

DANE COUNTY BOARD OF SUPERVISORS
MINUTES OF THE PUBLIC SAFETY COMMUNICATIONS CENTER BOARD
Meeting of, May 19th, 2010

The Public Safety Communications Center Board met at the City County Building, Room 321 in Madison, Wisconsin, on Wednesday, May 19th, 2010 at 1:00 p.m.

MEMBERS PRESENT: Chief Dep. Boylan, Capt. Gloede, Chief Knudtson, Div. Chief Duppler (for Kinkade), Chief Henze, Keith Lippert, Lt. Strasburg, Ald. Skidmore, Chief Hillebrand, Chief Ripp, Mayor Joe Chase, Rich Beadles

EXCUSED: Div. Chief Kinkade

ABSENT: Dave Janda

OTHERS PRESENT: Sharon Corrigan (County Board Supervisor), John Dejung (via phone), Gary Bell (PSC), Rich McVicar (PSC), Paul Logan (PSC), Tammy Johnson (PSC)

1. Call to Order. Boylan called the meeting to order at 1pm. Mayor Joe Chase arrived at 130pm.
2. Public Comment. Boylan acknowledged and thanked Chief Bloom (not present) for his hard work and dedication to Center Board. Boylan asked a letter be drafted and routed in recognition of Chief Bloom. Motion by Skidmore to move forward, seconded by Gloede.
3. Approval of Minutes. Motion by Hill to approve April 2010 minutes. Seconded by Skidmore. Motion by Gloede to add sentence to agenda item #9. To be added, "approved by voice consent, motion passed". All in favor, motion carries.
4. Election of Chair and Vice Chair. Motion by Gloede to defer to June meeting for a full body. Seconded by Skidmore.
5. Director's Report. See handouts
6. Operating Practices Committee. Strasburg stated their last meeting was spent on 3 agenda items 9,10 and 14. Law Enforcement Protocol; since the Center Board authorized a sub committee of Operating Practices, this has been completed. Today there will be a recommendation and is ahead of the October schedule. 2.3.3 is still an ongoing process. There is a special meeting June 2, 2010 and the next regular meeting is June 9, 2010. 911 Stay On The Line, not a lot of opposition from Operating Practices, but consensus is there needs to be positive marketing and public education. Roll out on this needs to be positive. Recommendation is for the June meeting to have a tentative script on this.
7. Technology Committee. Lippert stated final report to come at the next meeting.
8. Communications Interoperability Governance Steering Committee. Gloede stated there has not been a meeting, as they do not have any current information on the radio system project.
9. Law Enforcement Protocol Update. Bell stated 4 concepts were looked at for this and 2 were main components, Guideline and Protocol. The 4 investigated were Police Priority Dispatch, Power Phone, APCO and a local system from Portland, OR. Police Priority Dispatch rose to the top. This system "makes good dispatchers better and bad ones even better". Henze stated they

were very aggressive on this and Police Priority Dispatch was the best choice. Recommendation is to move forward as a collaborative effort. It was also stated for future items related to Police Priority Dispatch the Dispatch Steering and Review Committee should be kept in place as they were very valuable in this decision making process. Chief Henze handed out a letter (see attached) supporting the decision by all involved for Police Priority Dispatch. Motion by Henze to adopt the recommendation thru the select committees on this, seconded by Skidmore. Change to the letter would be to strike "governance committee" under the third bullet point and to change to "Law Enforcement Dispatch Review and Steering Committee". All in favor, motion carries. This process will continue to move forward.

10. Discussion and Possible Action on Policy and Procedure 2.3.3 Services Document Agreement, Update. Special meeting to be held on June 2, 2010. This is still a work in progress.
11. Discussion and Possible Action on Police and Procedure 1.0231 (formerly known as 2.3.3 addendum C). Gloede brought this item due to Chiefs of Police Association wanted to review it. Henze stated he has solicited for feedback, but has not received any. This document will be sent back out and further discussed at the June Center Board meeting.
12. Discussion and Possible Action on 311 Non Emergency Call Taking System. This is an update/discussion item for future meetings. Hillebrand asked this item be removed from the agenda due to dealing with many other issues. Skidmore stated at the last Public Safety Review Committee Meeting they would like to keep this as a standing item for future updates as a lot of parties are interested in this topic.
13. Discussion and Possible Action on DANECOM Radio Project. McVicar stated the needs/wants on this are mismatched. They are looking into alternatives that are less expensive and of which who will pay. Dejung stated via phone we are not out of time yet on this project and are not yet in crisis mode. Gloede asked for more information as they know very little of alternative plans. Henze asked if there was a process/timeline developed yet on this. Dejung stated he would try to add the alternative information to the June Center Board meeting.
14. Discussion and Possible Action on "911 Stay On the Line" Recording. Attached to the Director's Report was a rough script on this. Skidmore stated he would like to see added 'currently all operators are busy, do not hang up'. McVicar stated there are specific reasons why certain wording is not added to the script, i.e. telling a caller to stay on the line when in fact they could be in danger. Also Bell stated adding further to the script would increase the length of the message and is counterproductive. Motion by Gloede to defer to the June meeting with recommendations by Operating Practices. Seconded by Skidmore. Motion carries.
15. Old Business. Henze asked about the past court ruling. Boylan stated this board is a regulatory board not advisory. Center Board has the authority to set practices of the 911 Center. Documentation will be sent out to the members of the committee on this subject.
16. New Business. Boylan stated Center Board is to annually review the 911 Director's performance. A document will be sent out regarding this, and feedback is being asked for, as this will also help the County Executive in her evaluation process.
17. Other Business As Authorized By Law. Skidmore stated that he had recently taken part in Fire Operations 101 at MATC. This was a wonderful experience and wanted to thank all who were involved in this.
18. The next regular meeting of the Public Safety Communications Center board will be held on Wednesday, June 16th, 2010 at 1:00pm, City County Building, Room 321.
19. Adjournment. Gloede moved to adjourn. Seconded by Skidmore. Meeting adjourned at 2:12pm.

Respectfully submitted, Tammy Johnson, Recorder.
Note: These minutes are the notes of the recorder and are subject to change at a subsequent meeting of the Board