the current recruiting/hiring system.

3. Discussion Item: Police Department
  - a. How the MPD publishes incidents on the website.

Assistant Chief Davenport handed out an information sheet on how the MPD gets information out: website, phone calls (from public and media), Public Information Officer (PIO), press releases, press conferences, daily arrest log, electronic call log and district commanders. The Officer in Charge, known as the (OIC) selects information to put on the website (among many other duties) and this is a judgment call. There are generally 160,000 incidents reported annually, this year it is projected to have around 200,000.

Scott inquired if there are ways of automating the system to give out more information and less statistics. He suggested that the PIO could describe certain items in the narrative at the District level as this might generate a wider public understanding of what/why police are doing. A/C Davenport reported that Madison provides more information than any other law enforcement agency in the County. There are so many incidents that happen that someone needs to be a filter to determine what is important or interesting.

Approximately 15% of reports are now typed by officers on their squad laptop computers (field reports) yet, the more serious cases are still dictated and typed by support staff. Reports are prioritized and typed by their respective priority level, yet; as many as 1,800 reports per day have been backlogged for processing. Captain Gloede, the records Captain, has conducted a job task analysis for his staff with the focus of improving efficiencies. Equipment is being added and some job responsibilities have been realigned to try to improve the efficiency of the records processing system. Ultimately though more support staff is needed in order to have a sustained impact on the report backlog problem.

PSRB members would like the PIO to forward any major press releases that occur; it was also suggested that a courtesy call be given to alders before stories/news releases are made public.

4. Discussion Item: Concept of a PSRB Newsletter.

Pasha handed out an example of a PSRB newsletter. The group wasn't sure if the newsletter should be approved through the City Attorney first, but on the newsletter it would be noted that it was an opinion by the author. The newsletter would be published on an as needed basis and sent through e-mail to alders, businesses, others in public safety, etc. Subscriptions would be spread by word of mouth. Pasha would maintain the subscription list.

5. Discussion Item: Hosting Community Meetings and Topics for Discussion

Community meetings were occasionally held in the past, but not since the Loitering Ordinance was being discussed. Moen asked: What do people like and want to see? What problems are in their communities? It is likely unless there is a theme or topic, people will probably not attend. A meeting should be held twice a year for the sake of the public comment and to increase the credibility of the PSRB. These meetings should be held on each side of the isthmus to increase credibility by seeking public comment. PSRB should think about topics for discussion and bring to the November PSRB meeting. PSRB needs to be sure they do not take the authority of the PFC – cannot compel Police or Fire to do anything. Moen said the Board has a capacity for policy. It is a board for the community when needed. Pasha added that we need to define the Board's role, it is clearly laid out that it was established in 1985, but not clearly defined how we are to do these things: 1) service, 2) capital budgets

and 3) liaison between city and community of public safety issues. Pasha indicated that if we have community meetings, we need to know how to organize on the broader issues and what the PSRB role is.

6. Discussion Item: Interactions between Madison Police Department and Madison Fire Department (example: ride-alongs, station visits, etc.)

**There was a reminder that the Fire and Police Department both have ride along programs. This is a great way to see what happens on a day-to-day basis as times have changed and a great way to physically see how and what staff do.**

7. Discussion Item: PSRB Meeting on November 10, 2008 - need to reschedule (conflicts with Board of Estimates budget deliberations) and PSRB 2009 Meeting Dates.

**There is a conflict with the November 10th meeting as a Board of Estimates meeting takes place on the same day. Emily will determine available dates and poll members for the best date.**

#### **ADJOURNMENT**

A motion was made by Scott, seconded by Bell, to Adjourn. The motion passed by voice vote/other.