

911 COMMUNICATIONS COMMISSION
March 16, 2016

Chief Liggett called the meeting of the 911 Commission to order at 2:03 p.m. on March 16, 2016.

Members present: Chief Brad Liggett, Beloit Fire Department; Chief David Hooker, Clinton Police Department; Deputy Chief John Olsen, Janesville Police Department Alternate; Deputy Chief Bill Ruchti, Janesville Fire Department Alternate; Chief Terry Wendt, Evansville FD

Members Not Present: Sheriff Robert Spoden, Rock County Sheriff, Mary Beaver, Evansville EMS; Interim Chief Dave Zibolski, Beloit Police Department; Chief David Wickstrum, Orfordville Police Department

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

1. Call to Order and Approval of Agenda
Chief Liggett called the meeting to order at 2:03 p.m. Motion to approve the agenda by Wendt. Second by Hooker. Approved.
2. Minutes – January 20, 2016
Motion by Hooker to approve minutes as written. Second by Wendt. January 20, 2016 minutes. Approved as written.
3. Comments from the Public – No public present.
4. Policy Updates
 - a.) E1-Emergency Medical Dispatch
Added instructions for call takers to enter call for service under out of county locations that validate in CAD for calls requiring EMD instructions that are misrouted to our center. If out of county call does not geo-validate in CAD, then call can be entered under Comm Center's address so it is logged.
 - b.) E2-Evacuation of Primary Site
With the addition of the Shift Supervisor positions, the Lead Telecommunicator position has been phased out. Wording was updated in the policy to reflect this.
 - c.) F1-Fire & EMS
Updated JFD station tone procedure. Updated Medical Examiner requests/response section to include fire/EMS as authorized to call out Medical Examiner on death investigation to speed up the response time.

d.) T1-Telephone Skills & Techniques

Cleaned up policy to combine wireless and landline abandoned call response procedures. Added section for Beloit Police response procedure for wireless calls with location that have no problem. Added "open line" definition.

Motion by Wendt to approve the above policy changes as written. Second by Hooker. Policy changes approved.

5. IT Updates

- Mosley stated IT is currently working on laptop updates and are about half way completed. These updates include new map files, new version of mobile software, and AVL updates.
- Mosley will have 2017 budget preparation numbers at the next Commission meeting.

6. Informational Items & Updates

a) 2015 Quality Assurance

Sukus distributed the year end 2015 Quality Assurance report and noted no significant changes from previous years. Overall scores continue to be good, with an average return rate of 26% for the year.

b) Power Outages - 3/12 & 3/15/16

Sukus outlined an incident involving the Communications Center UPS system last week.

3/9/16 – Alarm on UPS for battery overheating on dayshift. Maintenance vendor (QPS) was contacted, Rock County maintenance reset alarm, no further alarms, fan put in room to keep it cool. Maintenance vendor was scheduled to come following Monday to do preventative maintenance (PM). No other issues noted.

3/10/16 @ 7am there was an audible alarm in the mechanical room area. Supervisor could smell an electrical odor in the area of the UPS room. Rock County maintenance and Janesville Fire Dept responded to the center and found that there was another battery overheat alarm. The first string of batteries was deactivated, maintenance provider advised the other two sets of batteries would hold the power until the generator turned on (if there was a power outage). Maintenance provider also notified us that the UPS batteries that we replaced in 12/14 were part of a bad batch of batteries that Jefferson County also received around the same time & they too had a problem with batteries overheating. So 3 new strings of batteries were being ordered and would be replaced as soon as possible, at the manufacturer's expense.

3/12/16 @ 5am there was a power outage in the area of the 911 Center (Cty F & Russell Rd area). The UPS failed and generator did not turn on.

Maintenance and 911 Administration/IT responded to the Center within 15 minutes. Backup site was partially activated within 10 minutes at which time 911 calls were transferred. Primary site power for 911 systems was out for approximately 45 minutes. Power & 911 systems at primary site were restored within the hour. Staff remained at backup site until maintenance vendor arrived to check the system to determine why the generator did not turn on like it should have. They advised the UPS system was locked up due to a recloser (3 quick power resets) that was activated by Alliant to prevent a total power outage in the area. Tests were performed and all tested correctly according to vendor.

3/14/15 @ 1pm the maintenance vendor arrived for annual PM and completed further diagnostic testing. Service tech said everything tested OK and he would forward his report to his service manager for review. Batteries had arrived at their warehouse and we were working out the installation date.

3/15/16 @ 8am weekly generator test was performed by Rock County maintenance. Power was lost again. 911 Administration and IT were already on site, had 911 lines transferred to backup site within a few minutes. Primary site was down for approximately 16 minutes. When generator turned off after the test completed (about 20 minutes later), power was again lost at the primary site. 911 lines again were transferred down to backup site until primary systems were restored approximately 11 minutes later. The UPS maintenance vendor was contacted and service manager was able to review the reports and bad cells were discovered on two of the "good" strings, which were not holding enough charge to keep the UPS system up during the generator test. The vendor worked quickly to get batteries delivered later that afternoon, a new string was installed that night & generator test was completed with no problem (911 staff was at backup site until new string was tested at approximately 7pm). Remaining strings were installed the following day and another generator test was performed with no problems.

Sukus said 911 staff and BTFD personnel do regular testing and training of the backup system and all situations were handled extremely well by all involved. Fortunately there was slow activity levels during each incident and systems were restored very quickly. No 911 calls were missed during any of the outages according to AT&T and our phone system records.

c) FBI Frequency Request

Sukus stated the FBI has asked to put Janesville and Beloit Main frequencies on their radios. They already have County Main. For the sake of interoperability, the Commission expressed no concerns with this – Olsen said that would be fine with Janesville. Agencies will be alerted when it happens.

d) Center Staffing

Derek Ninmer has been promoted to Shift Supervisor. Shift Supervisor Michele McMahon has announced her retirement this May.

e) Law Enforcement Dispatch Times

At the last Commission meeting Chief Moore asked if there was a report for law enforcement similar to the Fire & EMS one that contained call processing times for priority one calls. After excluding alarm calls and I90 calls the data for law enforcement priority one calls is as follows for the last year:

60% of calls processed within 90 seconds

80% of calls processed within 120 seconds

90% of calls processed within 150 seconds

94% of calls processed within 180 seconds

Average of 96 seconds and 39 seconds for call to be entered by Calltaker.

f) 911 Ordinance

Sukus is working with Corp Counsel on a new County Ordinance to address nuisance calls to 9-1-1. There is a State Statute but that's geared more towards prank calls to 9-1-1. Sukus stated the new one will cover nuisance calls like multiple pocket dials, harassing Calltakers, and habitually calling 9-1-1 when there is no emergency after being told not to. She believes Milton and Beloit have their own local ordinances and other agencies would be welcome to adopt the County ordinance if/when this one is approved.

g) PSA Video

The next video for the Communications Center will be a Public Service Announcement featuring Ariana Grande's song "Problem" and will focus on 9-1-1 abandoned calls. Milton High School is allowing filming in their auditorium on 4/10/16.

h) Backup Analog Frequency

Rich Westgard from Gen Comm is working on the analog backup frequencies for Fire, JPD & County. Sukus explained there is a limited amount of analog frequencies available since WISCOM took the majority of them so it is going to take awhile to find enough available frequencies to start the project. Westgard said there are P25 frequencies available that wouldn't need to be connected to the P25 system, but would be digital channels. Sukus said she is not sure that is what the agencies want, so if that is the only option, she will have Westgard attend work group meetings to explain the difference to agencies himself.

j) 2017 Budget

Sukus welcomed agencies to let her know of any budget items for the 2017 budget cycle.

k) Commission Terms

This is the last meeting for Chief Wendt and the Commission thanked him for his service. Chief Tim Huffman with Town of Turtle Fire Department and Chief David Butzler with Footville Fire Department will begin new Commission Terms at the May meeting.

7. Adjournment

Wendt moved to adjourn the Commission meeting. Second by Ruchti. All in favor. Meeting adjourned at 2:46pm.

Next Meeting – May 18, 2016

Respectfully Submitted,



Tara Hanley
Administrative Assistant
Rock County Communications Center