

911 COMMUNICATIONS COMMISSION  
January 20, 2016

Chief Liggett called the meeting of the 911 Commission to order at 2:02 p.m. on January 20, 2016.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief David Hooker, Clinton Police Department; Chief David Moore, Janesville Police Department; Interim Chief Dave Zibolski, Beloit Police Department; Chief Randy Banker, Janesville Fire Department; Chief David Wickstrum, Orfordville Police Department

Members Not Present: Chief Terry Wendt, Evansville FD; Mary Beaver, Evansville EMS

Others present: Kathy Sukus and Brian Becker, Rock County Communications Center; Dara Mosley and Kayne Cushman, Rock County IT

1. Call to Order and Approval of Agenda

Chief Liggett called the meeting to order at 2:02 p.m. Motion to approve the agenda by Zibolski. Second by Hooker. Approved.

2. Minutes – November 18, 2015

Motion by Zibolski to approve minutes as written. Second by Hooker. November 18, 2015 minutes Approved as written.

3. Comments from the Public – No public present. Liggett asked if agendas and minutes could be sent as an appointment through Outlook in the future so members can reply yes/no if they are going to attend. Sukus said she believes we can do that and will let Tara know for next time.

4. Policy Updates

a.) O1-Organizational Structure - Update

Sukus explained that the only changes were to remove “Lead Telecommunicator” from the organizational structure. The position was eliminated with the recent wage re-structure for the telecommunicator staff. Because Shift Supervisors now do all of the supervisory duties, that position has not been filled in many years therefore it was eliminated by the county. Along with this, the Acting Lead Telecommunicator position was changed to Acting Shift Supervisor. Motion to approve policy changes by Zibolski. Second by Moore. Approved.

Sukus mentioned that the Telephone Skills policy (abandoned 911 procedure) is still being tested before the final policy is brought to the Commission for approval. There are some changes we will be making in reference to contacting the agency supervisor on landline 911 hang-ups because all agencies have decided to respond on those, so there is not a need to make a notification to the agency supervisor. Almost all agencies are also still going to the Phase II – no problem types of calls, so are trying to find a way to eliminate all of the notifications for those agencies because it ties up the dispatcher and agency supervisors several times a shift.

## 5. 2015 Goals/Objective Review

Sukus stated that she had completed her annual review of the 2015 Goals/Objectives for the Center and wanted to share some of the operational achievements that the staff had reached in the past year. Sukus stated that the staff had a goal of answering 93% of 9-1-1 calls in 10 seconds or less (about 2 rings). All staff worked hard to exceed that goal and reached 94.43% for the year. The goal for 2016 will be to answer 95% of 9-1-1 calls in 10 seconds or less.

Another goal was for staff to meet the National Fire Protection Association's (NFPA) standard that states 90% of call processing and dispatching shall be completed within 90 seconds and 99% of call processing and dispatching shall be completed within 120 seconds. Sukus advised that staff started working towards this in 2014 after IT was able to extract more data from the new Computer-Aided Dispatch (CAD) System. Becker said through data research and analysis he was able to identify call taking processes that were causing the system to record slightly incorrect data (i.e.; leaving incident initiate screen open prior to receiving a call) which added several seconds to call times. These processing issues were brought to the call takers' attention and times immediately improved. Overall staff were able to reach 89% in 90 seconds and 97% in 120 seconds, just below the standard. However, Becker explained that there are some exceptions to the standard (i.e.; filtering out police related incidents that required EMS or wireless calls that took extra time to locate) that we are unable to include in the report, so the data being used is for all fire/EMS calls that come in on 9-1-1. Considering this, the Center feels very good about the efforts and believes that if those filters were included in the report they would meet the standard most likely. Staff will continue to work on this goal for 2016. Moore asked if there was a similar report for Law Enforcement. Becker said he had not done a report on that, but could easily do it for the 9-1-1 calls and Priority 1 incidents. Sukus said they will work on this report and pass on the results.

Other 2015 project-type goals were to implement Text-to-911, obtain a 6<sup>th</sup> consecutive CALEA Accreditation Award, and implement shortest path routing on the mobile data system mapping. All projects were completed, however the shortest path routing has some more work to be done with distance conversion that is causing travel time to be incorrect. The Geo-Applications Specialist is working with the vendor on this.

## 6. IT Updates

- County IT will be visiting all of the mobile data units soon to update maps, update the client software, verify AVL/GPS devices are working, and install a connection to the printer in the Sheriff's Office booking room (law units only).
- Friday, Jan. 22, network changes will be made to create a hot standby connection for the link from 911 to the County A Tower for the radio system. Today, the failover connection has to be manually connected. After the network changes, the failover route will take over, if the primary

network line goes down. This will cause some minor interruptions when the work is being done. Dispatch will have their portable radios turn on and ready during this time. The Sheriff's Office and Beloit PD have been notified, as it will cause disruptions to South Station and Beloit PD connections.

## 7. Informational Items & Updates

### a) 9-1-1 Commission Terms: Fire & EMS Representatives

Sukus advised that Wendt & Beaver's 2-year terms would be up in May 2016. The next agencies due are Turtle Fire Department and Footville EMS. Both chiefs have accepted.

### b) Text-to-911 - Update

Sukus advised that since September 2015 the Center has processed (10) calls for service received via text. All but (2) were non-emergency incidents. The (2) emergencies were for a welfare check on a suicidal subject with a deaf caller and a domestic violence incident. We also have received some accidental texts, but not many. Channel 27 in Madison recently requested an update on Text-to-911 and asked how many emergency calls we have received since start up. They plan to do a news story in the near future.

### c) Footville FD Drone

Footville FD recently purchased a drone and their staff is currently going through training. They wanted agencies to know if they ever have a situation, such as a missing person, where the drone may be helpful for searching a field or something, that they would be happy to assist if requested.

### d) TIME System Agreements

Sukus advised the law agencies that the TIME agreements were mailed out last week and should be turned into her at their earliest convenience.

## 8. Adjournment

Hooker moved to adjourn the Commission meeting. Second by Zibolski. All in favor. Meeting adjourned at 2:40pm.

## **Next Meeting – March 16, 2016**

Respectfully Submitted,



Kathren Sukus  
Communications Director  
Rock County Communications Center

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