

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

**Chair:** Colin Curtis

**Co-Chair:** Donald Wiemer

**Commission Members**

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

**Meeting Date:** 12/14/2009 **Time:** 11:00 a.m. **Location:** EOC

**Present:** Steve Marks, Robert Rosch, Jean Tortomasi, Donald Wiemer, Colin Curtis, Robert Douglas, Matt Fennig, Linda Dane, Sherri Stigler, Richard Tuma and Kelly Glenzer.

**Call to Order**

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

**Approval of previous minutes:**

Motion to approve the 9/14/2009 minutes .

Motion made by Robert Douglas.

Seconded by Robert Rosch.

Jean Tortomasi requested some minor corrections be made. Changes will be made to the minutes but the corrected minutes will not be sent back out.

Motion approved unanimously.

**New CAD Process:**

Richard Tuma spoke to the group on the CAD replacement project. There was a site visit scheduled in January to Montgomery County, PA that has been cancelled. Instead, another conference call will be scheduled on that date to an agency using one of the finalist's software who has their latest version. The two finalists are Tiburon and Intergraph. Originally, New World was one of three vendors but they dropped out at the last minute before the benchmarking process began. The biggest concern with both systems is verifying that the Geobase can handle the county's unique addressing. The unique addressing in Waukesha County and how vendors have to deal with it is an issue that limits what systems we can use.

During the demonstrations, Intergraph's system looked better. The dispatchers found it easy to use; the mobile was acceptable and worked on both air cards and current 800-data radio system. Tiburon's mobile product appeared better than Intergraph, and it also worked on both air cards and 800-data radio system. The dispatchers found this CAD system cumbersome and confusing during the demonstration, and on day two, Tiburon failed in most aspects. They had problems getting the equipment and the CAD software to work.

If the two finalists are not a viable option, we could look into opening up the RFP process again with no benchmark testing. Several more vendors may respond if there is not a required benchmark test. The benchmark testing costs the vendor a substantial amount of money and maybe this is why only large scale companies typically bid when benchmarking is required.

**SOP: Special Event Staffing:**

Richard Tuma provided a copy of the SOP to each attendee. The SOP is strictly informational. There is no action required of the DOC because it is an administrative SOP. The SOP for Special Event Staffing covers two scenarios. It covers when other PSAPs need WCC to provide services such as call taking and dispatching, and it covers when WCC agencies want to preplan an event that requires a separate channel and dispatcher. For example, when agencies have a speed wave or OWI grant that they request a dedicated channel for because of the number of officers participating. Since, staffing for preplanned events is outside the normal scope of services, and with budgetary concerns, it has become necessary to ask for reimbursement for these services. The City of Brookfield is the biggest user of a dedicated channel and dispatcher for their different waves. Richard Tuma has already discussed this policy with the Sheriff's Department and the City of Brookfield City Administrator and they are in agreement with the policy. This policy was presented to the Police Protocols for informational purposes and the members refused to discuss the policy.

The policy breaks down what the charges will be for departments by the average hourly rate for a dispatcher on both straight time and on overtime. If staffing is over and a dispatcher is utilized from the floor, straight pay rate is used. If we are at minimums and have to hire overtime to cover the channel, the overtime rate is applied.

The rate of pay will be addressed yearly to configure the average rate of pay by the Finance Department. This SOP takes effect in 2010.

### **2010 Chair/CoChair:**

In January, it will be election time for the Chair/Co Chair positions. Generally, the Co Chair moves up to the Chair position. In this case, Donald Wiemer is the current Co-Chair and he would move to the Chair position, and a fire representative will be elected for Co-Chair. The election will be on the agenda for next month.

### **Technology Committee Report and Recommendations:**

Since this committee has not met, there are no recommendations from the Technology Committee.

### **Police Protocols Committee Report and Recommendations:**

Robert Rosch spoke on behalf of Police Protocols. The last meeting brought forth the topic of the elimination of the ten codes. Citing NIMS as a reason that ten codes should be eliminated the discussion was brought forth on request from one of the police agencies. After discussion at the last meeting the majority of the members felt that elimination of the ten codes is not feasible, the current ten codes have been in use since WCC's inception. Prior to that, two separate ten -code lists were combined when the agencies all joined WCC. The ten codes are ingrained in many of the officers and dispatchers. A compromise of a reduction in the number of ten codes was discussed. Currently there are 99 ten codes and that by eliminating the seldom used codes the list could be cut down to at least half of that number. Feedback was requested of the dispatchers and the officers on the street about this topic. While NIMS recommends the use of plain text during large scale shared command type situations, the use of ten codes in day-to-day operations is acceptable. The members of police protocols committee were given the current list and a shortened version that dispatch came up with to review and make suggestions to. This topic will be on the next agenda for police protocols and will be before the DOC at some point in the future.

Pre Alert /Real Time SOP had some language changes made to it. The previous version said that the call taker was responsible for pre alert. The new version states that the call taker or the dispatcher can pre alert. It also gives the option of the call taker coming over the talk group with any safety alerts that they discover while on the telephone with the reporting party. WCC had to account for all the different skill sets of the dispatchers, with people in training they are not always trained on the talk group that they may take a call for. This policy has been in use since September.

Motion to approve the SOP was made by Donald Wiemer and seconded by Steve Marks.

Motion approved unanimously.

Talk group layout was discussed. With the Sheriff's Department taking over patrolling for the City of Pewaukee it was time to look at the way the talk groups are distributed. A handout was passed out to the attendees on what the new breakdown will be. The new distribution takes some of the airtime minutes from Area 4 (WSD) and distributes them to Area 2/3. Radio Services provided a report that showed each WCC agency and the number of airtime minutes they had on the radio. They took the numbers from July 2009 because this was the busiest month of the year. The geographic breakdown puts the WSD units that border the 2/3 areas on the same frequency. The initial proposal at the inception of WCC was to divide the county geographically. The Sherriff did not support this idea because his supervisors would have to monitor four different channels. Now with WSD taking over Pewaukee, and the potential increase to radio traffic on one talk group this idea is more acceptable. The WSD Pewaukee units would have a Lieutenant on first and second shift and the WSD Sussex units would have a Lieutenant on first shift. These supervisors would monitor area 2/3 and be in contact with the Captain or Lieutenant monitoring area 4 if the need arose. Richard Tuma stated that the radio shop would do spot checks every month and provide the radio time minutes; these will be shared with DOC monthly. This is a way to see how the airtime is distributed with the new layout. Donald Wiemer voiced his concerns that the added radio traffic and units will cause an officer safety issue on area 2/3. He stated that sometimes the radio traffic is heavy and officers can't always get on the air for a traffic stop. The talk group layout is fluid, with growth we would have to review the areas. A trial period of the new layout will happen for at least six months, with reviews of the radio time minutes monthly. That way decisions can be made using hard data and not just a one-month snapshot. If there are officer safety issues where an officer is unable to get on the air for something such as a traffic stop, that needs to be documented with date, time, officer, what agency was on air and for what event. This way we can try to track issues. If this occurs, agencies should send an email to Richard Tuma or Sherri Stigler so that it can be tracked. Was the traffic because of the movement of WSD units to area 2/3 or because of a regular 2/3 unit? The 2/3 channels can always be unpatched if a situation dictates it.

A motion to approve the talk group layout was made by Robert Rosch and seconded by Steve Marks. During the vote, Donald Wiemer was the only opposed vote; all other members were in favor. Motion passed.

After a few months, WSD may decide that the difficulty of monitoring multiple channels is too great. A brief discussion was had about when officers have multiple driver's checks to try to use an ops channel or perhaps call in and have a call taker or teletype run them off air so as to not take up airtime. Steve Marks reminded the group that the airtime minutes used in January may be higher with WSD starting in Pewaukee and dealing with the monitoring of two channels.

**Fire Protocols Committee Report and Recommendations:**

Matt Fennig told the groups that there are no action items up. Fire Protocols is working on tweaking their MABAS policy to better conform to the State's policy. Matt Fennig asked about the squads not responding to routine EMS calls, and the wasted airtime that occurs. The squad tells the police dispatcher and the notes go in the call and then the fire dispatcher relays the message to fire. For most routine EMS calls, fire personnel don't expect an officer. They don't need to be told that one is not responding, if they need an officer they will ask for one. They do expect officers on accidents, fire scenes and the law enforcement calls.

**Your issues:**

Steve Marks told the group that the new Command Post was used at the Wauwatosa officer shooting. Everything inside the Command Post worked well with a few minor glitches. There are now ten trained operators for the Command Post. The Command Post operated economically, after running for seven hours only ten gallons of diesel were used. It was asked if the Command Post could be brought or toured at the next County Chief's meeting, or perhaps some of the other County entities.

**Agenda Items for Next Meeting:**

If anyone has something to discuss please contact Richard Tuma.

Motion to adjourn at 11:58 a.m. made by Robert Rosch.  
Seconded by Robert Douglas.  
All in Favor.

The next DOC meeting will be January 11, 2010 at 11:00 a.m. at Waukesha County Communications EOC.

**Waukesha County Communications  
Minutes approved by:**

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

Signature