

DANE COUNTY BOARD OF SUPERVISORS  
MINUTES OF THE PUBLIC SAFETY COMMUNICATIONS CENTER BOARD  
Meeting of June 18, 2008

The Public Safety Communications Center Board met at the Madison Police Department, East Police District, in Madison, Wisconsin, on June 18th, 2008 at 1:00 p.m.

MEMBERS PRESENT: Chief Dep. Boylan, Capt. Gloede, Chief Coughlin, Chief Bloom, Asst. Chief Dirienzo, Div. Chief Duppler, Supv. Kostelic, Ald. Freund, Ald. Skidmore, Rich Beadles, Keith Lippert, Tim Hillebrand, Chief Gould, Lt. Balles.

OTHERS PRESENT: Acting Chief D. Blackdeer, D. Julian, Lt. Strasburg, Joe Norwick (PSC), Rich McVicar (PSC), Tom Hanrahan (PSC), Media.

1. Call to Order. Chair Boylan called the meeting to order at 1:15 p.m.
2. Public Comment. Sup. Ferrell asked the Board for Director Norwick to respond to the questions in the attached documents and to have the answers posted on the 9-1-1 website permanently. MEMO hearing questions comments, and: 911 questions and comments 3
3. Approval of Minutes. Moved by Hillebrand, second by Gloede to approve the minutes of May 21, 2008 as corrected. Motion carried.
4. Director's Report. A. Console project in progress. Site visit to vendor installations soon. B. 25% response to governance survey; phone contact to be made. C. Draft copy of PSC telephone call report was shown. Final report to be presented to County Board at first meeting in July.
5. Operating Practices. No report.
6. Technology Committee. Radio project continues.
7. Old Business. Gloede asked that the Communications Interoperability Governance Steering Committee report become a standing agenda item for the Board. Chair agreed.
8. Emergency Call Handling Policy and Procedure. Gould reported for the Operating Practices Committee. A list of six recommendations was presented. Motion by Gloede second by Freund to refer item #4 back to Operating Practices next regular meeting and to accept the remaining five as changes to section 5.2.5.5. Motion carried.
9. Automatic alert of police for any cell phone call where it cannot be determined there is no emergency. No action.
10. Elections – Chair and Vice Chair. Motion by Freund second by Skidmore to open nominations for Chair. Motion carried. Nominated were Boylan and Gloede. Motion Skidmore, second by Hillebrand to close nominations.

Number of votes cast..... 12  
Necessary for election..... 8  
Mr. Boylan received..... 8  
Mr. Gloede received..... 4

Motion by Freund, second by Coughlin to open nominations for vice chair. Motion carried. Nominated was Gloede. Motion by Skidmore second by Freund to cast unanimous ballot for Mr. Gloede. Motion carried.

11. Discussion and possible action on vehicle lockouts. No action.

12. Other business. None.

13. The next meeting of the Public Safety Communications Center Board will be on Wednesday, July 16, 2008 at 1:00 p.m., at the Madison Police Department East Police District.

14. Adjournment. Dirienzo moved to adjourn. Seconded by Freund. Motion carried. Meeting adjourned at 3:30 p.m.

Respectfully submitted, Tom Hanrahan, Recorder

Note: These minutes are the notes of the recorder and are subject to change at a subsequent meeting of the Board.

# MEMO

June 2, 2008

TO: County Executive Kathleen Falk  
Joe Norwick, Director, 911 Center  
Dave Mahoney, Sheriff  
Nobel Wray, Chief MPD

FROM: Dane County Supervisors Jack Martz, Eileen Bruskewitz and Ronn Ferrell

RE: 911 Center Board Hearing questions and comments

On May 19, 2008 we held a Public Hearing which gave Dane County residents an opportunity to ask questions and comment on concerns they have regarding the 911 Center operations. So that you to have an opportunity to respond to the concerns that the public raised, we have compiled the questions and comments from the hearing and the emails sent to us in the attached document.

We request that you provide a written answers and responses by June 15, 2008 to the issues raised. Many of them have to do with educating the public about the capabilities of 911, cell phones, what happens during a 911 call, etc. These should be posted on the newly created website. Some have to do with the implementation of the 2004 report and staffing, which we expect will be available at the June 5, 2004 County Board meeting.

The public also needs reassurance that the 911 Center is trustworthy. The residents of Dane County have been waiting for answers since the Brittany Zimmerman murder.

We believe that this is the first of many steps that are necessary to correct the 911 problems so the residents of Dane County can regain confidence in the 911 system.

We look forward to your immediate attention to our request for your responses to the information we have provided.

Attachment:

May 19, 2008

911 Public Hearing Questions and questions and comments sent in by e-mail

How much of the 2004 Strategic Plan been implemented?

What commitment does the Executive and the 911 Center Director have to getting the full county engaged in the 911 changes?

How soon will the improvements take place? What is the time line?

What are the specifics that are going to be implemented?

What are the reasons 911 calls are not dispatched even when the crime is in progress?

How are the concerns raised by Roger Finch, Pres of the Dane County Sheriff's Association going to be addressed, such as the poor radio contact in the NW and SW sections of the County? Specifically, radio patch is difficult to understand and requires a lot of work

What is the reason the audit was done and why was the strategic plan not implemented, especially since there has been adequate amount of time to make changes. We do not need to have another outside study to implement radio improvements.

Friends and I have cell phones instead of land lines. My family to protect under the impression that GPS would pinpoint the location. We all have people we want to care about. Should I get a land line to protect my family in my home?

Why are so many dispatchers working overtime, both voluntary and involuntary?

What is the noise level in the 911 center.

Do dispatchers have the right equipment.

Are dropped or abandoned calls flagged so they are not lost?

Why are there different policies for different jurisdictions when there is a dropped or abandoned call?

Why do you get a busy or continually ringing signal when the lines are full?

How many 911 lines, both cell and land lines, going into the 911 Center

Why hasn't the report been implemented?

Why can't the ½ sales tax originally raised for the jail be used for 911.

Why do some municipalities have their own 911 centers and how do they interact with the County 911 center?

Do they have better equipment?

What is the problem with consolidating all centers? Why are the other 911 Centers not working with the County? When will they be meeting?

How many calls get patched through out 911 Center? to the state patrol.

What resources and help do the dispatchers need to do the job including staffing and equipment.

Do they have the proper headseats, is it noisy, do they have a roving supervisor to monitor quality control? How often? What kind of in-service/education do they get?

How often?

What does the 911 Center do to keep the general public and officials informed.

Where is the leadership?

½ a jail for the sales tax. use it for 911.

Why was the current 911 chief hired when he doesn't have the shoes to fit the job.

Judith Moniker

What specific training do the dispatchers have for domestic violence calls? Are they handled to assure victims and their children that help is on the way?

Do they know how to talk down perpetrators.

Hangups--are children intimidated to hanging up? What questions can they ask to keep the call on? 911 will many call back, but the person answering says nothing is wrong. Need specialized training on 911. All responders including EMS need to know the symptoms of strangulation and domestic violence.

Procedures when there is no voice on the caller end—eg a stroke, unable to speak. Is that a hang up or do they try to call back when they can't get an answer? Is it different from land or cell line. Since 60-65% are cell phones is the technology in place to locate the call by the major carriers in the area.

Are the 911 Center and the cell phone carriers up to speed.

What is the county executive doing to solve this problem?

Sup. Hendrick

Request for outside independent audit. Gau is co sponsor. Sponsoring a res on Thursday an independent separate source for funding separate public safety levy for rural and county 911. Sup. Hendrick will raise taxes to solve the problem.

I don't have close neighbors, if I am in a cornfield, and have a heart attack could 911 and EMS find me?

What about homeland security money? Would that take care of Dane County? Follow the money.

My confidence is low.

We were promised that the new cell phone Enhanced 911 would find a man in a corn field.

What do you believe?

\$85K report—the public a list of the recommendations and how they were prioritized, was there timing for these?

Funding and upgrades—asked what has happened to homeland security money and what federal money has been received?

Wants an accounting—can you clarify the who where why etc, of the money

Compel the CE MPD Chief, DA, and others to give us a full accounting of the money.

Why does the 911 dispatcher waste valuable time and doesn't act when a frenzied call comes in. Car fire parked in flames, driver door was open –called 911 anxious excitement in the middle of the block should have immediate dispatch, subject to irrelevant questions and flustered by the questions as precious time is wasted. The fire department would see it.

I sure hoped no one was there.

An elderly man discovered, collapse, using an inhaler Students carried him. No cell phone at the time. Called 911 requested an ambulance—life and death, more questions with no kind of collapse, a physical description, please just send the ambulance. Attempted CPR, clearly a medical emergency. Do we need all those questions.

Why is there a delay when trying to convey the problem to a skeptical 911 dispatcher?

What are the protocols? Why do dispatchers ask me all these questions?  
Need reassurance to the caller who is reporting—what is the training?  
How do the systems work—with CAD.  
What are the jurisdictional issues?

What does 911 deal with on a daily basis.  
Are calls being prioritized,  
how does it work, different levels or responses>  
Volunes at certain times, how do you get to the most important calls?  
How do the calling ques work? Do we have the right equipment, procedures to someone who  
they cannot hear? When the person cannot speak? What is the training level to tell the person  
needs to hear? What is the staffing?

We may have well trained staff and also some not so well trained. Is there on going training and  
evaluation?  
Man masturbating, 911 was so slow and questions and the man noticed the call. Woman very  
afraid and rolled up the window. The perpetrator pounded on her car scared to death.  
Not a new issue. When I had listening session, this was a concern that was raised. Dropped calls  
How serious is the drop call. It is one year.  
Take this seriously Platinum safe county—just like a Platinum bicycle county.

Define the problem. Is 911 functioning well?  
Ambient noise to much? Is equipment up to date? Top efficiency. When dispatchers leave, is  
there an exit interview? What do they say?  
What does MPD think we need to improve?  
We need to do each month to review operations?  
What was the satisfaction level? How do the workers suggest improve the system.  
How much abuse of calling in?  
A lot of people are worried. Can the current equipment electronically pick up dropped calls and  
flag them?  
How much \$ collected and applied to the center. Are we using the money going to where it is  
supposed to go? Basic service and fundamentals and this is a need not just a want.

Tripped and hit forehead bleeding, in DeForest Operator asked for address but he assumed that  
address was on the console.  
Cell phone reception is sketchy at best. Can the dispatcher see phone number or is it dependent  
on how far from the Tower?

Where does the 911 money go?  
Why weren't the 911 Report recommendations implemented.  
We need to do better. We need to set our priorities  
How are the towns and small municipalities going to pay for equipment with revenue caps?  
Do the 85 users have to upgrade or not? specifications for types of equipment?  
Try to make all of us work on together.  
Accountability, who is responsible to the public? Don't worry is the message.  
Don't ask because we won't tell. When we ask tell.  
Design of the system, cell phone providers how do they get there.  
Do they have a cross referenced data base.  
Local Emer Planning Committee—reverse 911 for cell numbers?  
Hangups—how many? Can 911 show the public the volume of calls?

\$30M . how much has been spent?

Refund the sales tax on the jail—let's use it for 911.

Who oversees 911 no links? Parks and other departments have extensive websites.

How many hours a week are they tracking overtime?

Deadspots for the county disclosed—when will these be corrected?

What are the basic call statistics.

When will the report be implemented?

Is the report outdated?

County government budget is \$1/2B Why was it not done 4 years ago.

Where is the accountability of the 911 Center?

If a business calls someone who is on a do not call list there is a heavy fine—why is a prank 911 call not have a fine?

Public safety is the most important—what are the priorities of Dane Co. elected officials? Need to care about basic services.

What does fully staffed mean, how many dispatchers should we have

A failure at the top, hat is the priority at the top—the County bought two parcels denied for development. 80 acres swampland. \$16M. Parks have a priority but they don't save people. Why are we buying land when the \$ could provide public safety. Back to basics.

Tutor at Athletics Dept. State of denial at the UW and the lack of protection for women students and not willing to mention that there are rapists at large in the community. Against the law to lend the students a cell phone. Students could lose their scholarship if they are given a ride home. What else is the UW doing to help these girls that are traveling anight.

Safety concerns at UW? This needs to be addressed in public forums.

911 hang up, are there any fines.

Kathleen works for us, the voters we want her there. Set up the meeting so the Exec has to be there.

Leadership, Dispatch needs to train for disasters. Do we have enough staffing?

Said yes to the 911, don't scapegoat the dispatcher.

No better dispatcher than the one who answered the call.

Why did we hire Norwick when there were really good candidates

What was the story on hiring? Why did the County Exec select Norwick?

911 hang ups—what can be done about them?

What can be done to take the walls down between the agencies?

I want to protect myself and my family.

What are the limitations of people and technology—need to define.

When does 911 have a busy signal—what % of calls are busy, what if it is a disconnect? How are calls shunted to another person so that other calls can be answered speedily and accurately?

Do you have computer equip for back up and review.

Is there technology to prompt the dispatcher to call back?

Do we have state of the art equipment? Equipment should be programmed to meet the need of the technology.

What are the protocols for various agencies and 911.

Where are the protocols? Are they in a book/binder somewhere? Can call takers/dispatchers reference them freely? Can WE, the people have access to the protocols?

How accurate is the location on a cell phone call? What technology is used? Is it triangulation? Is it satellite? How accurate is the location ability? Have we fully implemented "phase II" of e911? What does that mean in practical terms for cell phone users on the system?

Who conducts oversight on the implementation/readiness of e911? I was told by PSC it wasn't them...they said it was up to the localities. So who is it?

What about VOIP? What about Charter cable telephone? And who handles the "new" technology calls? Is it the individual 911 centers or the county?

Are there dedicated lines for cell phone calls, and how many are there?

Is anyone going to lobby for the extension of the surcharge? I think we're going to need this extended. I'm not a fan of extended any charge or cost...but given what I've read on the FCC site, we are going to need to continually upgrade the system to keep abreast of technology. For instance, I've been reading some stuff about NG, or next generation e911 technology. I doubt, sincerely, we've even considered that.

I thought Bill's suggestion of having some sort of mechanism/program that would allow other call takers to pick up untended calls was EXCELLENT. We should most certainly investigate if that is a technology we can access.

Guys, we were vastly OVERSOLD e911. Really. The 911 caller taker there last night basically told me that it's anyone's guess how accurate the pinpointing of the calls really is. She described what sounded like triangulation technology that we use to find people on cell phones...which is a lot less accurate than any of us were promised. Also, in the course of my reading, I have learned that in many cases, line of site to a tower is necessary for any kind of locating using a cell phone. Also, she seemed to indicated that even with GPS enabled phones, cell towers MUST be used to locate the call...again, making the locating accuracy anyone's guess.

She also told me that non-emergency calls are ALSO answered by the 911 center. WHAT?! Here I thought I was doing the right thing by calling the non emergency line. Now, I wonder if I'm tying up a 911 operator from other duties when I call to report stray dogs or the like.

1.How much money has been collected via the 911 phone taxes over the last 5 (or more) years?

2. Has all that money gone to support the 911 center?

3. If so, and there was a shortfall of funding from that tax how much has the county had to put in to make up the short fall?

4. IF not all the money collected for the 911 center from the phone tax has gone to the center, where has it gone to and why?
5. Have there been any State or Federal taxes put towards funding the 911 Center- if so how much?
6. One of the questioners last night asked about the Homeland Security funds- Has any of that money gone to enhance the 911 Center?
7. Where has the Homeland Security money been spent if any was allotted to Dane County?
8. The trend for phone users today is cell-phones and ditching land lines why isn't the county focusing on this trend?

The second is that many times the dispatcher wants to give us Monona, Fitchburg, or other municipality's individual direct dispatch phone number and have us call there directly. I thought the idea was that there is central dispatch. Sometimes we have to argue with the dispatcher that no, we are too busy, take the information and relay it to the correct place. We don't have boundary maps here, and we are not trained on who should be called.

The final one I believe is an equipment concern. When the staff tries to "cut in" on our radio conversation, rather than contact us by phone, we usually only hear a few words they are saying and have to have them repeat it several times or have them contact by phone anyway. I believe we at one time tracked this down to their headset jacks being loose, which in turn, caused them to cut in and out.

Roger Finch of the Dane County Deputy Sheriff's Association said there are 911 center problems that have not been addressed in the past decade. They include poor or no radio and MDC (Mobile Data Computers) reception and transmissions in areas of the county known as "dead spots." The Northwest and Southwest areas of Dane County are particularly bad, he said.

Finch also stressed the need for a common radio frequency that can be used by all county law enforcement. The stop-gap solution has been a radio patch, which is often difficult to understand and requires a dispatcher to join frequencies such as VHF and UHF radio bands. Currently, the Dane County Sheriff's Office operates on VHF and Madison Police Department on UHF.

The County Board staff is reviewing a 2004 audit of the criminal justice system to see if recommendations made by MTG Management Consultants were implemented and if the county needs to bring in more outside experts to review the current 911 system.

Finch said that "yet another study" into the 911 Center operation would be seen as a delay in fixing the problems and an additional cost to taxpayers.

"If we are to believe that the quality of management in the center is as high as purported, then why does the county executive have to rely on an outside fix that will, of course, take months if not years to implement?" he asked.

Mike Meyers, who has been a police officer, an EMT and a firefighter as well as a 911 dispatcher for 25 years, said that a lot of needed improvements to the center haven't been done or were done too slowly.

Meyers worked with the dispatcher who handled Zimmermann's 911 call for about 20 years and said he is worried that she was being scapegoated.

"She's very dedicated, very thoughtful about what she does and helps the people out as much as she can. She does an extremely good job," he said about the dispatcher, who has not been named but who officials say was transferred to another county job.

Meyers also expressed empathy for the center's director, Joe Norwick, who has only been on the job less than a year. "He's been put in a tough spot," Meyers said after the meeting.

Michelle Nighthoak of Marshall, who has worked as a 911 dispatcher the last four years, said she loves her job and takes great pride in her work, but added, "there is always room for improvement." She has seen great improvement over the last four years, she said.

Nighthoak, who works the third shift, said it's almost impossible to predict what a day will bring. There are times, like 3 a.m. and 4 a.m., when calls come in sporadically, but there are other times, like bar time Friday and Saturday nights, when all the phone lines light up, she said.

The mother of five said that dispatchers generally work eight-hour shifts with two paid 15-minute breaks. While she often works overtime voluntarily, she said dispatchers are not allowed to work more than 14 hours straight.

John McAnelly, a resident of Parkwood Hills in Madison, said he wondered how many supervisors had read the 2004 report that found several deficiencies in the staffing, procedures and oversight of the 911 center.

"It concerns me. You apparently paid a lot of money to the consultants for this report, and I get the impression the county executive is using it as a cushion in her chair," he said to applause.

"If there is no voice on the other end, is that considered a hang-up?"

Glomp wanted to know if the technology is available to pinpoint the exact location of cell phone calls from all of the various cell phone providers.

Dane County Supervisor John Hendrick said he is sponsoring a resolution Thursday night at the County Board meeting to ask for the authority to create a separate public safety taxing levy that would support the rural patrols for the sheriff's department and the county's portion of the 911 center.

**ASK the experts:**

The 911 dispatchers, the police department, the fire department the EMT workers who deal with 911 center and the people who have been served by the 911 center. Talk to the best 911 centers in the US and get their recommendations for training, equipment, their SOP Standard Operating procedure and integrate that into our system as needed.

The actual dispatchers should be interviewed and asked how can they do their job better. Ambient noise too high? Equipment up to date? Are they well trained and is it continuous training? Are they working at top efficiency in terms of job performance or are they pushed onto 12 hour shifts too often? Why have so many dispatchers left in the last two years? Have they been interviewed?

The police department- are they getting accurate timely information from the 911 center? What do they suggest to improve the center?

The fire department- both the actual firefighters and the Emergency crew- How would they improve the system?

Same with all the Emergency medical technicians (EMT) that are heavy users and interact with 911. What would they suggest?

Interview the people who have used the 911 center in the last year. How were they treated? How fast did 911 respond? Any problems with 911 center itself. How would they improve the system?

Could a number be provided so that people could check to see if their land line and cell phone is showing up on their monitors? (without actually calling 911 center)

Can a system be installed to electronically pick up dropped calls from either end and record the number with a flash system to all dispatchers that only stops flashing when the number is recalled.?

How much tax money has been collected for the 911 center from our phone bills and how much has actually been applied to the center? Do they have enough funding?

Why does it take so long for the 911 operators to answer the phone?

I called and it took about 12 rings before they picked up.

Thanks for dealing with this important issue.

Since taking over the position of Director of Dane County 9-1-1 can you tell us what your first tasks were?

In the nine months you have been there have you created a business plan?

One that addresses Budget to include total annual programmatic costs obtained thru trend data collection.

Have you established written Center goals and objectives for the current year, 1 year, 3 year and 5 year?

Have you identified Critical Indicators to determine the health of your programs?

1. customer satisfaction (citizen, responder and dispatch staff)
2. status of policies and procedures
3. call volume status tracking i.e. dropped calls, hang-up calls, hold times etc
4. reviewed critical infrastructure
5. reviewed training programs to identify minimum training standards

Are you collecting trend data and reviewing it daily with your staff? Trend data meaning call volume, number of hang ups, number of abandon calls, average ring time, call holding times etc. If so is it being done hourly at the Supervisor level, by shift at the quality assurance manager lever, daily at the Operations manager level and daily or weekly by you?

Have you identified shortfalls that are mission effecting but not impacting.

Have you identified other deficiencies not addressed above?

What strategic plan are you working from and when was it updated?

What exactly IS the protocol for 911 calls where there is no one talking on the line?

who determined the protocol?

is the protocol available for review?

what factors impact the development of the protocol?

is understaffing a problem?

is there a staff turnover problem?

how closely can a dispatcher pinpoint a cell call location?

how long does the connection have to hold before any information is transmitted?

how many wireless lines are in use?

who monitors the oversight of the e911 implementation?

is the technology used already dated and getting obsolete?

why was the 911 budget cut year to year in the last budget?

why were the recommendation of the 2004 task force not implemented immediately?

Other questions:

did joe norwick coordinate his statements with Falk's office?

who made the mistake that cost MPD 2 weeks of investigative time by providing the wrong information about the call?

was norwick qualified to be the director of the 911 center , given others' resumes appeared stronger

how much \$\$ have we spent on conservation land purchases in the past 4 years? did those purchases impact other budget items.

will Dane Co. petition the state to extend the collection of the e911 fee? (and will that money be spent to upgrade/improve the system)?

what is the liability to the county taxpayers if someone sues?

why before an investigation is complete is falk saying she will not discipline anyone?

why are MPD and the county at odds on the details of this story? Who is right?

why are we trusting the investigation of what went wrong to Joe Norwick', whose own performance is in question?

was it Britney Zimmerman on the recording?

what was on the recording?

We need answers on this 911 situation. As senior citizens are we safe in Madison and Dane County? Or are the gangs, thugs, and murderers taking over?

We need to set the appropriate priorities in funding.

1. Need independent study of 911 center
2. Implement 2004 study except where new technology precludes
3. Where does the money go?
4. Don't let 911 become the Madison Water Dept.

Ask the Director if they have enough resources to do a good job.

Where are the monies coming from?  
Where is it used?

Is it possible for people who cannot respond verbally to answer a set of yes/no questions via the touchtone?

I was appalled at the official responses that came from the director of the 911 operations and Kathleen Falk.

Why are the lives of mosquitoes in swampland more important than Dane County citizens?  
Budget Priorities!!

The 911 Center is a mess. The County Executives behavior re the matter is reprehensible.

I need to know if and how the 911 system works. Safety for my family!

Homeland Security money was to correct the problem of Police, Fire, etc to all be able to talk on same channel. Did we receive the money? How was it spent? Please follow up all the money as brought up in this hearing.

The 911 center has been ignored for years. This past winter we had the issues from the Interstate and nothing happened. What are emergency services in Wisconsin doing?

I am incredibly disappointed in the county executive, the mayor, the 911 call center, the Madison police and especially in the county board and common council members.

Crime and violence are increasing in Madison and Dane County, but little is being done. Our college students are being murdered and little is being done. The police, the county executive and the 911 call center cannot agree on what happened when Brittney Zimmerman called 911, her killer has not been caught and they are sweeping her murder under the carpet. Other murders remain unsolved. Violent crime and property crime are both growing out of control, while little is being done to stem the tide of this crime.

You, our elected officials, must demand accountability and make improvements to our 911 system. You must inform the public as to what occurred and if anything went wrong. You must explain to the county's residents, your employers, why these murders have not been solved. You must stop this growth in crime and demonstrate to the public that criminals are being caught and punished.

Politicians in Dane County have lost site of government's role. Government's role is to first provide basic service such as public safety, clean drinking water, plowed roads, building new roads for cars and mowing the public right of way. Dane County's elected officials have shirked responsibility for their obligations to provide these services to their constituents – the employers of Dane County's elected officials. Basic services must come first.

Money is being wasted on train and trolley studies, rather than solving congestion problems on the beltline and providing other basic services. Money is being wasted on providing "green" jobs and other feel good special interest initiatives, rather than spent on real taxpayer priorities or returning money to Dane County's taxpayers. Government is far too bloated and is only

concerned with its own growth – hence the existence of so many Dane County board members and city council members.

You have forgotten that you exist to serve the public, hence the name public servant. You have lost site of your role in the county or city and why you were hired. Some of you must understand that the role of government is to serve the people and you have a duty to speak up on behalf of the people.

I urge every one of you to remember the proper role of government and remember who pays you to do your job. Please refocus your attention on providing basic services at minimal taxpayer expense.

Kind regards,

Aaron Anding  
9601 Shadow Ridge Trail  
Madison, WI 53562

work at the Highway Department and have daily contact with the 911 dispatching center. I know that there is a hearing tonight in Fitchburg, but I really am not sure that that is the place to voice my concerns, and I also have a commitment with my children.

I have three concerns that I feel should be brought up.

One is that when I or the other people that I work with call, we are always asked where and what number we are calling from. I was always under the impression that the locations showed up in case of disconnects. I understand them asking for our names so they know who to ask for specifically in case they need to call back for more information, but asking for our phone number and place of business seems redundant and a waste of time.

The second is that many times the dispatcher wants to give us Monona, Fitchburg, or other municipality's individual direct dispatch phone number and have us call there directly. I thought the idea was that there is central dispatch. Sometimes we have to argue with the dispatcher that no, we are too busy, take the information and relay it to the correct place. We don't have boundary maps here, and we are not trained on who should be called.

The final one I believe is an equipment concern. When the staff tries to "cut in" on our radio conversation, rather than contact us by phone, we usually only hear a few words they are saying and have to have them repeat it several times or have them contact by phone anyway. I believe we at one time tracked this down to their headset jacks being lose, which in turn, caused them to cut in and out.

I'm speaking for myself personally, as I just saw the article in the newspaper, but my co-workers and I have often talked about these two things. This isn't the official word of our department. I know things aren't exactly picture perfect in the public's eye right now. Do you have any plans to ask workers from agencies how their day-to-day interactions go?

Thank you for taking the time to hear my concerns.

County Board Members--We are appalled at the state of the 911 center, and at the behavior of the Dane County Executive over this situation and that of murder victim Brittany Zimmermann. There are incredibly troubling questions that are not being answered, and that are leaving the public at large in despair over the behavior of county leadership, as well as that of 911. Dane County is no longer a safe place, and the county's leadership seems

disinterested in correcting the situation. Please take the time to get to the heart of these matters in a way that is open and honest with the public. These issues will not go away, and could deteriorate further if genuine, meaningful action is not taken.

BL Wiedenbeck  
Oregon

We think it is very important to have a top notch functional Emergency 911 call system in Dane County. We have used it numerous times primarily to report traffic related issues including potentially perilous roadway obstacles. Fortunately our experiences have always been professionally handled.

While we do not know all the particulars concerning the call that brings focus to the current issue, we sense that the confusion and disagreement alone suggests that the system failed in one way or another. Nothing can be done to reverse that terrible outcome, but it is important to have all sides look for any possible improvements to make the system better as a result of this experience.

We will not be able to attend the hearing tonight, but send this in support of the effort to resolve the issues and move forward to a more bullet proof system.

Thank you for notifying us about this hearing; our supervisor did not, so we are returning this to you where we are confident it will be included as public comment

Bob & Rita Schaefer  
6 Cottonwood Circle  
Madison

It is with sadness that I communicate my outrage at the way the 911 Dispatch Center handled the call for help from Brittany. To think that this young woman called for help and then bled to death while no one attempted to help her in any way. While we will never know if her death could have been prevented, as a mother, a grandmother and a resident of Dane County I find it impossible to accept that this tragedy occurred when Dane County has the technology and capacity to respond to cell phone calls for emergency assistance.

It is our responsibility to review all policies and procedures to assure ourselves that we are performing in the most responsive and expedient manner. It is also critical that we look at our technological applications to make sure that they meet the demands of our population. We are living in an area in which a large portion of our population relies solely on cell phones for communication. Therefore, unlike non-urban areas we cannot ignore that reality.

I cannot imagine what horror Brittany experienced nor the torment that her family has been and will continue to experience. But we must take action to make sure that this does not occur again.

Jane Cahill Wolfgram  
124 Meadow Lane  
DeForest, WI 53532

Dear, All Dane County Supervisors:

What happens when times get tough .... all the issues which have been given less attention start to come to the top.

(Land Purchases, RTA, Smoking Bans, Building Jails, Lack of Accountability Methods  
Over Safety -Security-Basic Needs!)

Just watch as a perceived good company goes bad...what causes it to go bad? Does it happen over night or is there signs that things are going south? Maybe that's why people say follow the

money...it has been learned that is true....in all Business and Government Operations!

South..Bad...Sour...Politics before Process, maybe this is the direction that some of this Counties Supervisors are allowing Dane County to be taken...

What I mean here is when times are good more and more things are not looked at or looked after because moral is up, perceived money is coming in and money is being spent but....then all of a sudden when things slow down the money has been over spent on things that are not center to it's core business of operation...accounting faults are found and then what ...whose left with the problem?

In business the first thing that goes are employees the last thing that happens is management is dismantled and then the business is shut down.

In government the first thing that happens is a request to increase Taxes surfaces. An attempt to remove the focus from what needs to be focused on. (What Dane County spending money on?). Past and Present!

Then some will try to bring others around to what's important (Accountability, Responsibility) then all of a sudden a spin surfaces scaring others that Services will be diminished if Taxes are not increased.

Children will begin to suffer, those who you have made dependent on Government are made the main focus when the focus really should be on You, The Administration, A Public Accounting ...where has the money gone, what has the money been spent on?

You see Government never looks at itself first, how Government is spending the money, is there a value for the majority when Government makes a decision on what to spend money on?

You get further and further away from asking yourself one question: Will this expense or decision help or hurt our tax paying community?

When your decisions create an imbalance between Basic Services and Social Services this imbalance can only go on for so long. It's been going on for over 15 years then it takes just a few bad incidents and that starts a Public Review of the Counties Operation or any Governments Operation.

Just look at the State robbing money from one pot to pay another pot how long can that type of Leadership, Decision Making Go On? Budget Gap....Who creates this Gap?

Let's get back to you the County...You are the Board the Governing Board over the County Executive and the Counties Operation. Just like a Board for any large business.

You're responsible to question the direction of a decision, direction of a request, direction of an expense, direction of accountability over being not being accountable.

You represent us the Public that's what you are voted to do. Ask the tough questions, Make the County Accountable, Set Up Process's to ensure we the Public are getting what we are paying for.

Once you start to just Rubber Stamp Items, Issues, Requests eventually it builds up because no one, YOU, are keeping track on the Value the Public is Receiving Back.

If you won't ask for Accountability, Responsibility, Operational Process...This Leads to Leadership questions then the Public will and they will when they have given you enough chances to right the ship, show your Leadership ability....they give and give and when you take and take and hold no one accountable the Public will step in but they won't give you any more Time.

You see being accountable is really second nature to most people who have pride of themselves, of their families, where they live, how they live. How they make their decisions, for or against.

They want answers now...911 dates back to 2004 that's over 4 years ago you have had the time. The Counties Administration has been given time isn't 4 years enough time to create an Actionable Project Plan based on a \$85,000.00 study.

Who should we the public hold responsible for all the non-action...?

Who should the Public hold Accountable, You this Counties Supervisors, Counties Executive, 911 Director, Employees, Committee Members...you see when there is no plan who will the County start to place blame...Employees, Equipment, Vendors, Decision Makers....

When you point a Finger there are Always 3 Pointing Back At the One Pointing the Finger...That's really why the Public Allows It's Elected Officials to stumble and fumble but once that is over they ... March Forward Demanding Action... The Public has Paid the Money, Given You The Responsibility To Care For How It Is Spent, and allowed the County to Present, Today's Plans and Future Plans...

But when no one acts in the Role of Checks and Balances then ....you get what you get!

A Public who won't just stop at 911 they want someone to answer to them. If the County Executive takes much longer then what should be done? What will happen if the 911 Director is found to not have followed up on issues from 2004? An Accounting of All this Counties Practices needs to take place a Magnifying Glass should be used ...this is due to being inactive and not questioning those in Decision Making Roles...Why did our past Sheriff leave? Can you read between the lines..or

Maybe you're betting on the County Executive taking you along with her if she is elected Governor...Focus on Now, on Today, Focus on Your Responsibilities... Maybe we need another Public Forum when the Public wants one not when you decide to have one...?

Is Dane County receiving value for our money spent? Madison no longer out numbers all the Population outside Madison in this County....Things are changing....Times are different... I can fell the change...

(I haven't been given a check back for those Jails that Weren't Built) How many bad decisions are being made now because you allowed Government to fall short on a promise of what they needed our tax money for. Now look at the mess....it just mulitplies when you take your eye off of the Target!

No new taxes until we the Public have been given a full accounting of all money spent from 2000 to 2008.

What have we been given for entrusting these decisions to you our Counties Supervisors?  
How's the roads in your town, city...?  
Doesn't Dane County need a Madison By Pass...It's Due Now ....Is that on anyones Plan?  
What's that cost versus a train that runs the same distance? or Maybe you have taken that direction so the Governor could keep spending our Road Funds on things that have nothing to do with What is Needed here in Dane County!

Best Regards,  
Don & Jenelle Gors

P.S. Thank you to those Few Supervisors who have stepped out and are listening to the public first and not putting what they want first but knowing what is needed. Thank you

In the paper this morning - Supervisor John Hendricks of Madison is going to introduce a resolution asking the state to allow the creation of a public safety property tax to fund the 911 center and rural patrol deputies.

Didn't he listen/hear a thing last night?

Is the RTA revisited? Yet another excuse for a sales tax using public safety as a guise?

There is - ought to be - plenty of money! It's just being mis-spent and mis-managed. Get this money pulled from the give away programs and land purchase and back into the basic services. We have always had dispatchers and have always been able to support the deputies on rural patrol with the existing tax dollars.

Is/was John Hendricks a plant for Kathleen Falk; to take another run at a sales tax under a different guise?

Elaine DeSmidt does nothing, doesn't answer/acknowledge emails (apparently doesn't participate in the email system) and is useless as a supervisor.

We don't need another run at the sales tax under a different ruse.

We'll get another half a jail and a railroad - and the 911 system still won't work!

Thanks for all the work that you two and Jack have done.

Gari Berliot  
5326 Knightsbridge Road  
53714  
221-2022

After our conversation the other day, it dawned on me that many of our vulnerable seniors have Life Line services. This may add to their comfort level of having people available to respond to them in the event of an emergency. They often push their life line button before they would call 9-1-1, depending on the situation.

*Ingrid Thompson*  
McFarland Senior Outreach Services  
PO Box 110  
McFarland, WI 53558  
608 838-7117 x 203  
ingrid.thompson@mcfarland.wi.us

I will not be able to attend the hearing but one concern I have which has been mentioned to me by other boaters as well is that the 911 communicators do not have even close to the appropriate level of knowledge regarding our county (and specifically Madison area) lakes. I have called in emergencies that involved capsized or endangered watercraft and the person at the other end of the phone line has had little or no knowledge of the area lakes and their landmarks. This is particularly frustrating when you are trying to get people help quickly.

In addition to my own experiences, another stands out. Approximately 10 years ago a wooden powerboat was taking on water and eventually sank during the late evening/early morning hours. A short while after the incident, the owner of the boat shared the 911 recording with me. The lack of knowledge of the geography/landmarks of the lake and the lack of urgency due to not understanding the immediacy of the situation was eye opening for me.

Madison is a city of lakes and because of this I would strongly recommend much more thorough and complete training regarding the geography and landmarks of the lakes and regarding the types of emergencies that can occur on the water and their degree of urgency.

Jack von Rutenberg

I have a few thoughts- and I have a commitment for Monday evening- so FYI  
First of all, I have had a positive interaction with 911. At the art Fair last year a woman went down in front of us and her companion was yelling- get help get help.  
I dialed 911 and the while the line was ringing I realized that another individual in the group attending to the woman was already speaking with 911. As I did not want to bother 911 with a notice they had already received- I hung up prior to them answering. A few moments later 911 called my cell phone back and asked for the reason for my call.

It would be good to educate the public on exactly what to do in this circumstance- should I have originally stayed on the line- and just told them they were already contacted by another caller? With so many cell phones- I imagine there are many duplicate calls.

The second important point is that there must be an established method so that calls that need to be returned do not get lost. There may be a protocol in place- but if it depends on the individual- and that individual can get swamped with other incoming emergency calls.... How are the records logged in for calls that need to be returned and the record kept for the call once it is returned?

Without knowing how the calls are logged in- I am unable to make specific suggestions, other than it would be good to be able to see- just as on our cell phones- missed calls and then if those calls were returned. This would not really help in the situation where a call connects and there is no communication. Is there a way to "flag" the calls which connect- but no "communication" was provided from the caller?

I can imagine that it gets very busy and often stressful so an automatic system that records and indicates that a return call is necessary--( even if it is manual system that can quickly be entered prior to going on to another incoming call) and this indication would ultimately be "cleared" once the return call has been made.

Mistakes will happen- and I believe we have a good system. We have to establish methods which will help minimize mistakes.

I thank you for your efforts in working to improve our system.  
Jackie

Jacquelyn A. Hank PhD  
K4/454 CSC (box 4672)  
600 Highland Ave  
Madison WI 53792

608-263-7262-office  
608-263-4226-FAX

I am sorry, but the press of business keeps me from attending tonight. I remain concerned that this is just another instance of the current administration concentrating on the wrong stuff. This is basic protective services, and not very sexy, so it is not surprising the system is left to languish. Congratulations on shining a light yet again on how basic services have suffered under this administration.

Jim

Greetings- Due to medical and transportation issues I will be unable to attend the public meeting about 911 concerns. I would however like the following issues addressed.

1.) Managing the work environment to minimize human error. I believe there are many ways to minimize extraneous noises that can either distract or compound the difficulty in discerning noises on calls, Some of the noise abatement remedies can include, padded carpeting, location of padded office partitions, wall hangings.

Having worked in a bust call center environment before I was a bit concerned when I read that dispatchers wear their headsets with the earpiece hanging outside their ears so they can hear office background sounds as well as the calls they answer. I would think a flashing red light could be used to signal dispatchers if they needed to temporarily divide their attention between calls and other workplace happenings so they could wear the earpiece inside the ear to enhance ability to hear callers and any background noises from the call.

As a disabled person I find a cell phone a necessity because pay phone are hard to find. A cell phone guarantees me access to a phone when I'm away from home. Because technology evolves so quickly I would like an investigation into current State of the Art technology to include the growing use of cell phones. Rather than different rules for different jurisdictions I would like to see a standard policy of notifying one contact person for each jurisdiction of the circumstances of every cell "hang-up call" and let them listen to the tape to assign a priority for dispatching help.

Mostly I would like to request counseling or mental health supportive services for the dispatcher involved with the Zimmerman call. After being second guessed by MPD and the public I'm sure she will be second guessing herself for years to come. Not a healthy way to live. Concerned citizen, Katherine L. Lautzenhiser  
18 Arizona Circle Madison WI

**This NEEDS to be answered!! WHY can OnStar or my GPS unit tell me exactly where I am, but e911 cannot??? Someone needs to tell us why!**

So heres one for you, I've been following the 911 call center problems and while listing to your show today had a thought. So I followed through with it and when I parked my big truck for the day and got in my Chevy truck I pushed the Onstar button which was immediately answered. My first question to the Onstar operator was 'do you know my location?' within 2 seconds he told me EXACTLY WHERE I WAS. I asked him what technology Onstar used to get that info and he said it was the same as used in cellphones. See anything strange here? It works for GM but not for Dane Co..? Maybe we should hire GM to run the call center as it seems they have their shit together. Or does Dane Co buy low bid equipment instead of the best available? My less than \$200 Garmin GPS will show me on the screen weather I am driven in or backed in to my driveway.

You have a Chevy truck.....press the blue button and try it for yourself. By the way I have never counted on 911 for protection, they just clean up after, my current favorite protection is a Springfield XD in 45ACP

**Steve**

A. I am totally opposed to any new tax to fund 911 until we, the public, get a complete & accurate accounting of the current funding for the 911 operation. For example:

1) Were there Homeland Security funds that were received for improvements for 911? If so how much and how were these funds spent?

2) How many dollars are collected for 911 from our telephone bills, both land line and cell phones? How were these funds spent?

B. Other concerns are the 2004 study - why haven't any Dane County Supervisors seen this report until recently? What parts of the recommendations have been implemented and when were they implemented? This report needs to be released to the public.

C. Why would the County Executive spend 16 million dollars recently on land for parks and cut the 911 fund or not fully implement the 2004 recommendations due to funding?

I commend the other county supervisors that were in attendence. I am extremely disappointed the our County Executive would not attend this public meeting. It is too much of a coincidence that she, the sheriff, the 911 manager, and the Madison police chief all had a conflict of interest and would not attend this meeting. Sounds more like another cover up by government officials.

M. L. Kavon  
3242 Dorchester Way  
Madison WI 53719  
[mlkavon@merr.com](mailto:mlkavon@merr.com)

--and this for Mr. Wells,

I understand the news saying Co. Executive Kathleen could not attend tonight because of a meeting, but that funeral/memorial of Mark Coyne of the MedFlight accident, says in his obituary that it will be at the CrossRoads Church a 5 pm. Surely, since its nearby on Madison's southside near Fitchburg, she could be at this tonight for one hour or so and arrive late to the 911 meeting than not at all....come on....is she limited to just one event per day? Appalling she could not make a pre-memorial visit or go to it and stay for the funeral and arrive late for the Fitchburg 911 meeting. Answer?

Board Member Jack and others (including Colin at Madison Metro),

On the local tv news...two stations, told of tonight's 911 hearing with the Dane Co. board to be held at 6--8 pm tonight at the Fitchburg Community Center.

Thats all well and nice---for those who have car or ride-service to get to this location.

What a worse place to have this public-input meeting (sorry Jack) than in Fitchburg where there is extreme limited Metro bus service.

I could barely go see my own grandmother down the street at Hospice because of barely any bus service in Fitchburg, let alone no service after 6 pm...how is anyone to get to tonight's meeting via bus and get departure later when no bus service arranged or scheduled...??

And besides, this 911 episode came from an event in downtown Madison not Fitchburg, and local residents of this event killing downtown are far more concerned than way out in Fitchburg, even yes I know 911 is a county-wide service and Fitchburg is part of it...but man, Jack, could you not at least arranged it at the Dane Co. Expo center where at least bus service by the hour goes there.....not way out in Fitchburg?

This in Fitchburg makes you look good in your own district but sure limits those non-vehicle residents esp. in downtown Madison where this 911 case happened to attend tonight's meeting. Think next time....

Chariman McDonell could you have not noticed this before it was scheduled to have it downtown or at least the county owned expo grounds?? If you want these events in outlining area how about making public via tv news and newspapers of a shuttle bus service to meet in front of the County

Building to take us to these meetings in outling areas?

Jennifer Williams

PS--sending this to Eileen too--as you were the face of the meeting on the news by asking and demanding this meeting investigation, which I presume tonight's meeting Jack set up came from..your asking of it being held. How about a northside Madison location where bus service is??

Dear Dane county board members,

My name is Dave Sime and I'm from Monona. I have lived here all of my life and the last 6 months I've never been so disgusted with the 911 management and County Executive Faulk for there work dealing with our issues. Starting with the "I-90" fiasco and then we learn the 911 manager has dropped the ball with improvements to staff and training and equipment. Please tell me why? the great workers do not have full head sets to block out back ground noise, this is a joke and in many cases very dangerous. I'm totally fed up with the miss management that has taken place in our county government. Why? was Sherriff Dave Mahoney allowed to interview Mr. Norwich and also be on his resume as a reference? this is a travesty. I want to see changes starting at the top and hope by the next election there are changes that we all can see. Enough is enough! with the in competence that is taken place with Mrs. Faulk with her lying and miss leading the public about so many issues pertaining to this travesty and as well as the interstate situation. Finally?,

I hope going forward this time!!! some one is held accountable for their action and Mrs. Faulk doesn't drop the bal any more. How many more people have to get hurt???????????? with the failed policies from our elective official. Thanks Dave Sime from Monona

608--221—1589

In our examination of the 911 system for Dane County, I hope we do not lose sight of the big picture. In times of tragedy, it is so easy to find fault and place blame on others. This to some extent is natural given the pain, frustration, anger and whatever we experience in times of tragedy.

As reported, many calls come in, many have no response on the other end, and at the same time, other calls are coming demanding attention. It is only human for a person in a stressful job to "forget" about that previous call, or to become distracted by what appears in that person's mind a more demanding call.

I don't know all the details, but I want to extend a word of caution when blaming or faulting a system or person. The 911 situation reminds me of the incident a few years back when a nurse working overtime erred in administering a drug. If we are going to expect our nurses, 911 dispatchers, police officers, doctors, and other critical service providers to be perfect

and never err in a less than perfect world, then we need to step back and reconsider our expectations. Furthermore, if the word is sent out that one is expected to be perfect and superhuman in doing their job, then don't be surprised when no one is stepping forward to take the job. We have to stand by those who risk putting themselves in these high profile positions.

Being in the blame game is an easy role for many - let us act responsibly.

Jim Frymark  
Madison, Wisconsin 53719

I do not trust what I am being told about 911 operations in Dane County. You must hold a public meeting to allow the public to ask the questions.

**Patrick Cotter**  
Associate Vice President  
Financial Advisor

Dear Dane County Board of Supervisors,

I would like to go on record demanding that a public hearing be called by the entire Dane County Board of Supervisors to answer our questions regarding the Brittney Zimmerman/911 Center snafoo.

I want reassurance that if I need help and for some reason can't speak, help will still be dispatched. With 60% of the calls coming into the 911 center from cell phones, the technology needs to be in place YESTERDAY to handle those calls.

The situation with the 911 Center should not be swept under the rug. Too many on the Board of County Supervisor and the County Executive greet public safety concerns with a yawn.

Sincerely,

Peggy Gross  
Middleton

Thank you for your efforts to make improvements in our 911 system. I wanted you to know I also had a negative experience with our 911 center last year during a medical emergency. Early morning Jan 22, 2007, I had a stroke. I am only 42 years old, healthy, and live alone. It took me almost 25 minutes to crawl to the phone and figure out how to dial. The person on the other end was my only lifeline to help. Unfortunately, due to my stroke, I was unable to articulate the problem, but was crying and upset, and managed to get out the words that I needed help, and tried again and again to say it was a medical emergency. I was calling from my landline, however, the 911 operator continued to adamantly demand my address--again and again, I tried to give it and could not say intelligible words. I began to panic wondering why he could not see where I was calling from, and full of fear that I would die in my home alone because no one would be able to find me. Worse yet, I felt there was a tremendous lack of compassion from the person I spoke with. Instead of assuring me that everything would be OK and he would send help, minutes went by with me struggling again and again to give my address, with him getting more and more impatient with me. My local pizza place can see my address immediately when I

call, why would a 911 operator badger me for minutes when I clearly was unable to communicate my address, yet clearly was distraught and needed help? I was very lucky that ultimately, after approx 5-6 minutes into the call, he asked if I was at X address and said he would send help. It saved my life, however, the whole experience of that call was very negative and I was very disappointed with how it was handled. I requested a taped copy of the call and played it for some of my therapists at UW Hospital, and they called the director of the center as they also thought it was very poorly handled. They called me back to assure me my call had been used as a "training opportunity."

I did not take this any further, however, the recent incident with the Brittany Zimmerman call, as well as the lack of response to the retired firefighter who reported a sighting of the Joel Marino suspect, as well as the shockingly arrogant interview Joe Norvick gave stating he didn't feel there was anything to apologize for, made me decide I wanted to also share by negative experience with the 911 center. It would appear that there are substantial problems with our center, and the public has lost faith in one of its most important county services.

I urge you to please continue to shine the spotlight on the 911 center and determine what is needed to clean things up, starting with Joe Norvick. While it is understandable that sometimes mistakes can be made and unfortunately they have dire consequences, his attitude towards his department's handling of the Brittany Zimmerman case was appalling. Even if he did not feel the center had done anything wrong, he showed zero compassion and complete arrogance, and those are not the traits of someone who should be providing leadership of such an important county service.

I am asking you to please give urgent precedence to cleaning house and shaping up our 911 center--it is out county's lifeline, and the problems seem rampant and systemic. This is something that should receive immediate and sweeping attention to restore public faith. Madison is a wonderful community, and we cannot and should not tolerate such a poorly run public service. Thank you for your urgent attention to this matter.

Tracy Nelson  
6445 Pizarro Circle  
Madison, WI 53719  
(608) 848-1285

[am hearing Joe Norwick didn't have minimum qualifications \(according to the job listing\) for 911 director. What the hell is going on under Falk's watch? She seems afraid to hire folks more intelligent than herself. I.E. surrounds herself with idiots](#)

Norm Sannes, Madison, WI

JACK, I HAVE BEEN A LONG TIME SUPPORTER OF YOURS AND VOTED FOR YOU EVERY TIME INCLUDING THIS LAST CLOSE ELECTION. I AM DEEPLY DISTURBED ABOUT THE RECENT CASE OF THE DANE COUNTRY 911 DISPATCH CENTER SCREW UP. THERE IS NOT ENOUGH MONEY IN THE WORLD TO PAY WHAT ANY JURY WILL AWARD THE FAMILY OF THIS POOR GIRL. IT SOUNDS LIKE A CASE OF EVERYBODY TRYING TO COVER THEIR ASS INSTEAD OF TELLING US WHAT REALLY HAPPENED. SOMEBODY NEEDS TO BE FIRED OVER THIS MESS.

DONALD R BLOEDOW  
2398 WEST HILL DR  
FITCHBURG WI 53711

Everyone makes mistakes. My operating theory, however, is that the Dane County emergency communications center is overworked.

The 2008 budget indicates:

A budget of \$5,488,130 for public safety communications this year. That's actually a small *decrease* from the actual 2007 expenditure of \$5,491,768.

The budget document indicates 73 staffers, up one from 2007. Would like the number of actual dispatchers. The State Journal today (tuesday) indicated 59.

Next, let's compare that with 2004: total staff/total actual dispatchers.

<http://www.thedailypage.com/daily/article.php?article=22535>

Here is the payoff: Brown county, with a population of 244,000 compared to Dane County's 468,000, has 69 FTE at its safety communications (9-1-1) center and 49.5 "telecomm Operators." Just using the dispatcher numbers, that is 1 dispatcher per 4,900 residents in Brown county compared to 1 per 7,900 in Dane County.

Kathleen,

It looks like you are following in the footsteps of Mayor Dave when it comes to "managing." The operation of the Dane County 911 center borders on abysmal. You had the opportunity to hire someone that knew a how to run a 911 center, but you did not. Just who runs things now is anybody's guess. Rich McVicar and Joe Norwick should be sent packing. I am sick and tired of hearing excuses be it from you or Mayor Dave.

Norm Sannes, Madison, WI

If the three paragraphs below are accurate and you don't immediately fire Norwick and the 911 dispatcher responsible for this travesty, you are unfit to serve office. The quote, in particular, is the most arrogant statement I've ever seen by a so-called public servant. You should be ashamed to have someone like that working for you.

---

Dane County Public Safety Communications Director Joseph Norwick said the dispatcher who received the call from Zimmermann's cell phone inquired several times to determine whether an emergency existed. The dispatcher hung up after receiving no answer and then answered another 911 call that was waiting, he said.

The dispatcher failed to call the number back as required under the department's policy, Norwick said.

Norwick said he was investigating the incident and reviewing whether policies should be changed and employees should be disciplined. But he also said, "I don't think there's anything to apologize for at this time."

Dear Supervisor,

The stories being printed locally about the brutal death of Brittany Zimmermann are omitting several details that are being published nationally.

The local stories omit the additional information that the 911 staff has not only defended the actions of the unnamed 911 operator (who is still on the job without a suspension of any sort) who failed to follow longstanding Dane County 911 procedure to make a callback to "hangup" calls, but that the 911 leadership has attempted to now BLAME THE POLICE DEPARTMENT for the 911 group's failure to follow its own procedure.

Because of this failure, a young woman was reportedly beaten and stabbed to death while waiting for help. A young woman WHO CALLED FOR HELP FROM PEOPLE WE PAY TO PROVIDE HELP TO OUR STUDENTS AND OUR CITIZENS.

This is quite simply unacceptable on every level.

A young woman is brutally dead, and a nameless killer continues to walk the street, seeking his next victim, and the 911 bureaucrats have "All the confidence in the world" in themselves, after their own failure. How can you let this pass unnoticed?

I am not surprised that an incompetent and uncaring 911 operator is supported by incompetent and uncaring 911 bureaucrats. That is how incompetence overruns departments... from the top down.

I AM surprised that no one is seeking criminal charges against the 911 operator, and that no one seems to care to force any change in a group that, although paid by the citizens, apparently is utterly unconcerned about its citizens, no matter how brutally or terribly they die, waiting for help that isn't even dispatched. The 911 group in general, and K Falk in particular seem only concerned with brushing this off and blaming the police department.

Dane county should save some money by laying off all its 911 personnel, and simply put a recording on the line saying, "We aren't taking calls. Good luck. You're own your own". At least the citizens would know that they are getting what they are paying for.

Here is how hangup 911 calls are handled in Alabama, by the way:  
[http://blog.al.com/spotnews/2008/04/a\\_911\\_call\\_screams\\_and\\_charges.html](http://blog.al.com/spotnews/2008/04/a_911_call_screams_and_charges.html)

Fix this. Your choice is to run the kind of government that serves its people, or you will end up with the kind of culture where violence and killings grow under the apathetic gaze and meaningless doubletalk.

Signed,

Appalled

County Supervisors:

I was reading the news online this morning and almost threw up in disgust and disbelief in reading the article about the murder of Brittany Zimmerman and the comments of the government officials involved. Specifically the Chief of Police and Public Safety Director Norwick. Joseph Norwick said and I quote: " ....reviewing whether employees should be

disciplined.” Disciplined????? They should be criminally prosecuted as accessories and Director Norwick should be fired for his handling or lack of handling of the murder. A young woman was murdered brutally and 911 departments failed to act and were, dare I say, criminally negligent in their actions and attitude. The 2<sup>nd</sup> quote by Mr. Norwick is flat out disgusting and I quote from the AP wire.....”I don’t think there is anything to apologize for at this time.” You have to be kidding. A young woman in the middle of being attacked and murdered calls 911 and they hang up on her and don’t dispatch police? This man is unqualified to serve based on his attitude alone. I wonder if he’d say the same thing if it were his child, wife, loved one whose life was snuffed out brutally and the authorities not only failed to act but didn’t care one way or the other with no one, NO ONE, taking responsibility and everyone covering their collective asses.

Wouldn’t it be nice if someone actually found some integrity, honesty, and ethics and stood up and said yes, we screwed up and we screwed up big time. As usually no one has the courage or ethics or honesty to do the right thing and stand up to the responsibility entrusted to them by us, the citizens and public who depend on you with our safety and pay your salaries. It’s a sad commentary on the state of this country and the people who govern it. Unfortunately its not just government that is afflicted with disinterested, uncaring, incompetent, unreliable, and irresponsible thinking and behavior. That being said as I see it the officials of Dane county have little in the way of integrity, responsibility, or courage and seem to have large quantities of cowardice and self serving selfishness with little concern for the people they govern. This is only the opinion of one man but I suspect and more importantly I hope with all my heart that I am not the only one horrified by your actions and your incompetence and cowardice.

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A tax paying losing hope

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What security measures are taken so that our 911 center isn’t hacked into?

Does this ever happen here???

Among the many abuses of 9-1-1 call centers that waste Emergency Services Sector (ESS) resources and jeopardize “response-ability” is a relatively recent phenomenon known as “swatting.” The Emergency Management and Response – Information Sharing and Analysis Center (EMR-ISAC) learned that a defendant in a federal case faces large fines and prison time after pleading guilty to charges of harassing people by tricking 9-1-1 operators into dispatching law enforcement SWAT teams to the homes of unsuspecting victims.

“Swatting” originated when a teenager used his computer to call a dispatch center and convinced operators that he had committed murder at a certain address. He insisted that a SWAT team be sent because he was about to murder again. The incident cost the county approximately \$18,000. In the recent federal case, a group of 15 to 20 people met in chat rooms to exchange information on how to conduct their attacks. The group has been connected to at least 60 incidents, including one that resulted in the dispatch of 35 county employees. Members of the group sometimes used social engineering techniques against telephone companies, such as calling internal telephone company numbers claiming to be service representatives working in the field and requesting information about their victims. Swatters

use other techniques like blocking their caller ID and giving the victim's phone numbers using commercially available "spoofing cards."

Tennessee and Georgia have already passed laws that make bogus 9-1-1 calls a crime, and similar legislation has been introduced in other states. State police in one Northeastern state where legislation has been introduced estimate that 1,000 wireless 9-1-1 calls each day are for non-emergencies. The calls waste the time and strain the assets of emergency services organizations.

One resource to aid the ESS with assaults against 9-1-1 centers is "The Problem of Misuse and Abuse of 9-1-1" that can be viewed and download at the Center for Problem-Oriented Policing Web site. The guide describes the problem and its scope, identifies a series of questions to help jurisdictions analyze their local problem, and discusses potential responses to it. The four-page guide can be seen at <http://www.popcenter.org/problems/problem-misuse-911.htm>

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Note: This information was obtained from the Emergency Management and Response Information Sharing and Analysis Center (EMR-ISAC) INFOGRAM 49-07, Dec. 20, 2007.

PSC Operating Practices Advisory Committee Recommendations  
as Clarified at the Center Board  
June 18, 2008

1. A communicator will return a call to each wireless 9-1-1 disconnect. The communicator will leave a message advising that a 9-1-1 call was received, and that the caller should make another call to 9-1-1 if a need for assistance exists. Further action will not be taken if a busy signal is reached.
2. Phase I wireless calls should be broadcast to law agencies that may be affected by the cell tower and face.
3. Phase II wireless calls should be dispatched to the law enforcement agency responsible for the location. The communications center will provide and help as research as needed to further identify the call.
4. Wireline 9-1-1 calls with incoming caller contact that are classified as misdials, tests, unintentional, playing with telephone, or asking a question will be turned over to a law enforcement agency, either through an officer in charge or supervisor if available, or to an officer on duty.
5. A workgroup will be created by the committee in order to further refine needed details.
6. Agency public information officers will make recommendations regarding a public announcement of these practices.