

911 COMMUNICATIONS COMMISSION

May 25th, 2022

Members present (Virtually): Chief David Moore, Janesville Police Department; Chief Jim Ponkauskas, Janesville Fire Department; Chief Andre Sayles, Beloit Police Department; Chief Tom Kunkel, Town of Fulton Police Department; Bob Fahey, Evansville Fire Department

Members Not Present: Sheriff Troy Knudson, Rock County Sheriff's Office; Chief Dan Pease, Beloit Fire Department; Brian Raupp, Orfordville Police Department; Orfordville Fire Department Representatives

Others present: Kathy Sukus, Brian Becker, Fredd Carr, and Faith Quinlan, Rock County Communications Center; Dara Mosley and Sara Herzig, Rock County IT

1. **Call to Order and Approval of Agenda**

- A. Chief Ponkauskas called the meeting of the 911 Communications Commission to order at 2:08 pm. A change of term was announced; The primary and alternate Commission representatives for Orfordville Fire Department departed their positions at their organization. New representatives had not yet been named or approved by the County Board as of the time of the meeting.
- B. Motion to approve the agenda by Sayles. Second by Moore. All approved.

2. **Minutes – March 23, 2022**

- A. Motion by Moore. Second by Sayles. Fahey abstained; All other members approved. March 23, 2022, minutes approved as written.

3. **Comments from the Public - None**

4. **Information Technology**

- A. 2023 Budgetary Numbers: Herzig noted the 2023 budget numbers were sent to agencies regarding what they will need to budget for NetMotion for P1 CAD and Mobile. Rock County IT is looking at potentially charging departments for setting up laptops to offset the department's costs.
- B. Future of LRMS (Law Records Management System): IT will start decommissioning the LRMS server. They will reach out to departments still using it. Herzig stated the County has been using Spillman since 2013, and they won't continue paying to keep the LRMS server because it isn't supported anymore. Mosely added the County is looking at strategies for shutting down the LRMS server. He understands there are reports and other data that will need extracting, but they will speak with other record agencies for advice on that.
- C. Fire Records Interface: Mosely explained there have been more requests for quotes for CAD from fire agencies. If anyone is interested in working with Milton, he said it will be cheaper on startup costs and maintenance for ImageTrend. He noted there are other interfaces for fire records systems that they can let agencies know about. Ponkauskas requested to add FireWorks.

5. **Informational Items & Updates**

- A. Next Generation 911 (NG911) Participation Agreement: Sukus showed the group a video explaining NextGen 911 (https://youtu.be/V76CawHj_So). She further explained the anticipated transitions from 1960s technology (copper phone lines) to rebuilding infrastructure to work towards expanding forthcoming technical capabilities. In the future, dispatchers will be able to send building plans and videos to squad cars. The state has contracted with AT&T to provide an ESINet (public safety internet which will be through Wilenet) allowing better security and redundancy, better audio, more flexibility with text messages, and the ability to transfer calls around the United States. Our Center signed a participation agreement along with 17 other WI counties; no one is live yet. AT&T will be assigning a project manager in about 3 weeks and then conduct a site survey to see if any backroom work will need to be completed by the County prior to new equipment being installed. Once that is completed then it would be approximately 6 to 9 months before implementation. Citizens and user agencies won't see changes right away, but this will set us up for future technological advances.
- B. Building Expansion - Update: Internal walls are being built, and construction is still on track for completion of the IT side around Christmas. Once IT is up, Sukus explained dispatch operations will be moved to a conference room adjacent to the building to act as a temporary operating site. Construction should last approximately 8 weeks, with a completion date anticipated for March/April 2023.
- C. Radio System - Update: Since the last Commission meeting, Sukus said there was a side group of agency representatives that met to go over the Mission Critical radio assessment. It was noted there was a misunderstanding amongst some group members about what the Communications Center was already doing to address the fire officer's recommendations, most of which are in progress. So the recommendation to work towards better redundancy of the system will be the main focus for 2023.
- D. 2023 Budget: Sukus discussed the MASTR III project. The fifth and final phase of the project, totaling \$256,000, received approval to complete by the County Board and should be done by fall. Equipment for the fourth phase ordered earlier this year is in and as of 5/24/22 GenComm was going through inventory but it should be a few more weeks before it is installed. The completion of the MASTR III project, along with updating the rest of the Cielo microwave units this year, will allow us to move forward with the microwave (loop) reconfiguration that was recommended by Mission Critical Partners to improve the backhaul of the radio system. Internally, Sukus said the Center is requesting a new software product (PowerEngage) that will interact with our current PowerDMS software to assist with external quality assurance. Presently, the Center sends random QA postcards to citizens in the regular mail, but there is only a 30% return rate (even with return postage) and because it is a highly manual process, only about 30 a month are sent. The new product will send texts to citizens for certain types of calls, asking about the service they received during the phone call portion with the communications center. This would allow instant feedback, which will hopefully assist with community engagement and better response rates and help with staff morale as positive comments would be posted on a screen in the dispatch room for all to see as they come in. Any negative feedback would be routed separately and handled as appropriate by management.
- E. Staffing/Promotions - Update: Sukus stated the Center is making headway regarding staffing. There are currently three openings. Two are from internal

promotions which are happening in May and July. A project employee returned to full-time work, and a new staff member is starting on 6/13 who is a Janesville native returning back to the area and has recent dispatch experience from her time living in Florida. Another recruitment started today (5/25). Rich LeFeber was hired as a project employee to help with radio projects and agreements. He is expected to work a few hours a week; his project employment status is good for up to a year.

- F. CALEA Accreditation – July 23rd, 2022 (Chicago): Sukus said she received the initial accreditation report back, and CALEA is recommending the Rock County Communications Center for reaccreditation. This is slated for 7/23/22 in Chicago.

6. **Adjournment** - Kunkel moved to adjourn the 911 Communications Commission meeting at 2:28 pm. Second by Moore. All in favor.

*****Not official until approved by the 911 Communications Commission*****

Next Meeting – July 20th, 2022, @ 2 pm (Tentative)

Respectfully Submitted,



Faith Quinlan
Administrative Secretary
Rock County Communications Center