

911 COMMUNICATIONS COMMISSION
December 1, 2010

Chief Liggett called the meeting of the 911 Commission to order at 1:32 p.m. on December 1, 2010.

Members present. Deputy Chief Jim Jensen, Janesville Fire Department; Chief Norm Jacobs, Beloit Police Department; Chief Brad Liggett, Beloit Fire Department; Chief Dave Moore, Janesville Police Department; Sheriff Bob Spoden, Rock County Sheriff's Office; Chief Loren Lippincott, Milton Fire Department; Chief Rich LeFeber, Town of Turtle Police Department; Lt. Jay Koehler, Evansville Police Department

Members Not Present: Chief John Rindfleisch, Clinton Fire Department

Others present. David Sleeter/Kathy Sukus, Rock County Communications Center; Dara Mosley, Rock County I.T.

1. Call to Order and Approval of Agenda
2. Minutes – September 15, 2010
Motion to accept as written by Jacobs. Second by Lippincott. Approved
3. Comments from the Public – No Public Present
4. Election of 911 Commission Chairman and Vice-Chairman
A motion was made by Jacobs to postpone the elections of Commission Chairman and Vice-Chairman until the January meeting since not all Commission members were there and the new members were not official yet. Second by Moore. Motion passed.
5. SCIP Update
Sleeter stated there has been two meetings of the SCIP so far. The Fire Chief of Maple Bluff was elected Chair and Sleeter was elected Vice-Chair. The rest of the time has basically been spent setting up bylaws.

Sleeter noted that WISCOM is still not operational.
6. Policy Changes
Sukus stated some policy changes came from cleaning things up and addressing reoccurring problems surrounding anonymous vs. refused callers. Call Takers will now ask, "What is your name?" as opposed to "Do you want to leave your name?"

At a previous law enforcement workgroup meeting, the policy for Phase 1 wireless hang-ups was discussed. The concern was how to handle Phase 1 hang-ups where call backs are made and the citizen refuses to give their location (when there is no emergency indicated). The workgroup decided that calls like that should be left up to the call taker's discretion and if there is no indication of an emergency, the call taker should enter a call for service and clear it with that information noted in the call. Because there is no location, it would be a waste of time and resources to check the general area of the tower if there is no emergency. If there is any question as to whether an emergency may exist, the call taker should have the Communications Center Supervisor review the audio and determine if the area should be checked. Phase 2 hang-ups will be handled the way they are now, where a call for service is entered (by using latitude/longitude or what the caller advises on call back) and an officer dispatched. The agency Sgt has the authority to override dispatch on a case-by-case basis.

Spoden made a motion to approve policy changes. Second by Jensen. Policy changes approved.

7. Quality Assurance Report

Sleeter distributed the 3rd Quarter Quality Assurance Report to Commission Members. There has been an average of 34% return of cards so far this year. The two D's were for Knowledge and Quality of Service. After investigation, it was discovered that the citizen had actually made a mistake while giving the address. The one F was because of a responding officer and this information was passed on to the agency chief.

8. Informational Items & Updates

I: Activity Update

Sleeter discussed some of the highlights of the latest Activity Update. The County Board approved funding the infrastructure costs of switching from analog to digital. An RFQ has been sent out for an engineering consultant to assist with the process.

II: CAD

The plan is to go ahead with the new Motorola CAD system. Sukus stated the way it works is pretty much the same as the current CAD system, but the IT side of things will be different.

III: Public Safety Systems Personnel

The County Board approved adding a Public Safety Systems Technician position. Sleeter states that his hopes are that support will be more proactive instead of reactive with this additional position.

IV: Commission Appointment Rotation

During the most recent turnover of Commission members, it was discovered that the Town of Fulton PD and Town of Milton PD have never been included in the rotation. Commission members felt they should be offered the chance to serve on the Commission and will be added into the rotation.

V: Communications Center

Sleeter noted that the public education billboards have been put up around Janesville and has been hearing positive feedback on them.

Jillian Peterson was promoted from Lead Telecommunicator to Shift Supervisor. Two new telecommunicators have been in training recently and recruitment is in the process to fill one more opening.

9. Next Meeting – January 19, 2011

10. Adjournment – Motion Spoden, Second Jacobs, Meeting Adjourned at approximately 2:30 p.m.

Respectfully Submitted,

Tara Hanley
Support Specialist
Rock County Communications Center