



Jackson County Sheriff's Office

30 N. 3rd Street - Black River Falls, WI 54615 - (715) 284-9009 - Fax: (715) 284-0252

DUANE M. WALDERA, SHERIFF – MARK J. MOAN, CHIEF DEPUTY

E-MAIL: sheriff@co.jackson.wi.us

Chuck Jensen called the meeting to order at 9:00 a.m. Monday October 27, 2014 in the Explorer Conference Room of the Jackson County Courthouse. Additional members present were Jeff Amo, Ron Carney, Ray Ransom, and Tyler Kapfer. Also Chief Deputy Moan, Steve Pott & Jeff Nelson from PSC Alliance, Tait Representatives Jim Collum and Jeff Forsha, as well as Brad Chown BRF City Administrator.

Previous Minute Approval

Motion by Ransom 2nd by Carney to approve minutes from the October 27, 2014 meeting. All in favor; motion carried.

Agenda Revisions

Move letter G to letter D. Add Brad Chown

Next Meeting Date/Time

Monday November 24, 2014 9:00 a.m.

Radio Project Update – Tait Final Acceptance

Jim Collum, project engineer, Jeff Forsha microwave engineer, Lauren Kirklnad project manager Biran Roark service manager

- Very happy with the coverage area and clarity. PSC was able to key up at the Foster Exit on a portable this morning on the way in.
- Tait is happy to hear that we are happy with the performance of the radio system thus far. Tait is proposing acceptance of the contract and begin the support phase. Tait partnered with Jackson County a little over 2 years ago to install a new VHF Simulcast system. There have been a number of challenges that delayed the acceptance of the system. Those challenges have been addressed and system is working as designed. The system is ready to move into the support phase.
- Notable Challenges – Chirping: Chirping occurs when a link to a site has failed. The isolated site operates independently for local communication. Independent operation interferes with the remaining system. The isolated site and other sites are not exactly synchronized and cause the chirping. There was also a problem described as an “open mic”. There is a 30 second transition when a site is down. Talk through works well to acknowledge when a site is down. Within 30 seconds will need to switch channels. How does paging work when the system goes down? Would also need to be talk thru. Possible that they would have to go into the manual screen to select the repeater to send out the back up page. If everything goes badly, dispatch still has the ability to talk to and hear everyone using the backup system. Chief will check and make sure the procedure has been given to communications officers in the event of a system outage. Will bring to next meeting. Technical Resolution: Keep Link Up. Procedural Resolution: dispatchers announce that a site is down when alarm is received. Radio users in area of failed site change channel for local communications. Have made some recommended procedural changes to Dispatch. Have asked Dispatch to make a series of calls to the end users to let them know that site is down at the moment. Also recommending that the dispatcher go to the control station for that site and key up to let anyone using that site to let them know they need to switch channels.
- False Alarms: caused by modern systems have a lot more alarm capabilities. To be effective alarms must be turned to the customer's environment. False alarms are nuisance alarms. “Nuisance” alarms bother dispatchers. Technical resolutions: display filters only show dispatchers alarms that are meaningful to them. Only use alarm sounds for big issues. Add 15 sec delay to all alarms, except smoke and door. Add customized site down and up alarms for link failures. Retain “catch all” alarm logs for technicians. A lot of cooperation and coordination was required to create a unified alarm system that covers the radio system and the towers. Several rounds of “alarm tuning” were completed in the last year. Display filters, 15 sec delays, custom site down and up alarms, email alarms. Tait replaced the alarm PC to improve reliability and remote access to alarms. Alarms can be turned forever and never be perfect.
- Microwave reliability issues: Software issues in microwave radios caused reboots. Signals fade due to environmental factors, installation Quality. Technical resolutions: upgrade to firmware specifically developed to correct the problem and install on all radios. Design and “tweak” antenna systems balancing availability and budget. Link Fail Talk Through feature. Fix microwave installation at Sheriff's Office. Microwave connection is the most reliable connection is not 100% perfect but runs around 99.999%. There was one installation quality issue that was addressed and fixed.



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- Microwave reliability study results from Aug 8 2014 thru October 19, 2014. Over all was between 99.999 – 100% reliability. In order to obtain the “5 nines” in reliability it is less than 5 minutes of outage total in a year.
- Support after the contract: Chirping: dispatchers see site down alarms and radio users hear chirping. Dispatcher exercise procedures to handle site down condition dispatcher will contact Tait support. Tait support opens ticket and begins remote troubleshooting. If possible issue is resolved remotely; otherwise onsite support is dispatched by Tait for Two-Way Communications from Eau Claire. Issue is resolved. Tait support contacts dispatcher to notify issue is resolved. Support ticket is closed which documents resolution. Is that 24/7 support? Each service ticket is assigned a priority level number by Tait. Priority levels 1 & 2 have someone with you until problem is fixed. Priority level 3 is something that is work around. Priority level 4 would most likely be resolved only during normal business hours. Brian expects his engineers who are the dedicated advocates to our account to resolve any issues to our satisfaction in a reasonable amount of time.. There will be a formal transition meeting to walk through the process. They may not be exclusively dedicated to our problem but are accountable and will know the status of the situation. Case is logged via phone call or email. We will get confirmation and engineer will be assigned. Engineer will call back and work with us to determine next steps, etc. Depending on the priority level it will be verbal or email. Priority levels 1 & 2 constant contact, level 3 every 4 days and level 4 every 10 days at minimum follow-up. Were priorities discussed with dispatch? We are an emergency service provider and need to have very quick response/resolution times. Alarm tuning is never a finished product. We will be setting thresholds and patterns to fine tune. Everything is documented and housed in a database and sent to research and development teams for product enhancements. The support is much more than warranty support. 1st year support is part of the project. Part of support is access to asset management platform. It is designed specifically for radio networks. Can load all the assets in the system and will keep all the repair, warranty, etc. info. Will be training on this when we have the support training. With the failures over the weekend, it is believed that the Melrose tower has a card that needs replaced and the link between Brockway and dispatch went down. Both were short durations of just a couple minutes.
- Tait is requesting we accept the system and begin support contract. Unexplained outages. Two or three weeks ago Melrose went down and was back up in about 5 minutes. Could not be pinpointed as to what the cause was. Happened again over the weekend and now they have a plan to correct that. Another issue is the Harris alarms which occurred on the sheriff's office link which is the most important link because it links everything together. PSC does not have a lot of anxiety overall but the two recent over the weekend are unexplained. Still a little bit uneasy because of the unexplained outages. The shortest link you would think it should be the best connectivity. Could be the height of the trees, but should not be a problem. Tait would expect to see some sort of daily electrical interference coming from the Sheriff's office, the river could be part of the problem but not that we have seen. Have the beginning information to figure out the problem. Looks like the issue is incoming to the Mucks. Fairly comfortable that we can accept the system with the assurance that the issue with the sheriff's link to Brockway is fixed.
- Support Example
- Fairly comfortable that we can accept the system with the assurance that the issue with the Sheriff's Link to Brockway is fixed.
- Kristina has some documents from Lauren Kirkland that shows who to call etc.
- Motion by Ransom to accept Tait final acceptance of the contract with the assurance that the issues discussed today will be resolved 2nd by Amo; all in favor motion carried.
- Questions – at the transition meeting will discuss the procedure on how to handle.

City of BRF

Brad Chown asked if there was anything we have heard since the last meeting. Chief Deputy stated that they have not heard much of anything. Will be a public information meeting held at some point. The City is working on union negotiations with their PD. Looking for a timeframe. Will be in contact once more information is obtained. Still believe this will be a lengthy process.

Animal Shelter Quarterly Report

Barb Pfaff could not be at the meeting today. She will present the 3rd quarter report at the November LEC meeting.



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Dive Team Quarterly Report

Provided current dive team roster at September meeting. Nothing new to report for 3rd quarter.

Tribal Law Enforcement Grant Resolution

This is the yearly grant that needs to be submitted. In the past the HCN always prepared and presented information to receive the grant. This year the Chief has to complete the application. In the past have submitted the grant for \$56-\$58,000 but received instructions to submit the amount that we received last year which was the \$27,625. Still trying to get clarification on how the grant amount is awarded. The Chief had to add language to the agreement that the Housing Authority can request reports following the open records policy. Motion by Kapfer 2nd by Carney to accept the Corporate Tribal Law Enforcement Agreement & resolution as presented and forward to Exec and Finance. All in favor; motion carried.

Divisional Reports

Written report presented. Chief Deputy spoke with Bob Hart regarding the Snow Creek tower lease. He explained why we had to get a new system, why the Snow Creek tower cannot be used. Has no problem with us being off the tower, expressed he would have liked to know sooner so that he could have worked on getting someone else to take the place. Is aware we will be getting off the tower and abandoning the equipment in place. Need Corp Counsel to draft termination. Someone will also need to take over the electric at the site. Chief will meet with Kristina and they will be in touch with Corp Counsel to draft the termination. We already have a termination agreement drafted. Chief will meet with Kristina. Additional Park & Rec position: Have you scrapped the idea of this? Still want to relook at this but we were reimbursed 80% of what we submitted for 2013. We have an actual ATV/Snowmobile patrol program but what we have learned is that more agencies are putting in for the reimbursement including City of Milwaukee and Racine. Need to sit down with the staff at the DNR before going forward and learn more about it.

Staff Vacancies and Recruitment Updates

Hopefully getting close to having all the vacancies filled in Communications. Jail is still down one male LTE. We have opened the application process again. Patrol is fully staffed for FTE's. Have two LTE's going through FTO training right now and hopefully they will be able to complete an abbreviated program.

Vouchers

We are done with Advanced Healthcare and have begun using BRMH for medical inmate services. Rear window replacement of 140 because the rear defrost does not work. Lock N Load contract had to be paid a month in advance. Motion by Amo; 2nd by Ransom to approve vouchers as submitted; all in favor motion carried.

Budget Report

Overall budget looks to be ok. There are areas that are over but hopefully will come in overall under budget.

Closed Session – Motion by Amo 2nd by Carney to enter closed session at 11:18 all in favor motion carried.

The committee will convene into closed session for the discussion of employee related matters pursuant to section WSS 19.85(1)(b)(c) employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility

- Patrol Evaluations
- Motion by Ransom; 2nd by Kapfer at 11:31 a.m. to return to open session pursuant to sec 19.85(2)

Evaluations approved.

Motion to Adjourn

Motion by Kapfer, 2nd by Amo to adjourn at 11:32 a.m. All in favor; Motion carried

*******These minutes will be approved by LEC Committee at the 11/24/14 LEC meeting**