PROCEEDINGS OF THE BROWN COUNTY PUBLIC SAFETY COMMUNICATIONS ADVISORY BOARD

Chief Eric Dunning – Ashwaubenon PubSaf
Chief Al Matzke – DePere Fire/Rescue
Chief David Litton – Green Bay Metro FD
Chief Rich Vanboxtel – Oneida PD
Chief Greg Deike – Wrightstown PD
Sheriff John Gossage – BC Sheriff
Chief Derek Beiderwieden – DePere PD
Chief Randy Bani – Hobart/Lawrence PD
Chief Mark Hendzel – Pulaski PD
Director Larry Ullmer – County Rescue
Chief Andrew Smith– Green Bay PD
Chief Kurt Minten – Lawrence FD
Chief Tom Kujawa – UW Green Bay PD

A regular meeting was held on **January 25, 2017** at Brown County Public Safety Communications Building, 3028 Curry Lane, Green Bay, WI.

I. Call to Order

The meeting was called to order by Public Safety Communications Advisory Board Chair Chief Derek Biederwieden at 10:04 am.

II. Roll Call

Present:
Chief Derek Beiderwieden, Chair
Sheriff John Gossage
Chief Mark Hendzel
Chief David Litton
Chief Eric Dunning
Chief Al Matzke
Chief Kurt Minten
Chief Rich VanBoxtel
Chief Tom Kujawa
Director Larry Ullmer

Also Present:
Cullen Peltier, Brown County Public Safety
Jodi Meyer, Brown County Public Safety
Joe Massie, Brown County Public Safety

III. Approval/Modification of the Meeting Agenda

A motion to approve the January 25, 2017 agenda was made by Sheriff Gossage and seconded by Chief Minten. Unanimously approved.

IV. Approval/Modification of the Minutes – July 27, 2016

A motion to approve the July 27, 2016 minutes was made by Chief Litton and seconded by Chief Minten. Unanimously approved.

V. Communications Center Update

The center recently hired 3 new Telecommunicators and they are in their second week of classroom training. This leaves a vacancy of one full-time Telecommunicator position. The next group that will be hired is in approximately two months. There were recently three internal promotions; Lauri Maki III previous Telecommunicator accepted the Emergency Management Coordinator position within Emergency Management, Joe Massie previous Communication Supervisor accepted the Communication Specialist position and Samantha (Mary) Richardson previous Telecommunicator

accepted the Communications Supervisor position (Joe Massie's old position). The center implemented a new schedule for 2017 which includes the following shift groups; 10 A's, 10 B's, 12 A's and 12 B's that creates more flexibility. All Communication Supervisors changed their work schedules and are all working 12-hour shifts now. When the center is fully staffed it gives more overlap and offers more opportunities to work on initiatives that they participate in. For 2016, the overall turnover was low at less than 10%. The 2016 budget had a surplus which will be used this year for Communication Leads to take Leadership Training. Also in February of 2016 inversed hours were over by 300% which is normal.

VI. Phone/CAD Upgrades Update

Phone: This update has been going for a while. The last hang-up with the phone system has been the Text 2 9-1-1 project. As of today, when completing the final testing for the Text 2 9-1-1, there was a timing delay between the text control center and our Vesta System. Texts were getting hung up and locking up our system. This issue was going back and forth for about a month resulting with Vesta applying a hot fix and it is planned to retest later today (January 25, 2017) with all of the carriers. If this test passes the plan is to retrain the staff on February 7th and will effectively be (soft) live. After a few texts are under our belts and staff is comfortable, this will be advertised and promoted to the public. The center was very fortunate to have a staff member, who knew someone from Northcoast Productions that put together, free of charge, a PSA for the texting. There is one more quick edit that needs to be done and it is ready to go live with a couple of press releases out to the public so they are aware of what is going on.

The CAD Upgrade project has been moving slower than anticipated. There have been multiple discussions going back and forth with the statement of work to make sure it is solid. There are about three or four outstanding issues that staff is working with Securus on and hopefully be resolved in a short period of time then proceed farther into the implementation. Currently staff has been exchanging data and Securus is starting to look at the data conversion on their end. Securus is working on the mapping and we have been working with our GIS staff and their GIS staff making sure they have the right data in the right format. All of this has been going on behind the scenes but we have not seen anyone physically out here yet working on the implementation of the project. Cullen was asked at MABAS what the timeline looked like and he is being told 18 – 24 months for the implementation. Cullen was then asked why it was so long and it is making sure the data conversion and mapping are accurate so that we do not get into any issues of dispatching to wrong locations. The data conversion is a huge part of the project, testing and retesting to make sure it is spot on before we go live with the system. Securus has also been working on all of the interfaces. Cullen mentioned at the Police Chiefs meeting that one of the interfaces that was not included was the TRACS interface and it will be taken care of. Securus is also currently working on this as well. Chief Dunning asked while they are going through the testing phase and getting closer to the implementation if a department can act as a "guinea pig" before the complete cutover. Cullen answered that we have not arrived at that part yet but believes that there will be testing, training environments then a complete cutover. Cullen is unsure if that is set in stone but will mention that on the next weekly call with Securus. Chief Dunning also mentioned that when they went through the TRACS conversion the first time that there department was the "guinea pigs" to work out the bugs first before the big state switchover. Now since the big state switchover everyone is running into issues right now. Dunning recommends that there is a test phase before the all in phase to help transition so instead of having all agencies with the same questions/issues this can be worked out. Cullen was thinking how this would work and that Ashwaubenon would be a strong candidate for that position but will have that discussion on the next conference call.

The City of Milwaukee was here at the center January 24th because they are looking at doing some internal changes. They are looking at other larger PSAP's in the state and decided to come up here to tour. Some of the discussions included policy, procedures and training. Milwaukee is currently on Securus so there were some conversations about their initial "hick-ups" when they first moved over. Once they got to the Project Manager that we currently have, everything went smoothly and do not have any issues right now. The administrative side seems to be happy with the product however we were not able to ask the dispatcher side of it. If anyone is interested in seeing it live on the fire side to get the boots on the ground perspective vs. the administrative perspective, Cullen could arrange something to go down to the City of Milwaukee to see how it operates. They currently do not have the Police side up.

VII. Standardization Operating Procedures Update
(No updates were given).

VIII. Dispatch Users Group (DUG) Update
(No updates were given).

IX. Roundtable
Cullen summarized that at the last meeting Barry Irmen, Brown County Medical Examiner, had the discussion regarding the use of talk groups. Ultimately what was discussed at this level was that we would provide them with Brown County Main and the interop talk groups if they so choose. They would be able to communicate with us via Main and if there was an emergency situation they would be able to move over to the interop and all of the other agencies would be able to communicate with them via interop. That seemed to be a consensus with the members present on November 1st (no quorum) Cullen then put out an email with this information to the Advisory Board and asked for feedback if there was any concerns. One response email came back affirmative so Cullen figured it was ok without voting amongst the Board. Cullen had a discussion with the Medical Examiners and believes they had their radios programmed. Once the programming is complete, Cullen will make sure all of the Agencies are aware.

Sheriff Gossage brought up that thanks to Cullen, Capt. Sandberg was working on and able to utilize the highway signage display boards with the state to alert drivers by notification that there is a wrong-way driver on the highway. They did that down in Milwaukee and has been very effective and will be a good tool, however there are still issues on how to educate the public on when they get to the round-abouts. They currently are getting turned around and start going the wrong way. Obviously there was that double fatality in Howard that was a forward steam and was difficult for all of those involved that helped including the Comm Center. Gossage was talking to one of his Chiefs and evidentially one of his off duty- officer/firefighter was the first one on the scene and went out into the water to get them extracted from the vehicle. Difficult thing but believed everybody was debriefed. Cullen thanked Sheriff Gossage for the offer of allowing our staff to attend the debriefs and that it is very helpful.

Chief Matzke introduced himself as Chief Al Matzke from De Pere Fire & Rescue and that this is his first meeting and hopes he can be an asset.

Chief Litton announced there is a new Assistant Chief overseeing the Emergency Medical Services Division, Training Division and Support Services which is Chris Ehmann. He has been with the department for a long time and has been a dispatcher and has always been on the street. He recently was a Battalion Chief and has been chosen to move up to Assistant Chief. We hope to have some better communication and interaction and have been doing very well so far. Cullen

added that when he came over to PSC in 2012 and did that study where Kevin Conrad and Lisa S from Green Bay, Chris was part of that study that we put together and a lot of great things came out of that. He was very good to work with and very happy to be working more with Chris.

Joe Massie mentioned one thing that was overlooked was in the June timeframe, the center is looking at a radio conversion upgrade that shouldn't involve a lot of change. The initial phone call kick-off will occur in the next two-three weeks but does not appear to be anything major. Cullen added the last upgrade had no impact whatsoever on the users but will keep agencies informed when that is and will have a backup plan in place. The center will have the backup plan reiterated and in place before going to the upgrade.

Chief Litton also mentioned that they did use the DVRS out at the corrections facility on Tuesday and received feedback that it did not work. Joe Massie also added that they had a couple guys out at GBCI yesterday that were looking at wanting to do some evening radio checks with us to make sure everything works fine. They want more coordination with us especially if they are going out on something outside of the walls and if something goes bad.

Chief Biederwieden was wondering if it was just their TRACS moving very slow, like snail slow and it take Officers forever to get. Other Chiefs agreed that it was a state thing.

Director Ullmer said County Rescue is looking at purchasing a product called Active911 similar to IamResponding. They primarily looking at to communicate with our First Responder Network which is still VHF and this would allow getting updates. Active911 should work with the system and do not think it should be a problem. They had discussed this with Ryan. Cullen had asked to keep Joe Massie copied in on communications just in case this leads over into his area. Ullmer said it should still be a month or two as they are still trying to make sure they have their head around it. It does do messaging and allows mapping which will do a PSAP drop to the first responder, right to their phones. It would be a very helpful tool. It is like a text to email that gets into the Active911's email system, their software gets it out to the end users. Joe asked if this would allow updates to call notes when the comm center has them staged. Ullmer believes so. IamResponding is designed for Fire Departments; EMS uses it for a different reason, for communication.

Chief Minten said in regards to the Fox River District, Al sent out an email looking to go live on March 1st with the single page to east and west side which hopefully will make it easier for the dispatchers.

X. Other Matters
No other matters.

XI. Next Meeting
The next meeting will be held on April 26, 2017 at 10am.

XII. Adjourn
A motion to adjourn was made by Chief Minten and seconded by Director Ullmer.
Unanimously approved. Meeting adjourned at 10:32 am.

Chief Derek Biederwieden, Chair
Public Safety Advisory Board

Cullen Peltier, Director
Public Safety Communications