



# City of Madison

City of Madison  
Madison, WI 53703  
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## Meeting Minutes - Approved PUBLIC SAFETY REVIEW COMMITTEE

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Tuesday, January 12, 2010

5:00 PM

Madison Police Department  
211 South Carroll Street  
Room GR-22 (City-County Building)

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### CALL TO ORDER / ROLL CALL

**Present:** 9 -

Paul E. Skidmore; Bryon A. Eagon; Eli Judge; Tyrone W. Bell; Michael S. Scott; Bret M. Gundlach; Chan M. Stroman; Joel Plant and Julia S. Kerr

**Absent:** 1 -

Matthew J. Phair

### APPROVAL OF MINUTES

Eli Judge made a motion to approve the meeting minutes from December 15, 2009, Bryon Eagon seconded the motion. The minutes were unanimously approved. Julia Kerr abstained.

### PUBLIC COMMENT

### NEW BUSINESS

### LEGISLATIVE UPDATE

1. [16898](#) Authorizing the Mayor and City Clerk to enter into an agreement with the Village of Shorewood Hills for the provision of fire services to the UW Hospital and Clinics located at 600 Highland Ave.

Joel Plant from the Mayor's Office shared information with the group on the resolution of legislative file number 16898. This would allow the City of Madison to enter into an agreement with the Village of Shorewood Hills, which would allow the Madison Fire Department to transport to the UW Hospital. He said the provision of service is something that has already been done for years, but that the State Department of Administration informed Shorewood Hills that the agreement needs to be memorialized in order to receive payment of municipal services from the State.

The group voted unanimously in favor to approve item number 16898.

This Resolution was Return to Lead with the Recommendation for Approval to the BOARD OF ESTIMATES

## REPORTS

2. [17051](#) Update on the 911 Automated Attendant system.  
John DeJung and Gary Bell

John DeJung, the Dane County 911 Manager was invited to attend today's meeting to give an update on the proposed 911 Center Automated Attendant. He and Gary Bell, Technology Manager from Dane County 911 Center attended last month's PSRC meeting to share information on the automated attendant. With Mr. DeJung and Gary Bell today were, Paul Logan, Operation's Manager, and Rich McVicar, Technology Manager. Mr. DeJung said that the intent is to allow the 911 dispatchers to focus on the calls that are in need of a timely response and human interface. About 33 to 40 percent of the calls that the 911 Center receives come in on the open lines, which is about 1/2 of the calls. And, about 1/3 of those will end up being dispatched in some way. Out of every 100 hundred calls, about 11 will be handled by the auto attendant, which allows the caller to go through a series of options in which most of those calls will be brought back to a live person to process the call. Mr. DeJung responded to an inquiry that the 911 Center staff is not fluent in the Hmong language, but that the company providing translation services to the 911 Center would be able to translate in a variety of languages, including Hmong. If the caller were looking for a language other than English or Spanish, the 911 call taker would have to connect through the language line translation service. A three-way call would then be set up between the caller, the dispatcher, and a language line translator.

Mr. DeJung also responded to an inquiry regarding call prioritization, specifically how callers would be expected to understand the difference between an incident occurring now and an incident that had already occurred. Many callers call about incidents that occurred just moments ago. Mr. DeJung indicated that the call about an incident occurring now second priority, and a call about an incident that occurred in the past a third priority. A question was asked on the 8-second average response to non-emergency calls and what would be gained by a one-second reduction on an emergency call. Mr. DeJung said that while one second doesn't sound like much, it is actually significant and, that the 911 Dispatch Center is trying to reach a national standard in answering 90% of all dispatch calls in 10 seconds or less.

An audio sample of the auto attendant system in operations was then played for the group. Mr. DeJung said that between now and February 1st when they roll out the system, 911 Center staff will meet again with the Public Information Officer's from the Madison Police and Fire, and the Dane County Sheriff's Office where they will complete the plan for a release of the system prior to officially launching the system. There will also be a citizen focus group to test the system prior to utilizing it.

3. [17052](#) Mifflin and Halloween after-action report.

Captain Mary Schauf from the Madison Police Department shared and after-action report on both the Mifflin Street and Halloween street parties. She indicated that 2009 marked a huge change to the Mifflin Street event in that it was a formally sponsored event, something that the event had not seen for about 14 years. There as a DJ stage that had very specific and set times to play music and through which the police and event organizers were able to relay messages to the crowd. There also were food and merchandise carts with items available for purchase. The Police Department used field processing of arrests, which was done in a bus that was on site. Field processing allowed police to cite and release individuals who were causing disturbances, underage drinking, etc., without the need to book them in the County Jail. Out of the total 164 citations, 107 were processed in the field, and 57 were processed at the County Jail. If a problem developed where the individual was cited and released and then came back and caused a disturbance again, they would then be arrested and booked into the Jail. She said the goal was a quick turn-around time on the arrest from the point the officer has contact with the individual and the completion of arrest functions. Supervisors were available at the busses to complete screening for health and safety concerns related to detox or hospital needs. Out of 164 people arrested, 47 reported that they were students at UW Madison and 5 were from UW-Milwaukee. The most common charge was for open intoxicants. Captain Schauf said that the event extends into the large backyard areas, which are big, wide spaces. When looking at it from a policing perspective, it is much bigger to police than just a two-block area and that is why the number of staff is needed for the event. MPD staff spends a lot of time policing both spaces on the street and in backyards. Since many of the homes are older, the Police collaborate with Building and Fire inspectors. Letters are sent to property owners to correct anything that may be hazardous such as railings, balconies, and porches. On the day of the event, if the Fire Department sees any sign of a railing or balcony that could fail, people are ordered off the structure immediately. Madison Police also have mobile teams that address house parties and shut the party down and cite the owner later if they are concerned about the safety. With the street cleanings and other clean up, the event concluded at about 8:30p.m.

Captain Schauf said that Halloween was also very successful this year and that she has seen incremental improvement over the past three years. Arrests fell to an all-time low of 52 on the event night, most of which were municipal ordinance charges. She said the event is really turning into a one-day event on Saturday and is gaining greater organization and structure. The event officially opened at 7pm with a few early arrests, but most arrests occurred at about 10 or 11pm, but diminished around 1am. Cost data was shared with the group, with a majority of the costs occurring within the Police Department, although other City departments bore costs as well, although most of those costs can be absorbed within the agencies regular operating budgets. The most expensive year was 2006, which was the first year of Freakfest, where the City essentially became the event promoter where light trucks and event staging were rented. The event planners aimed for a different event outcome from earlier years, and that was accomplished. The City has seen an 88% decrease in its overall costs, with the total net cost in 2009 just shy of \$42,000, which is less than \$1.00 per attendee. A question was asked where the event revenue (primarily from ticket sales) goes. Mr. Plant explained that the money is put into City's general fund. The goal for 2010 is for the event costs and revenue to break even.

4. [17053](#) FY 10 budget report from the Madison Fire and Police Department.

Captain Wahl shared some of the Police Department's budget highlights for 2010. In the capital budget, funding was approved for a police training facility. The training staff is presently searching to find a suitable training site. As far as the operating budget, Capt. Wahl said that since the Police Department has been providing two officers as bailiffs for the Municipal Court, but that starting this year, the Municipal Court is going to incur that cost by hiring private security guards as bailiffs. This will then free up two police officer's time; those officers will go back to Patrol. There will be four positions in Court Services that will be civilianized with those four officers also returning to Operations. He said that there is approval in the budget for 11 new positions, depending on approval of federal COPS Office funding; if the COPS funding is not approved, the costs for those positions will borne by the City as over hires. There will be an accelerated academy of experienced law enforcement officers that will start in February and will conclude in the middle of the summer. From the federal Stimulus Recovery Act last year, the Police Department was able to purchase equipment and big chunk of it went to the purchase of 10 new squad cars. The Department will also receive a federal earmark of around \$700,000 for a new records management system.

The Fire Department was not available to share its budget report due to the unavailability of staff.

#### COMMITTEE REPORTS

5. [17054](#) 911 Center Committee

Alder Paul Skidmore reported on three items from the last Dane County 911 Center Board Meeting. He said that the 800mega-hertz interoperability program relates to the hand-held radios in which the County would like to pay for the main system hardware and have the user municipalities' pay for the hand-held radios. He also mentioned that there was discussion of the auto attendant and dispatch protocol.

#### FUTURE BUSINESS

Any suggestions for future business should be referred via e-mail to Mike Scott or Eli Judge

#### ADJOURNMENT

Tyrone Bell made a motion to adjourn the meeting at 6:30pm; Alder Julia Kerr seconded the motion. The motion carried unanimously