

**Waukesha County Communications  
Dispatch Operations Commission  
Meeting Minutes**

**Chair:** Corky Curtis

**Co-Chair:** Donald Wiemer

**Commission Members**

Steve Marks, Dan Tushaus, Jean Tortomasi, Dan Buchholtz, Joe Giver and Robert Rosch

**Meeting Date:** 5/11/2009 **Time:** 11:00 a.m. **Location:** EOC

**Present:** Sherri Stigler, Richard Tuma, Corky Curtis, Ralph Ioimo, Don Wiemer, Jean Tortomasi, Michael Biagioli, Daniel Tushaus, Joe Amodeo, Matt Fennig, Steve Marks, Robert Rosch, Kaye Kumbier, Kelly Glenzer, Bob Tiarks, Don Dittmar, Charlie Myers, Donn Hoffman, Dan Buchholtz, Joe Giver, Norm Cummings and Allison Bussler.

**Call to Order**

The meeting was called to order at 11:00 a.m.

**Approval of previous minutes:**

Motion made to approve the 3-09-09 minutes.

Motion made by Don Wiemer.

There was no second but all Committee members were in favor of approval.

Minor corrections need to be made brought forth by Don Wiemer, changes will be made, and corrected minutes will not be sent back out.

Motion approved unanimously.

**Technology Committee Report and Recommendations:**

No meeting since the last DOC meeting and there were no recommendations from the Technology Committee.

**Police Protocols Committee Report and Recommendations:**

There was a Police Protocols meeting and a Joint Police/Fire meeting last month to discuss the RFP. Robert Rosch addressed the group about the addition of the TBNature "Damage to Property" for those situations where damage occurs without criminal intent. The example given was if DPW is mowing and a rock is kicked up and breaks glass. Bob Rosch made the motion to approve this TBNature.

Steve Marks seconded the motion.

All in favor.

**Fire Protocols Committee Report and Recommendations:**

After the Joint meeting last month, there was not a Fire Protocols meeting due to lack of a quorum. Matt Fennig shared that over the last six (6) weeks the City of Delafield has had three (3) PNB (pulse less, non-breathing) patients. With the dispatchers utilizing EMD and giving CPR instructions all three patients have survived and are expected to walk out of the hospital. Matt Fennig asked that this story be shared with the dispatchers. The City of Delafield is working with American Heart Association and there may be some positive publicity about these incidents in the media.

**WCC Staff – Report and Recommendation on new CAD RFP**

Richard Tuma introduced Ralph Ioimo, the CAD consultant from PSCI. Richard Tuma told the group that Cindy Greco in purchasing has the word document portion of the RFP to insure that the County's language is in it. The hope is to have it issued the 18<sup>th</sup> of this month.

Richard Tuma provided a handout to the group with the CAD Advisory Committee's recommendation. The consultant Ralph Ioimo addressed the group. During the drafting of the requirements there were many different items discussed about the processes that are currently performed. The main issue from Police Protocols members was regarding the Master Name Index from the Spillman RMS system, and the dispatchers accessing it and entering and modifying data like they do now. We came up with a possible process that would accommodate that but the concern is that it will result in an increase in cost and add a level of complexity that many were concerned about. This is normally not something done in a CAD environment. With technology, this process is possible. We have designed a process that will work but it will be costly and we have not included it in the RFP, but we could ask for separate pricing for this feature. The other concern is that we came at this project with the intent of buying an "off-

the-shelf" package, one with no or little modifications. When modifications are made, you may or may not be able to take advantage of vendor upgrades.

Robert Rosch asked what is the industry standard for CAD systems. Ralph Ioimo stated that the RFP being proposed today reflects the industry standard except for the particular element of dispatcher access to the RMS. In the broad spectrum of industry standard, WCC is similar to other multi-jurisdictional consolidated communications centers. Most regional centers function similar to WCC. The difference Ralph Ioimo noted was that it was unusual that nine of the nineteen agencies use the same Spillman RMS, and that the dispatchers are entering data into that RMS system. It was asked in other centers, how the data from the call gets into the RMS. Ralph Ioimo drew a diagram for the group showing the central server that CAD pushes information to, and the individual agency RMS systems getting the data needed from the central server. This provides each agency the control to only allow accurate data into the RMS, no duplicate or misspelled names.

Dan Tushaus replied that this issue has been discussed over and over again at protocols. In the meeting with the County Executive, Norm Cummings and Richard Tuma, Brookfield was told that it was going to happen the way proposed.

There will be a push of information from CAD to RMS and a pull from RMS to CAD in a query form, not opening up a names record in the RMS in order to verify or modify the file. There will be the ability for the dispatchers to be able to query the RMS in order to check addresses, name and vehicle contacts.

There is a serious concern that requiring the dispatchers to have to enter data into multiple RMS systems to update the Master Name Index's of each that CAD will have to rely on the responses times from the RMS's before finishing a process. If there is a problem a delay could occur that would adversely affect the length of time to process a call. Dan Tushaus asked if this was also related to the numbering of CAD events. Richard Tuma explained that most CAD systems will provide two numbers, a long term CAD number and an agency specific case (IR) number. That is how Dane County works. The system as designed will accomplish this desired feature.

As the RFP from the CAD Advisory Group is written, there will a query window into the RMS's that the dispatchers can look into without an impact to CAD. There will not be a cost impact if we use a window query into Spillman or other RMS's. There would be a serious cost impact by customizing the system to allow dispatchers add and modify access into the RMS to update the Master Names file as a records clerk would do.

Richard Tuma said this is what was discussed in the meeting with the City of Brookfield and what is being proposed in the RFP as approved by the CAD Advisory Group. Dan Tushaus stated that currently we are updating names and querying information from the RMS, that level service should be maintained. The proposed system still allows the dispatcher to search for names, addresses and vehicles; it just does not allow them modification rights. At call entry time the response plan will not be known so the call taker would not know what RMS system to look into. With smaller agencies a high priority call may require assistance from another local agency, and if those agencies have separate records systems, who's Master Name Index would be updated? The query will look at all RMS's, not just Spillman. The cost lies in the modification of allowing the dispatchers to update the names tables, whereas a query into those same systems would not result in a high cost. That would also result in increasing the length of time for dispatch as the dispatchers would have to wait for the RMS to return the names in order to update and verify. The RFP is still allowing WCC to capture all the data requested and push that data to the RMS. There would just be no modification of records.

The consultant was asked if he was able to provide a price figure on what we are asking for. While he was unable to provide an exact amount, his estimate was over \$100,000 for this feature. At a recent conference, Richard Tuma asked some vendors about a process like being described with access to modify the RMS. Some of the answers from the vendors were that they had no idea if they could do it. Any vendor that would respond that they could provide such a service would be tested during benchmark testing, but without writing the actual interface they could not test this with Spillman. The concern is not so much the cost, but that the CAD process would have to rely on responses from the various RMS's.

Robert Rosch spoke, currently the agencies are able to query Spillman freely but they are unable to see what non-Spillman agencies have in their records. The consultant explained that what we are asking for would allow any agency that wishes to share information to use the central XML server to enable the sharing of information as long as the systems are NIEM compliant. The dispatchers would be able to search all of the RMS's, the agencies would not be able to search freely but information could be provided from dispatch. We specified the data to be collected in the RFP, we have asked that all information be NIEM and XML compliant and we have provided the vendors with diagrams and documentation to describe how the information exchange should occur.

Dan Tushaus stated that there have been numerous drafts but no one has seen the final draft of the RFP document. We were told certain language was in the document but we have not seen a draft of it. Richard Tuma replied that the draft that was discussed in the CAD Advisory Committee had only a few minor changes in the GIS section The language exists in that document about the query into RMS and was in the document at that meeting. At the Protocols meeting, additional language was suggested in addition to what was already in the RFP in reference to the

modification of the RMS records. The handout provided has the language from the document. An offer was made to put the RFP on the overhead, but there were no requests to do so.

Don Wiemer made a motion to proceed with the RFP as written. Corky Curtis asked if there was any discussion. Dan Tushaus stated that he would like to see the finished product. Richard Tuma stated that the document provided to the CAD Advisory Committee is the final version, with some minor changes in the GIS language from Don Dittmar. Joe Amodeo stated that at the conclusion of the Joint Fire and Police Protocols meeting there was an agreement to recommend that the RFP include language about the ability to pull down and pass Master Name Data from CAD to RMS. Richard Tuma stated that information was not included. The RFP moving forward is the language that was approved by the CAD Advisory Group. We are not following the recommendation of the Protocols Committee; we are following the recommendation of the CAD Advisory Committee. This was the same language discussed with the Brookfield Mayor.

Chairman Corky Curtis addressed the group that Don Wiemer has provided a motion to proceed with the RFP as written. Joe Giver seconded the motion.

Norm Cummings addressed the group. The language was sent to Dean Marquardt and the City of Brookfield Mayor from Norm Cummings, both of those individuals signed off in agreement to the current language. Dan Tushaus said that he had not spoken to the Mayor and would not support the RFP as written. The protocols committees are in place to tell you operationally what we want and need to provide service that you are currently providing. Richard Tuma said that we are following the recommendation of the CAD Advisory Committee that has spent nine months putting this document together. WCC cannot enter the information into multiple records systems. A system designed like that is destined to fail. This would be too complicated and would affect our ability to meet standards in processing CAD calls in a timely manner.

Dan Tushaus stated that with this change, there is less service provided which would result in added cost on the back end of the agencies. Norm Cummings said the world has changed since Waukesha County Sheriff maintained their own dispatch operations. During that time 33% of calls were from cell phones, now it is over 80% of the calls. We cannot operate the way we used to. As circumstances change, we must change with it. The most important thing is to get the calls recorded and sent over for dispatch, not to provide a clerical function. Dan Tushaus said that things have changed for agencies too. As partners we cannot have you reduce the service you provide, that comes down to an unfunded mandate because of the work that will now have to be done on the back end. Richard Tuma reminded the group that with the language provided it would improve the information available to the units on the street and to the dispatchers in a timely manner. Steve Marks commented that he had thought that all this was worked out at police protocols. Richard Tuma replied that the CAD Advisory Committee made a recommendation, and then protocols wanted to change the language. This committee needs to support the work of the CAD Advisory Committee and the thought that went into all of the discussions. The language that Police Protocols wanted to add last minute will heavily customize the system. The staff at WCC is not large enough to be updating multiple RMS records, and would add dramatically to the time processing calls if we have to rely on RMS systems to respond with a names record. No one was led to believe that WCC would be doing clerical work; it was never put into a RFP.

Roll Call vote of DOC members:

Corky Curtis: approved

Don Wiemer: aye

Steve Marks: aye

Dan Tushaus: no

Jean Tortomasi: aye

Dan Buchholtz: aye

Joe Giver: aye

Robert Rosch: aye

Motion approved.

During the discussions about dispatcher access to the Spillman Master Name Index the issue arose again about what information to collect and when of callers. We are requesting to bring back to Police Protocols language discussed last year known as Option 2. Option 2 was asking full complainant information of victims and witnesses of crimes, but allowing discretion from the dispatchers to not have to obtain full information from passerby's for calls such as disabled vehicles. This would provide the dispatchers with a guideline to follow. Richard asked if it was possible to schedule a special Police Protocols meeting for Thursday to discuss this item and vote. Robert Rosch asked if this is something that could wait until the next scheduled Police Protocols in June. Don Wiemer mentioned that this topic was supposed to be revisited in January but has not been reviewed again. Allison Bussler spoke on behalf on the County Executive's office. The County Executive is respectful of the process of going through the proper committees, they were under the impression after talking to some of the members that this was a compromise that was under consideration, the County Executive would like to see this occur sooner than later. Robert Rosch said that

this topic was contentious last time it was discussed; it is not practical to try to plan a meeting two days out. It was decided to hold a special Police Protocols meeting on Thursday May 28, which allows the members' time to make an informed decision. This will be the only item on the agenda. \*\*Update: After this meeting adjourned a decision was made to hold the special Police Protocols meeting on Tuesday May 26 at 0900.\*\*

All the dates in the RFP will remain the same.

**Agenda Items for Next Meeting:**

No agenda items were mentioned for the next meeting.

Motion to adjourn at 11:54 a.m. made by Don Wiemer.  
Seconded by Steve Marks.  
All in Favor.

The next DOC meeting will be June 8, 2009 at 11:00 a.m. at Waukesha County Communications EOC.

**Waukesha County Communications  
Minutes approved by:**

**Commission Chair/Co-Chair:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Signature